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The Shrewsbury and  
Telford Hospital  
NHS Trust

**EQUALITY,**

**DIVERSITY &**

**INCLUSION**

**ANNUAL REPORT 2022**

The Shrewsbury and Telford Hospital NHS Trust

# Executive Summary

**The Trust's Equality Diversity & Inclusion Strategy was reviewed and refreshed in April 2022 and aligns with the Trust's People Plan and our values, which remain at the core of everything we do.**

Our annual Equality, Diversity & Inclusion report provides to our Trust Board a progress update of our ambition to make SaTH a great place to work and receive excellent care regardless of the protected characteristics within the Equality Act 2010.

We continue to work to achieve everything we set out in 2022, our commitment to improve the working lives of our people and provide excellent care for the communities we serve remains.

This report provides an overview of our activity during 2022 and will support us in reviewing our priorities and on-going work to deliver the EDI strategy.

The report highlights our activity against the general equality duty outlined in the Equality Act 2010, to have due regard for the need to eliminate unlawful discrimination, harassment, and victimisation; to advance equality of opportunity; and to foster good relations between people who share a protected characteristic and those who do not.

The opportunity to reflect on our commitment to equality, diversity, and inclusion, celebrating our successes and highlighting the key pieces of work we have achieved throughout the year is offered within this report.

The Trust's compliance with the Public Sector Equality Duty by publishing information on an annual basis is demonstrated in this report. It summaries the workforce and patient equality monitoring data for the period 1 January 2022 to 31 December 2022.



*Khia Bayate*



*HJ Flavelle*

# Living with Covid-19

Following the first wave of COVID-19, many colleagues suffered from what has been termed as “Long Covid”. The symptoms vary between individuals and therefore, a support group was established to share these symptoms and strategies to overcome them. It also provided a safe space for peer support, including inviting subject matter experts, such as a respiratory physiotherapist, to offer advice and guidance based on the latest research. The group continues to meet monthly.

## Health and Wellbeing Support

The key focus of supporting colleagues health and wellbeing continued in 2022 and remains a key priority for 2023. We have developed a Winter Wellbeing package to support our people through the cost-of-living crisis. Like many organisations we are concerned for the longer-term impact on our people from COVID-19 and how we provide support as the impact on colleagues continues to affect their wellbeing. Financial wellbeing and mental wellbeing are intricately linked - almost half of those with debt difficulties also have mental health difficulties. We have appointed a lead clinical psychologist and the Staff Psychology Service has been set up to provide psychological support to our people. This is to prevent burnout, support those with long covid and help those with trauma responses as a result of working during COVID-19.

Our Winter Wellbeing package launched in October 2022. The aim of this package was to deliver three clear aims:

### No one will go hungry at SaTH

- **Soup and a Roll** - Throughout the winter months colleagues who are struggling with the cost of living will be able to receive a free soup and a roll from the restaurants.
- **Free Breakfast** - Throughout the winter months colleagues who are struggling with the cost of living will be able to receive a free breakfast item from the restaurants. Colleagues will have a choice from either a pot of porridge, toast or fruit.
- **Refreshment from a Friend** - Our new Refreshments from a Friend scheme allows anyone to purchase a token up to the value of £4, which is then available to another person to use and receive a refreshment for free. This is available at both the Royal Shrewsbury Hospital and The Princess Royal Hospital.

# Living with Covid-19

## Putting staff and their family at the heart

- **Support whilst at school** - This £30 voucher is intended to be used to help towards the cost of providing your child(ren) with school uniform, shoes, and stationery items.
- **Shopping** - This £60 voucher is intended to be used to help support staff with the rising cost of food shopping to feed yourself and your family.
- **Support for Carers** - This £30 voucher is intended to be used by carers with the cost of providing carers support.

The introduction of interventions has been well received by our staff. With nearly 2000 requests for the above received. Feedback can be seen below:

*"I just wanted to say **big thank you** for launching financial help for staff at SaTH. The school/food vouchers are an amazing idea now that so many people, including me, are struggling with the increased cost of living. It's sad to think that many NHS workers are having to use food banks or schemes like this, but it's nice to think that our hospital is doing something to help us. It's not easy to speak to your manager or colleagues when you are struggling financially as I personally don't like people feeling sorry for me, but I've applied, and I hope others do to."*

*"Oh my gosh, really! I'm absolutely made up; this really will help a lot! I can't put into words how happy I am, thank you so, so much! I had a look at the wellbeing brochure, it was really very helpful and interesting and I've been able to get some handy hints and tips which will hopefully help me save money in the future. Thanks again, I'm really chuffed."*

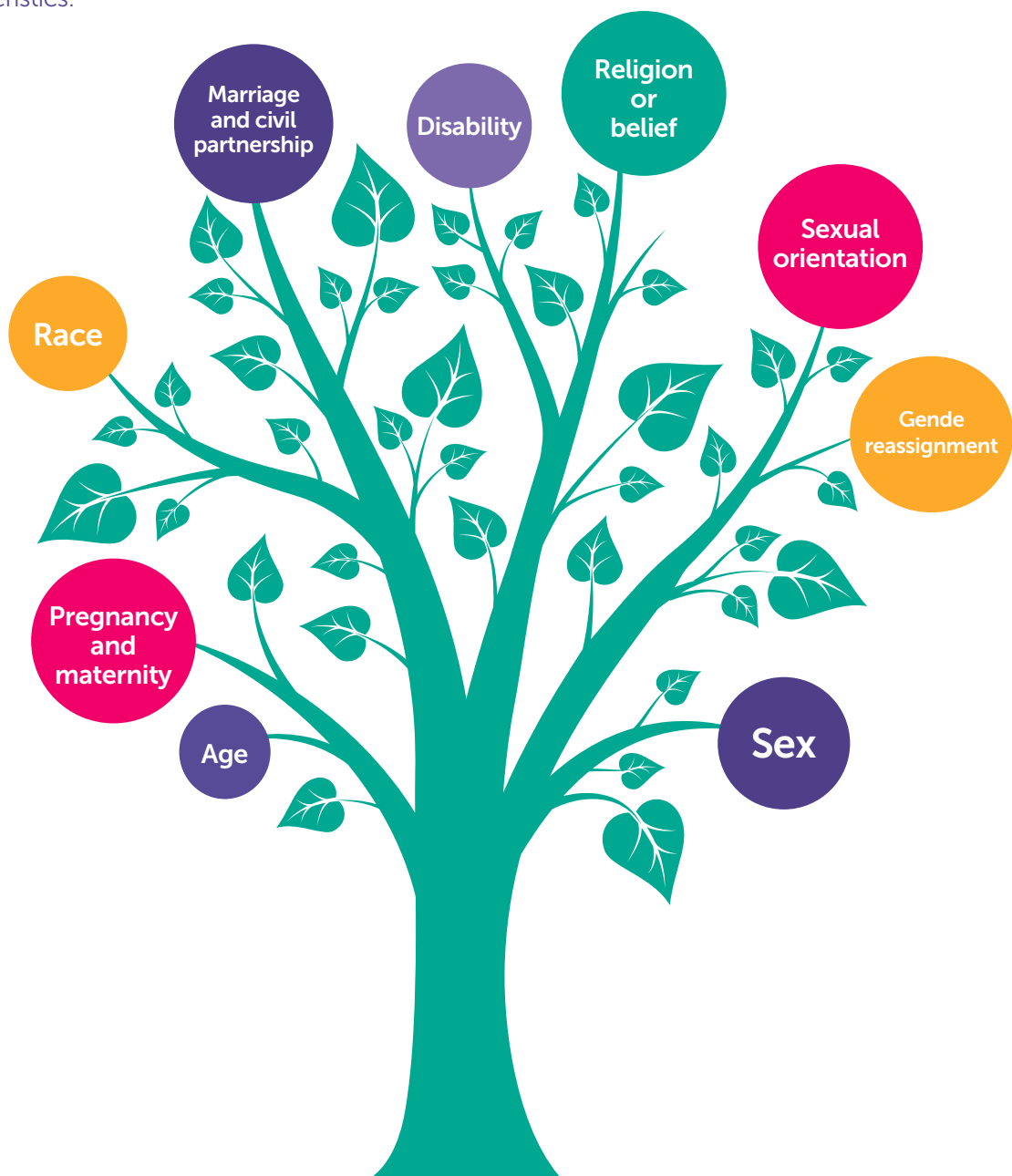
The cost of living working group are continuing to meet every two weeks to discuss new support that can be put in place and how we can support our home workers and staff coming into the summer months.

SaTH Charity has worked closely with staff and patients and supported many events throughout the year.

# Legal Requirements

## The Equality Act 2010:

This places key duties on statutory organisations that provide public services. It protects people from discrimination, and this refers particularly to people with the following protected characteristics:



# Equality Objectives

Improvements have been made however there will always be more we need to do, our ambitions remain clear to be an employer of choice and ensure everyone has a sense of belonging at the Trust.

## Governance and Reporting for Equality, Diversity, and Inclusion

The Trust has governance and regulatory frameworks and mechanisms in place to ensure that assurances are provided in relation to the discharging of our equality duties. The Trust has three EDI staff networks for disability (Disability, Ability and Wellbeing Network), race (Race and Equality Network) and LGBTQIA+ (SaTH Pride Network).

Each staff network has an executive sponsor from the leadership team. We continue to work towards building EDI champions from Board to ward level on the principle of inclusivity. Our governance structure includes the SaTH EDI Group which is chaired by the Medical Director for Strategy and Partnership and reports into the Operational People Group; and a Patient Advocacy Group which engages with our community with representation from the Patient experience Team and Public Participation Team via the Community Engagement Facilitator.

**Our People** - aim is to ensure our staff create a positive working environment and promote a culture of trust, where our people work together and feel motivated and confident to challenge and be innovative. A key objective is to recruit and retain a workforce which is representative of the communities we serve, and to provide an environment that values the differences people bring with them, where they feel safe and supported throughout their career.

**Patients** - aim is to ensure that we are working with our key partners to provide the best possible service to our communities, ensuring everyone has fair access to all services and always treating everyone with respect. The group will engage across Shropshire and Telford & Wrekin to deliver a service which meets the needs of communities, especially those that are seldom heard, to reduce health inequalities.



Contact EDI Team on [Sath.edi@nhs.net](mailto:Sath.edi@nhs.net)

# EDI Highlights and Achievements 2022

This section reports on the key activities and achievements that took place during 2022 to enhance Equality, Diversity, and Inclusion for the Trust.

## Employee staff networks

We have continued to support and strengthen our three staff networks which are:

**DAWN - Disability, Ability  
& Wellbeing Network**

**Race, Equality &  
Inclusion Network**

**SaTH Pride Network  
(LGBTQIA+)**

## The EDI team have continued to plan and deliver:

- Monthly EDI staff network meetings
- Patient advocacy group meeting reinstated in November 2022
- SaTH EDI Group meeting continue to hold every 6-8 weeks in accordance to the group's Terms of Reference (ToR)



## EDI events in 2022

### Equality, diversity and inclusion events and faith celebrations.

The Trust is committed to recognising and valuing the rich diversity of its workforce and actively promotes opportunities to raise awareness and engage with its diverse staff groups through events and awareness days. During 2022, the Trust has supported a range of key equality events and faith celebrations and worked in collaboration with its staff network Groups, Chaplaincy Service, and other departments. Events and days celebrated so far have included:

- Lunar New Year - Chinese food served at each site, and communications shared
- LGBTQIA+ History Month - EDI walkabout with Wellbeing Team
- Race Equality Week
- South Asian Heritage Month - stalls at each site, positive feedback from staff, main message they want to be treated with respect and kindness/staff feedback that they would like to engage with the staff networks, but would like more informal meetings with different times and venues
- Equality and Human Rights Week
- Black History Month - Conference at the Royal Shrewsbury Hospital site, with food and speakers
- Disability History Month - Communication and walkabout with Wellbeing Team
- International Day for Disabled Persons
- Mental Health Awareness Conference, including men's health - wellbeing walkabout
- Faith and festival celebrations included: Easter, Ramadan, and Vasakhi and Diwali





## Key themes explored during events included:

- Sharing understanding of the diversity of lived experiences
- The importance of allyship
- Senior leadership supporting and modelling inclusivity
- Making SaTH a better place to work for all, thereby improving recruitment and retention

## Engagement outcomes with some examples:

- EDI relaunch and Pride Month events: Engagement with over 600 (~10%) members of staff
- South Asian Heritage Month events: Engagement with over 300 members of staff
- Black History Month events: Engagement with over 440 members of staff
- Engagement with staff in just over 20 weeks: More than 1340 (~20.5%) with limited EDI team capacity

### ► Themes from these engagements:

- Aligned with the findings in our Trust Workforce Race Equality Standard (WRES) report
- The unions welcome more reporting with EDI measures
- Staff reported the need to see more visible senior support during EDI events - There are plans in 2023/24 for more executive and Integrated Care Communities (ICC) wider Board involvement
- Staff reporting less kindness and respect are shown towards ethnic minority staff, which is in line with our staff survey findings

### ► Results

- Staff survey: Contributing towards increased uptake of staff survey
- Flu vaccination campaign 2022/23 being launched
- Raffle ticket to raise money for SaTH Charity
- More Schwartz Rounds events planned
- Freedom to Speak Up (FTSU) support services, conducting survey and working with EDI Team.
- Attendance at Staff networks increased
- All staff engaging with the various staff networks within SaTH and membership and numbers have increased for our Race Equality & Inclusion Network, attendance has doubled from last year

# Other projects during 2022

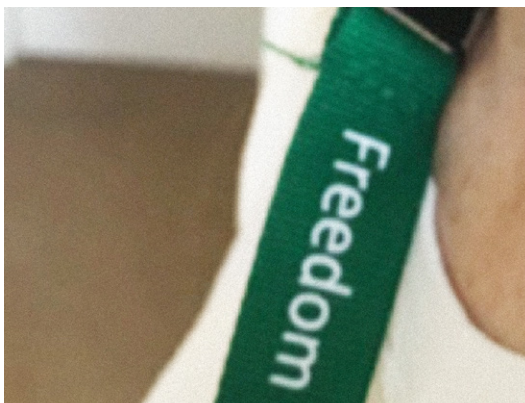
- **Galvanise** - An ethnic minority leadership programme for junior doctors has been designed, developed, and launched. We will be evaluating this programme in 2023 with the ambition to expand the programme further for our colleagues



Dr Victoria  
Walton



- **STEP (Striving to Excellence Program)** - A management competency programme which includes EDI modules and discussions throughout
- **30 Voices** - Our FTSU and EDI Team supported this project to seek lived experiences of our colleagues. The report was published in December 2022, and we are now working to support improvements and actions



## 30 Voices

Lived Experiences  
of Racism at SaTH  
December 2022

December 2022

# Other Projects during 2022

- **International nurses survey** - We have also actively engaged and supported nursing colleagues to share their experiences and are now supporting to establish forums and take actions to make improvements
- **Corporate induction EDI training** - Our EDI Team are present and raise awareness and support to new members of staff
- **Recruitment and retention working group** - Inclusion is a key focus for this group to ensure SaTH is a great place to work and support our attraction, recruitment, and retention plans. There will also be EDI representative on panel interviews where possible
- **Zero Tolerance Group** - In response to concerns about harassment claims being dealt with timely a partnership group was formed between our People Advisory Team, FTSU and EDI colleagues to track concerns, hold each other to account and support to ensure appropriate and relevant action is taken in a timely manner to support colleagues across the Trust

**We continue to work with our People and Community groups to foster co-production.**



# WRES

## WRES (Workforce Race Equality Standard)/WDES (Workforce Disability Equality Standard) Data 2022

The WRES and WDES reports met all submission deadlines and are now published on the Trust's internet and intranet pages. This section gives a summary of some finding from these documents.

### Summary WRES and Staff Survey metrics

#### ► Areas we have seen improvements for Black and Minority Ethnic (BME) staff

- Overall workforce representation

#### ► Areas for more focus and improvement for BME staff

- Appointment to roles across all posts
- Formal disciplinary processes and entry into such processes
- Accessing non-mandatory training and CPD
- Staff experiencing harassment, bullying or abuse from patients, relatives, the public, or colleagues
- Equal opportunities for career progression and promotion
- Staff who faced discrimination from manager/team leader
- Representation in senior and Board level roles

#### ► Metric Example from our WRES report.

The percentage of staff experiencing harassment, bullying or abuse from patients, relatives, or the public in last 12 months has increased from 25.4% to 28.4% for white staff; from 23.5% to 31.3% for BME staff.

## Summary WDES and Staff Survey metrics

### ► Areas we have seen improvements for staff with a Long-Term Condition (LTC) or illness

- More staff declaring their Long-Term Condition (LTC) or illness
- Increase in people being shortlisted
- Reduction in staff with a LTC or illness entering formal processes
- Reduction in staff reporting harassment, bullying or abuse from their line manager
- Increase in staff reporting harassment, bullying or abuse
- Slight increase in staff who believe the organisation offers equal opportunities for career progression
- Reduction in staff feeling pressure to attend work despite not feeling well enough to perform duties

### ► Areas for more focus and improvement for staff with a LTC or illness

- Staff experiencing harassment, bullying or abuse from patients, relatives, the public and or colleagues
- Staff feeling valued by the organisation
- Adequate reasonable adjustments being made for our staff
- Levels of engagement with our staff
- Representation in senior and Board level appointments

### ► Metric Example from our WDES report

The percentage of staff with a LTC or illness experiencing harassment, bullying or abuse from their line manager in last 12 months has decreased from 24.0% to 19.1% .

# Progress against our Equality Objectives

Engage to create inclusive healthcare			
Ref	Action	Update	RAG
1.0	Develop our Trust Board and senior leadership as EDI Champions	<p>Our Executive Team have undertaken development throughout 2023 and we have strengthened executive support of our staff networks.</p> <p>Alongside our ICS colleagues we have supported further EDI specific development opportunities.</p> <p>Our flagship programme Civility, Respect and Inclusion has included workshops on civility and respect delivered to our Board and throughout the organisation. Over 500 people have attended sessions to date.</p>	
1.1	Meaningful and targeted patient engagement and data collection, driving service improvement to reduce health inequality	We continue to work and deliver against our 5 year Public Participation Plan. We have also supported our colleagues through training and awareness to improve engagement with our communities.	
1.2	Establish our staff network and patient group to help shape our services and culture	<p>The Trust continues to support our three staff networks, the Race Equality &amp; Inclusion Network, The (DAWN) Disability, Ability &amp; Wellbeing Network and SaTH Pride our LGBTQ+ Network. We have also strengthened our links with our ICS groups.</p> <p>The Trust has an Equality, Diversity and Inclusivity Advocate Group to help identify health inequalities and drive improvements throughout the Trust.</p> <p>During 2022 we have invested in developing and support our networks and chairs. We look forward to seeing how we can further grow during 2023.</p> <p>We have also established Schwartz Rounds which creates safe environments for staff to discuss and share experiences.</p>	

# Progress against our Equality Objectives

Empower to achieve			
Ref	Action	Update	RAG
2.0	Engender a culture where staff feel a sense of belonging and allyship	<p>During 2022, 66 colleagues have completed our SaTH 1-4 leadership programme and 49 colleagues have completed our Value Based Assessment Training.</p> <p>The 2022 Staff Survey saw a further increase in our completion rates achieving a 49% response rate. We have also seen great engagement with our quarterly People Pulse surveys. We are seeing improvements in respect of our culture which is measured through our culture dashboard.</p> <p>We reviewed our approach to talent and appraisals during 2022 with lots of engagement with our people on these processes. We look forward to launching in 2023.</p>	
2.1	Culturally enrich our organisation by reflecting the diverse communities we serve	<p>Ensuring our workforce is reflective of our communities at all levels remains a challenge and a key priority for us. While our BME workforce has increased we recognize more improvement is needed for senior roles.</p> <p>Our focus on supporting through leadership development and our career development conversations will support with this. We have also made improvements to our recruitment processes to support staff with disabilities.</p> <p>During 2022 we became a Cornerstone employer and will continue to work with our local schools and colleges to support pathways into the NHS for our young people and people with learning disabilities and neurodiversity.</p>	
2.2	Enrich our organisational development offer, so staff are informed and empowered	<p>During 2022 we have continued to deliver our SaTH 1-4 leadership programmes, Value Based Assessment Training, leadership, development and coaching for senior managers. We launched our Galvanise programme aimed to support BAME colleagues.</p> <p>We have delivered numerous webinars and seminars each month for our people to access.</p> <p>We have also developed a What's On programme of events which will be launched in 2023.</p>	



# Progress against our Equality Objectives

Embed and Celebrate			
Ref	Action	Update	RAG
3.0	Develop an EDI reward and recognition framework for the Trust	<p>In November 2022, we celebrated our Annual Trust Awards, this was combined with two weeks of recognition and celebration which included Long Service, Volunteers, Learning and Development and Veterans recognition and thanks.</p> <p>In addition, we raised awareness and celebrated numerous key events and celebrations throughout the year. This provided excellent engagement opportunities to connect with our colleagues, to listen and inform our future plans. Our staff networks also supported and played a key role.</p>	
3.1	Seek external accreditation to demonstrate continued improvement.	<p>We have become a Disability Confident Employer Level 2 during 2022.</p> <p>We have also been selected as an NHS Diversity Partner.</p>	
3.2	Annual EDI Events	<p>We have created a new EDI events calendar with our well being colleagues and our Organisational Development Practitioner, to ensure we cover as many equality events throughout the year.</p>	

# Workforce Data 2022

## Gender:

80% of our staff recognise themselves as Female, same as 2021

## Race:

15.54% of our staff identify as Black and Asian (17.01% of staff identified as non-white), 13.5% in 2021, 11.11% in 2020

## Disability:

877% of our staff have informed us of a disability 3.23% in 2021, 2.84% in 2020

## Sexual Orientation:

2.05% of our staff have informed us that they identify as LGBTQIA+, 1.91% in 2021, 1.6% in 2020



# People Initiatives

EDI is included as part of our corporate induction programme and is fully integrated into our Stive for Excellence Programme (STEP) aimed at developing management skills transitioning into leadership behaviours. Our internal leadership programmes during 2022 included SaTH 1- 4 programmes from supervisors to senior leaders and a senior leadership and coaching programme. We have continued to ensure that these programmes are available to all our leaders and are inclusive, underpinned by our values and behaviours.

Feedback from the National Staff Survey 2021 suggested that there were not enough career development opportunities for our Black, Asian, and ethnic minority colleagues. As a result of this feedback, we launched 'Galvanise' a leadership programme aimed specifically at this target audience, including coaching, Black, Asian and ethnic minority mentoring, action learning and psychometrics. The 2022 Staff Survey shows that although there have been some improvements with our overall performance, we are still below national averages, which highlights that there is still more to do. We have trialled career conversations as part of a pilot Scope for Growth initiative and will continue to deliver our 'SaTH's Got Talent' initiative during 2023 by ensuring that all our people have access to a talent/personal development and career conversation. We have nurse national programmes for our Black, Asian, and ethnic minority staff and recently our international nurses have been given more development opportunity as the Florence Nightingale Foundation will commission places for around 20 nurses for an online leadership programme.

As part of our Cultural Transformation Programme, we have introduced civility and respect workshops; starting at the most senior level of the organisation and targeting teams/groups across the Trust who will benefit.

During 2022 we launched 'Schwartz Rounds' as a method to continue having the discussions about cultural issues and as an approach to support the wellbeing of our people. One of the Rounds on 18 October was specifically on the topic of 'when I experienced racism at work' as part of our Freedom To Speak Up Week.

Further initiatives include the launch of our 'Winter Wellbeing' package to support our people during the cost-of-living crisis, including the provision of vouchers, food items and financial guidance. We have continued to deliver our menopause awareness sessions and have recently started to provide support sessions specifically for men's mental health.

During 2022 the Trust has invested in creating a psychological hub for our staff. This will provide the right level of support so that our staff can continue to provide excellent services to our people. Furthermore, we have our staff bereavement support using the OWEN Model, this is provided by the Signs, Words, Action, Needs (SWAN) End of Life Care (EOLC) service.

# People Initiatives

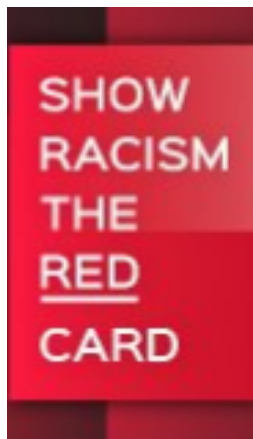
## with our Integrated Care System (ICS) partners

During 2022, we continued to work with the ICS on areas such as supporting the creation of the ICS EDI networks, rural racism survey and workshops, training opportunities for our employees and promoting Trauma and Resilience Management (TRiM) support for mental health and wellbeing of our people. We have also supported the promotion of High Potential Scheme aimed at developing future executive level leaders and many more projects.

### Examples of ICS initiatives include:

- BAME network events in March, May, September, and December
- Celebrations of South Asian Heritage Month in July, Diversity Day
- Rural Racism survey
- ICS EDI training package for SaTH staff, access to online EDI courses
- Race Equality Change Agents Programme (RECAP)
- Launch of ICS EDI group meetings
- Launch of ICS Disability Network group
- Launch of cultural ambassadors
- Launch of inclusive leadership programme
- Refreshed and launched EDI statutory and mandatory training
- Launch ICS LGBTQ+ network group

# Workforce Initiatives



**Making a difference together.**

For more information visit: [SaTHMakingADifferenceTogether.org](https://SaTHMakingADifferenceTogether.org)



**Disability History Month**  
**16th November - 16th December**

Scan the QR Code for tickets to the Disability Summit, London 7th December



16 November - 16 December 2022  
**Disability History Month**



**SUPPORTING LGBT+ HISTORY MONTH**





**SaTH**  
Improvement Hub



**The Shrewsbury and  
Telford Hospital**  
NHS Trust

# Staff Bereavement Support Cafés

Getting to Good: Fundamentals in care

Jules Lewis (Swan End of Life Care Facilitator/ Lead Nurse) / Penny Watson (Swan End of Life Care Admin Assistant) / Jules Lock (Swan End of Life Care Lead Volunteer)

**Abstract:** Having recognised there was no bereavement support for colleagues, the team trialled "bereavement cafes" across both sites. This has resulted in an improvement in colleague satisfaction and wellbeing of 100%.

## SMART Aim

To improve the availability of bereavement support offered to staff to improve wellbeing across RSH and PRH sites by January 2023.

## Plan

In 2021, the mental health and wellbeing of colleagues became top priority within NHS Trusts/ social care due to the effects of the Covid-19 pandemic. A greater number of colleagues experienced death of patients and loved ones within a concentrated time period. It was recognised that staff bereavement support was not in place within Shropshire NHS Trusts and many colleagues were left to navigate through services to find alternative help and support themselves. Colleagues that have had support have felt able to remain at work feeling supported.

Funding was received from Health Education West Midlands in order to set up 1:1 support sessions on both sites. The plan was to offer the cafes which provided a further group support across both sites, enabling colleagues to feel supported in their return to work and beyond.

## Do

The team worked hard to understand what was required from the cafes and set about finding a venue in which to run the cafes, offering a safe space for colleagues to be heard, to come together and to talk about their experiences. The cafes intend to provide support and signpost colleagues to helpful resources.

The team engaged with managers to share the support available to colleagues and initially trialled the cafes at the Shrewsbury site. The cafes have been set up using the OWEN model developed following a donation from a bereaved family. Colleagues attending the cafes receive an information pack with access to resources and local organisations alongside a bereavement book.



## Study

Following the trial at RSH, cafes have now been set up at each site on alternative months. Timing of the cafes has been tested, with the most appropriate time found for colleagues to attend being 10:30 – 11:30.

Colleague feedback has been positive and 100% of staff completing an evaluation form would recommend the bereavement support service to other colleagues.

**Feedback:** "You provide people with a friendly and supportive face and provide the time to allow people to talk things through. Nothing can show just how valuable this is".

Following feedback, a "Bereavement guide for managers and staff" was created to help raise awareness of the services available for colleagues.



## Act

The Cafes will now continue across both PRH and RSH sites. Café dates have been placed in newsletters and a steering group has been set up to further improve the service. The focus will be on sustainability and encouraging colleagues of all genders and cultural beliefs to access the services. Engagement with managers will continue to ensure colleagues are able to access the service when they need it. Managers will be supported in order to support team members.

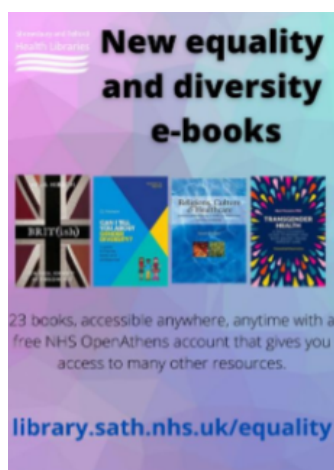
References  
(1) - references here



Partnering · Ambitious  
Caring · Trusted

**Our Vision:** To provide excellent  
care for the communities we serve

# Increased Training and Resources Available to Staff



E-Learning: SaTH EDI mandatory training

Strive for Excellence Programme for managers

Human Libraries

NHS England programmes



## The Oliver McGowan Mandatory Training on Learning Disability and Autism

Enabling the health and care workforce in England to better support  
people with a learning disability and autistic people





# Veteran Aware

We are currently reviewing our recruitment process to ensure that they are more attractive to veterans, one example of this is the inclusion of a question on the TRAC system to ask if the applicant is a veteran. We are then hoping to guarantee an interview provided certain criteria are met.

A project brief has been started with assistance from the Improvement Team including a veterans area on the recruitment page in development. This will include the journeys from military service into the NHS and why SaTH is a great place to work for veterans from our existing colleagues.

There is a hope to provide support to service leavers with parts of the application/ interview process along with work placements.

Veteran awareness is continuously promoted at SaTH and includes the celebration on veterans, as seen within our reward and recognition events, such as the Remembrance Service



# SaTH Patient Profile

Key headline demographic data reflective of people accessing services within the Trust 1st January to 31st December 2022.

22

There were  
**5,147** interpreter and  
translation requests

**52.96%** of  
inpatients identify with  
a Christian faith and  
**44.6%** of inpatients  
do not identify with  
a faith or belief

**6.0%** of our of  
patients admitted to  
our Trust belong to  
Black, Asian and  
minority ethnic  
backgrounds

**49.66%** of patients  
accessing the Trust  
identify as female

**22.52%** of inpatients  
were aged between  
70-79 years

**42.5%** of our  
patients informed us  
that they identify as  
married or in a civil  
partnership, and  
**20.6%** identify  
as single

**31.33%** of our  
inpatients admissions  
at PRH and RSH  
were people aged  
0-19 years

# Supporting People Living With **Dementia**

- 4781 people living with dementia were admitted to the Trust during 2021/2022
- The Dementia Care Team continue to support delivery of Tier 1 and 2 dementia training
- A knitted blanket appeal continues to help people living with dementia to locate their bed space easily and provide comfort
- Dementia Action Week was celebrated, and the team used the opportunity to deliver Delirium Masterclasses across both sites
- Work continues with volunteers to support cognitive stimulation with use of games and activities from our resource boxes
- The team have delivered some enhanced Dementia Care training for Dementia Champions in each clinical area
- Work continues to complete 'All about Me' passport for each person on admission



# Supporting People with Hearing Loss

- We have implemented different ways patients can access Audiology Services and the online ordering of batteries, tubing and domes and postal repairs is proving popular with patients - this is via the Audiology website page
- Paediatric patients/parents can provide feedback electronically using a link sent which enables us to evaluate the impact of hearing aid assessments and rehab appointments. There are robust interagency working and stakeholder meetings showing good partnership building with ENT/ Education/Audiology/NDCS and parent representatives
- Audiology and ENT have worked together to ensure that the rapid access service is accessible for patients who experience sudden hearing loss and improved the pathway
- Audiology continues to support wards by repairs hearing aids when they breakdown and accessing hearing assessments, plus promoting the use of hearing aid pink boxes for keeping them safe whilst in hospital
- The Hearing Therapist has promoted the needs of people with a hearing loss and tinnitus by providing talks to the Long-Covid Clinic, Mental Health Team, dementia services and links in the community, included hard of hearing groups
- Audiology has worked closely with the Health and Safety Team and procurement to trial clear masks and raise the needs of patients with hearing loss who struggle to hear with standard masks and provide a source of advice on hearing loss within the Trust
- The Audiology Team work with people with a learning disability and have set clinic times in the month to each month to see this patient group. Home visits are also an option, especially if there are social, sensory difficulties in new environments. The team have also improved networking with other hospitals who work with people with a learning disability, to further improve quality in this area
- Audiology chairs the Hearing Professionals meetings demonstrating partnership work with Social Services/Education/Interpreting Services/Volunteer Service to share good practice and raise the needs of people with a hearing loss
- Audiology works in collaboration with Community Resource and there are nearly 30 Hearing Support Volunteers who provide peer support for those with hearing loss. They have provided 608 doorstep visits and seen 448 people see over seven Hubs. They also provide Coping with a Hearing Loss training to help people manage their hearing aids and manage difficult listening situations
- In lockdown, Audiology, in collaboration with the Workers Educational Association, moved lipreading classes onto Zoom to provide patients with the skills to manage hearing loss. This is still used in 2023, until we move back to face to face courses

# Supporting People with End of Life Care

- The Hospital Specialist Palliative Care Team (HSPCT) and Signs, Words, Action, Needs (SWAN) End of Life Care (EoLC) Team combined in August 2021 to form the Palliative and End of Life Care (PEoLC) Team
- The aim of the service is to support health professions to deliver palliative and end of life care to patients suffering from a life-limiting illness regardless of diagnosis. To achieve this, specialist professionals with advanced skills in symptom management, end of life support and communication will provide input for patients with an identified need
- Seven-day working in Palliative Care was introduced in September 2021 and has quickly become embedded to deliver faster access to palliative care, quicker symptom control and improvement in achieving a preferred place of care for patients
- Significant changes to PEoLC Team triage processes have been made. The process is now an electronic referral system making, which is a more transparent and accountable process
- The patient alert, which identifies all patients admitted to the Trust with palliative and end of life care needs, is now embedded into the Trust and allows the team to review these patients and ensures that their needs are identified, and the support and resources are made available
- The End of Life Care Plan has been updated/improved and is now known as the Swan Care plan for the last hours and days of life, a document to support care in the last hours/days of life. This includes all aspects of care and includes what's important to the patient at this time and spiritual care. Please see Swan Care Plan for more information to be found on our sath intranet
- The Swan Model of Care, previously known as the Swan Scheme, is embedded across the Trust and continues to provide resources which include a Swan folder. The folder with contents, which includes supportive information leaflets, Swan bereavement paper bag, kindness hearts, refreshment vouchers, free parking and reclining chairs, mood light, CD player, fleece blankets and so much more for the people important to the patient
- The service also aims to develop, implement, and embed initiatives which will support care delivery in the Trust by generalist and other specialist teams
- Education of clinicians and other staff on palliative and end of life care is a vital role of the team. 2022 saw radical changes in the way in which we deliver education. In 2021, we created an ambitious plan of education not only to capture EoLC Champions but to offer support to clinical and non-clinical staff
- The agreed training plan provides a structured approach to education. A comprehensive system of monitoring has been introduced for all Champion sessions, a pre and post feedback form has been created to understand if the sessions increase delegates knowledge and confidence in the delivery of end of life care. The feedback will allow for evaluation of the training that is offered and establish a plan of education for 2023/ 2024
- There is also a comprehensive audit plan in place for 2023, this will provide evidence on whether improvements have taken place or any issues and action plans to be made for further improvement

# Supporting People with Psychological & Mental Health

## Mental Health (MH) and Learning Disability (LD) activity report

- Last year, the Trust expanded the Mental Health Support Team and introduced Mental Health roles in the Emergency Department and Paediatrics. Included in this report are some of the Mental Health and Learning Disability activities taking place at SaTH.

### MENTAL HEALTH

**Establishment of Third sector mental health 'outreach and inclusion' workers** available to the Royal Shrewsbury Hospital (RSH) and commenced in The Princess Royal Hospital (PRH) in November/December 2022, supporting those with mental health needs in the department and to assist in facilitating discharge and offering alternatives to attending Emergency Department (ED) when in mental health crisis. Meetings were held with multi agency leads on the 8th December 2022 to review and evaluate progress, and a verbal update was given at mental health/Learning Disability group on the 9th December 2022. Multi agency collaborative work is ongoing, particularly pathway and referral development with Mental Health liaison at PRH.

**Development of a Psychiatric Liaison Accredited Network (PLAN)** core 24 service at RSH and implementation of side by side working in RSH ED for people with self-harm related attendance. The aim is to extend this to PRH over the next 12 months. All adult ward patients open to the MHLD have a mental health care plan within their SaTH notes, which is based on individual needs and potential/identified risks.

**Improved patient Mental Health room completed at RSH ED**, further work is required at PRH related situation of mental health room following significant safety incident. Further development of space for mental health staff to be present in the ED area is necessary to support core 24 and side by side development.

**Recruitment of a substantive Mental Health Clinical Nurse Specialist**, who commenced in role January 2023.



## LEARNING DISABILITY

**Learning Disability Acute Liaison Nurses** are responsible for providing guidance to SaTH staff on meeting the needs of people with learning disabilities in Shropshire and Telford & Wrekin, advising on reasonable adjustments to receive appropriate treatment. There is one nurse responsible for providing that guidance at the The Princess Royal Hospital and one in the Royal Shrewsbury Hospital. Midlands Partnership Foundation Trust (MPFT) also have an Intensive Health Outreach Team (IHOT), who work closely with service users with deterioration in physical health, complex physical health needs and those with multiple hospital admissions. Nurses from this team will also support the Acute Liaison Nurses (ALN's) in the hospital as required, coordinated by the IHOT clinical lead. Their role also involves close collaborative working with the Trust including awareness raising, identifying, and meeting training needs and the provision of specialist nursing advice.

**Engagement with ICS LD and a Senior Quality Lead** focusing on promotion of effective use of Learning Disability Liaison services at SaTH including within the ED, to support staff to contact the Learning Disability Liaison as soon as they know that a patient with learning disabilities or autism has arrived in ED.

**Clinical alerts request into Sema Helix Team to support system of alerts** following concerns through experience for families and carers related specifically to learning disabilities and autism, including lack of specific alerts to individual reasonable adjustments. Royal college of Physicians Acute Care toolkit 16 medical care for people with a learning disability recommendation, support hospital alerts including for reasonable adjustments, work required to ensure our new Careflow system will provide improved and more specific learning disabilities and Autism alerting including reasonable adjustments.

**Hospital Passport improved access to Hospital Passport at earliest** opportunity. Review of process of admission, including potential access to Hospital Passport electronically, also expectations of in-reach support from care provider.

### Some key priorities for Mental Health & Learning Disability moving forward

#### ▶ Oliver McGowan Mandatory Training

- Corporate Education are developing a training needs analysis to support the very significant mandatory requirement for Oliver McGowan Learning Disability and Autism specific training, The Oliver McGowan Mandatory Training in Learning Disability and Autism Health Education England ([hee.nhs.uk](http://hee.nhs.uk)) National guidance from NHSE/I updated 9/12/22.

The Oliver McGowan Mandatory Training on Learning Disability and Autism is standardised and to complete it individuals must undergo:

- Tier 1 - a one hour online interactive session co-delivered by a person with a learning disability and an autistic person along with a facilitator or
- Tier 2 - a one day face to face training co-delivered a person with a learning disability and an autistic person and trainer

#### ▶ Development of a Mental Health Charter and strategy, separate Learning Disability charter and strategy which will include expectations in relation to admission and care of patients with a learning disability patients throughout their stay

#### ▶ Continuous engagement, support, close collaboration and integrated working with partner organisations across our locality including third sector



# Supporting People at times of **Vulnerability**

**To support patients accessing services across the Trust a range of actions have been taken:**

- The Adult Safeguarding Team incorporates a Head of Adult Safeguarding, a dedicated trainer and administrator. This additional support allows the safeguarding specialist nurses to be highly visible across both sites with daily ward contact to support and enable staff to meet their safeguarding responsibilities
- The Safeguarding training programme has an emphasis on the Mental Capacity Act (MCA) and Deprivation of Liberty Safeguards (DoLS) in practice. We also have a Level 3 Adult Safeguarding Training package for all frontline clinical staff supported by a Trust specific Level 3 e-learning package
- All Trust Safeguarding and Mental Capacity Act policies are reviewed annually to ensure they are compliant with all national and local/regional policies
- The Safeguarding Team share a quarterly newsletter across the Trust and provides a Prevent newsletter to support staff who require both Prevent awareness and level 3 training
- To fully support our patients who may not speak English as their first language, the team access official translation services. We also seek support from the Learning Disability Liaison Nurse to ensure appropriate adjustments are made to support patients with additional needs



# Supporting People Within the **Emergency Departments (EDs)**

Targeted support during the winter months continues to be provided to our colleagues in ED so that they can provide quality care to our patients and families. This has continued into 2023 and includes first point responder and TriM with dedicated mental health support. Feedback from staff are that they are extremely beneficial. Part of this support included refreshments and support provided throughout the extreme winter pressures. Jo Murray, Clinical Psychologist came into post February 2023 to give support to the department. The division were successful in developing a business case to support a transformation programme across ED to include health and wellbeing, support and culture

- Improved mental health pathways. A targeted approach to training and development has been established working with the Mental Health Lead. Champions have been identified within the Departments and Mental Health Support Workers introduced. The mental health rooms within each ED have been refurbished to create an improved environment for patients. This is under review to ensure a compassionate, person centred approach is delivered, to ensure we meet the need of the patient and be responsive to any service development needs
- Targeted improvement work has focused on creating an improved environment for people with a learning disability or autism. A learning disability champion forum has been established and the group have promoted training and development within the EDs. We have substantively appointed a Learning Disability Registered Nurse to provide care and education to meet the needs of our service users
- The Serenity Suite has been created at the Princess Royal Hospital to provide a calm and sensory stimulating space within the ED, providing a dedicated space for people living with dementia, a learning disability or autism. At the Royal Shrewsbury Hospital ED a Sunflower Suite is due to open in April 2022.
- Establishing a Same Day Emergency Care Service, provides an alternate solution to supporting people in their recovery and avoiding unnecessary admission, demonstrating improved patient experience
- Opened a new Acute floor which developed and matured pathways to assist in the decompression of overcrowded ED waiting areas. Supporting a calmer environment for patients with additional needs to wait for the next level of care. Detailed analysis of the environment supported dementia friendly colours to support patient care

# The Equality, Diversity and Inclusion Advocates Group

The Trust has an Equality, Diversity, and Inclusivity Advocate Group to help identify health inequalities and drive improvements throughout the Trust. The group is made up of both public and staff representatives, who work in partnership to highlight, and address, disparities that arise as a result of any of the nine protected characteristics.

- During 2022 the group have:
- Continued to meet face to face and virtually, receiving updates on a range of subjects including: zero tolerance group, and chaplaincy services
- Participated in a focus group reviewing the Trust's recruitment process to ensure it is accessible for applicants and how best to progress Level 2 of the Disability Confident Scheme, which the Trust has now been awarded.
- Participated in stakeholder groups to support recruitment to a variety of Trust positions

# Public Participation

The Trust has developed a five year Public Participation Plan in collaboration with our local communities. The plan outlines how SaTH will develop and involve our local communities by setting out six objectives to be delivered over five years. Underpinning the Public Participation Plan are the engagement and the social inclusion action plans.

## Social Inclusion

The Social Inclusion Project has focused on building links in the following areas over the past year:

- **Rurality**
- **Young People**
- **LGBTQIA+**
- **Substance misuse**
- **Veterans**
- **Deprivation**
- **Pastoral, Spiritual and Religious Communities**

The Trust recognises the important work around social inclusion and have appointed a permanent member of staff who joined the team at the end of October 2022.

## Increasing Involvement

The Engagement & Inclusion Team sought out seldom heard communities to ensure that the Trust was listening to their views and to encourage them to sign up to become a community member or an organisational member. Against a target of 250, community membership has increased by over 1000 community members and 300 organisations

over the past 12 months. The Public participation Team have ensured that all service changes developments have a completed Equality and Health Inequalities Impact Assessment (EHIA).

## Our Communities

The Trust's engagement and inclusion work provides accessible opportunities for involvement by seeking feedback from seldom heard groups and responding to their needs, attending a variety of community events across our region and collaborating with other engagement teams in our region and reaching out to new communities. Some of the engagement events attended include:

- **Regenerative Agricultural & Rural Communities conference**
- **ICS Healthier Minds Festival**
- **Polish Heritage Day**
- **Healthwatch Shropshire "Once Chance" event**
- **Pride Festival**
- **Hadley & Leegomery Community Festival**
- **South Shropshire Youth Conference**
- **Annual Freshers' events**

# Chaplaincy

During 2022, the Chaplaincy Team expanded, recruiting a number of additional multifaith Chaplains to deliver an improved service and better meet the needs of the diverse community and staff demographic.

The Chaplaincy Team are involved in a number of groups across the Trust including:

- Palliative and End of Life Multi Disciplinary Team
- Race, Equality and Inclusion Staff Network
- Equality, Diversity and Inclusion Performance Group
- Corporate Patient Experience Group
- Exercise Rainbow (incident response)

The Chaplaincy Team have delivered regular training to increase staff awareness of supporting patient's pastoral, religious and cultural beliefs.

The Chaplaincy Team have celebrated and raised awareness of several events and festivals including: Parinirvana, Easter, Ramadan, Shavuot, Khordad Sal, Harvest, Diwali, Armistice, Inter Faith Week and Advent, with more planned for 2023.

Our Chaplaincy Service provides pastoral and spiritual support for patients, the people important to them, volunteers and staff of any faiths, beliefs, and world views.



**Ashia Miah**  
Part-time Trainee Muslim Chaplain



**Imam Adil Saleem**  
Full-time Trainee Chaplain



**Canon Jonathan Mitchell**  
Part-time Chaplain



**Rev. Keith Osmund-Smith**  
Part-time Chaplain



**Rev. Mervyn Williams**  
Full-time Chaplain



**Miriam Johnson**  
Chaplaincy Secretary



**Rev. Pat Aldred**  
Part-time Chaplain



**Rev. Sandie Ward**  
Bank Chaplain

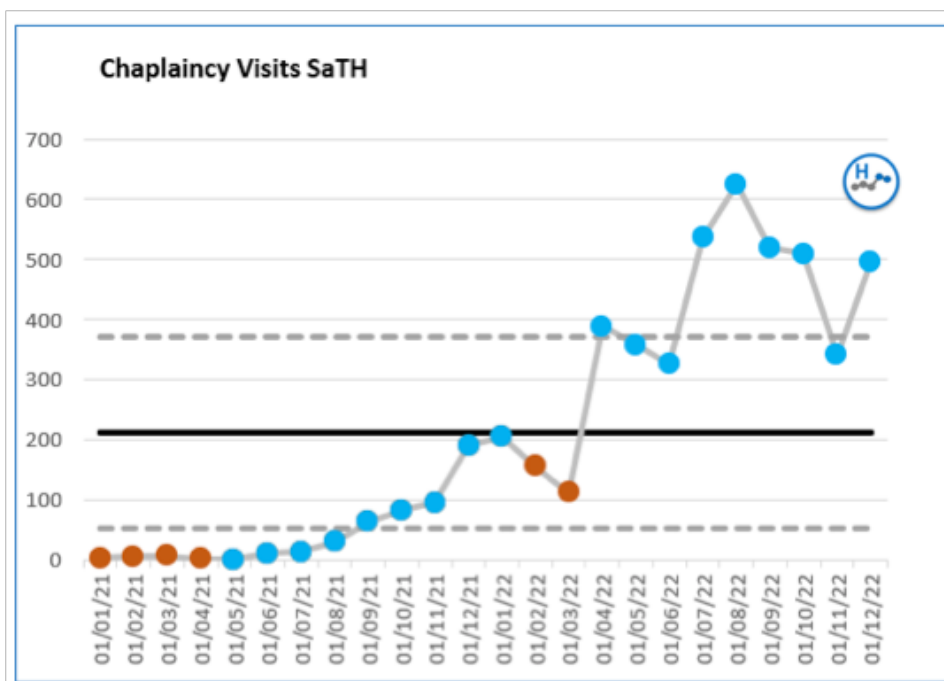
# Chaplaincy

Investment in the Chaplaincy Team enabled an increase in visibility and visits across the Trust during 2022, enabling 4,571 visits to take place, ranging from minutes to hours in duration dependent upon need. This reflects a significant increase on the previous year, demonstrating a high special cause improving variation.

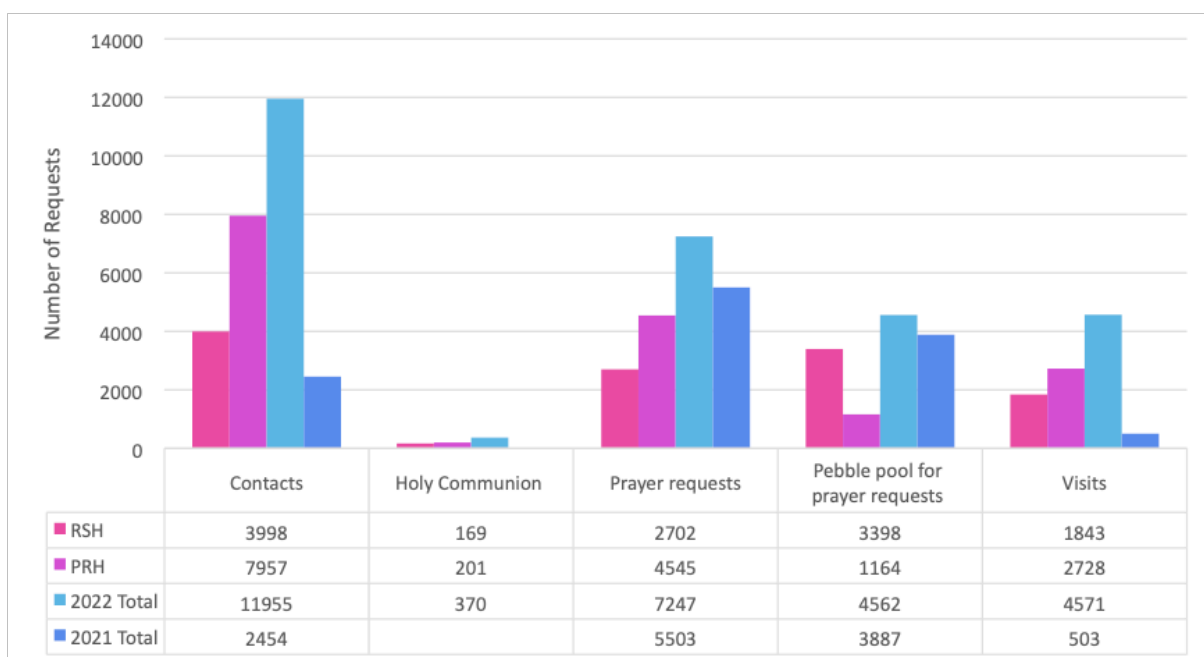
During the pandemic, the Chaplaincy Team provided an additional source of support to patients, some of whom felt isolated when visiting restrictions were in place.

In addition to visits, during 2022 the Chaplaincy Team have provided a range of additional support across the Trust including prayer, blessings, baptisms, emergency weddings, support in end-of-life care, last rites, gathering of remembrance, holy communion, and responding to emergency calls.

During 2022 the Chaplaincy Team identified an increase in interactions and staff support, with 3,776 occasions when support was provided to staff in a range of circumstances. The majority of chaplains are Freedom to Speak Up advocates, Peer to Peer volunteers and TRiM practitioners, providing confidential and non-judgemental support.



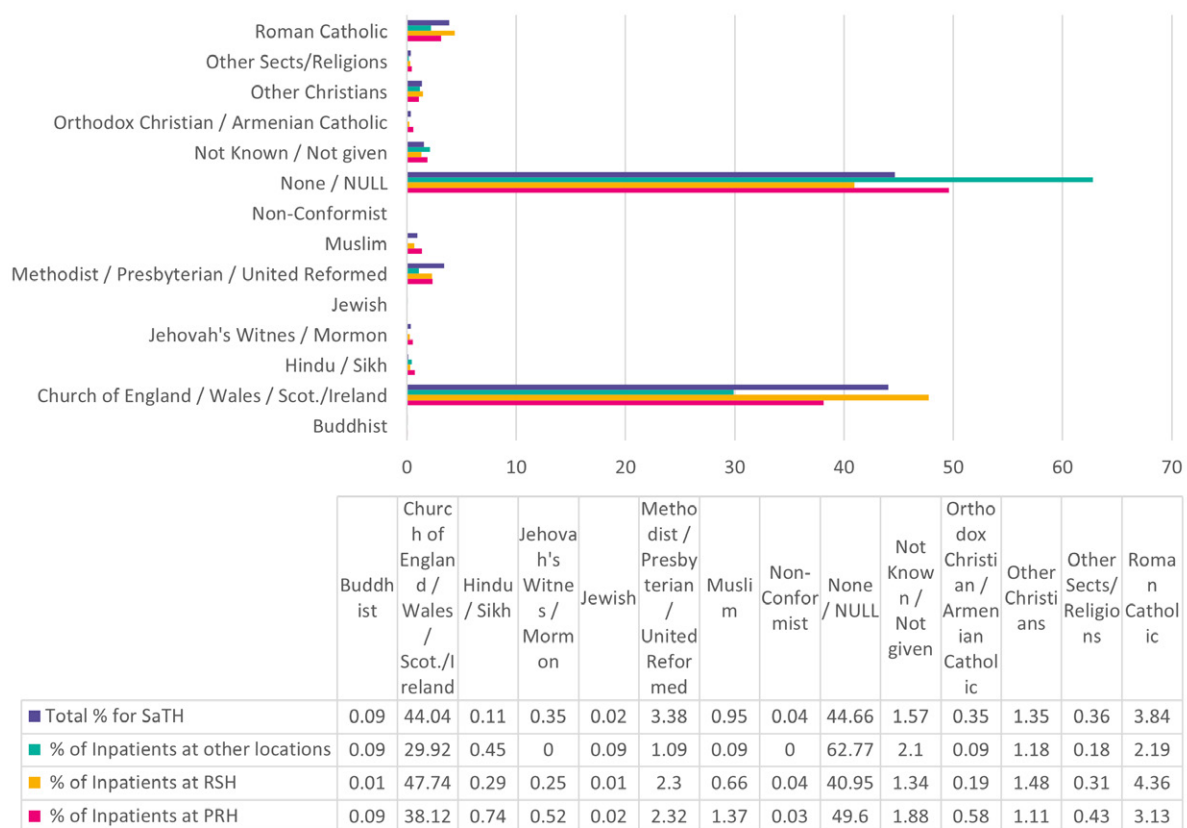
# Chaplaincy Services 2022



The number of contacts, prayer requests, pebble pool requests and visits have all increased in comparison to the previous year. The increase may be due to increased visibility of the Chaplaincy Team.



# Patient Profile by Faith, Belief, and World View



The number of patients recorded as having no faith or belief has increased from 43.18% (2021) to 44.6% (2022), reflective of findings published in the Census (2021). People accessing maternity Services reflect a higher affiliation in identifying as having no faith or belief at 80.02% of people receiving inpatient Maternity care.

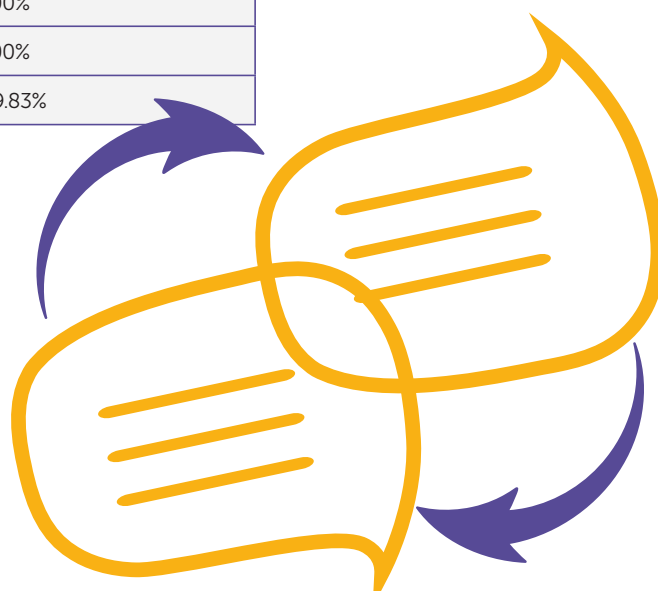
# Interpreting and Translation

40 languages required interpretation during 2022:

Arabic	Ghanaian	Kurdish-Sorani	<b>Pushto</b>
Bengali	Greek	Latvian	Romanian
British Sign Language	Gujarati	Lithuanian	Slovak
Bulgarian	Hands-on	Macedonian	Spanish
Cantonese	Hindi	Mandarin	Turkish
Czech	Hungarian	Mirpuri	Turkish
Dari	Igbo	Mongolian	Urdu
Edo	Italian	Polish	Ukrainian
French	Japanese	Portuguese	Vietnamese
German	Kurdish	Punjabi	Yoruba

There were six occasions when an interpreter was requested and could not be provided, reflecting that 99.83% of interpreting requests were delivered.

Request	Number of Requests	Fulfilment
Written Translation	29	100%
Telephone Interpretation	1505	100%
Face to Face Interpretation	3613	99.83%



# Interpreting and Translation

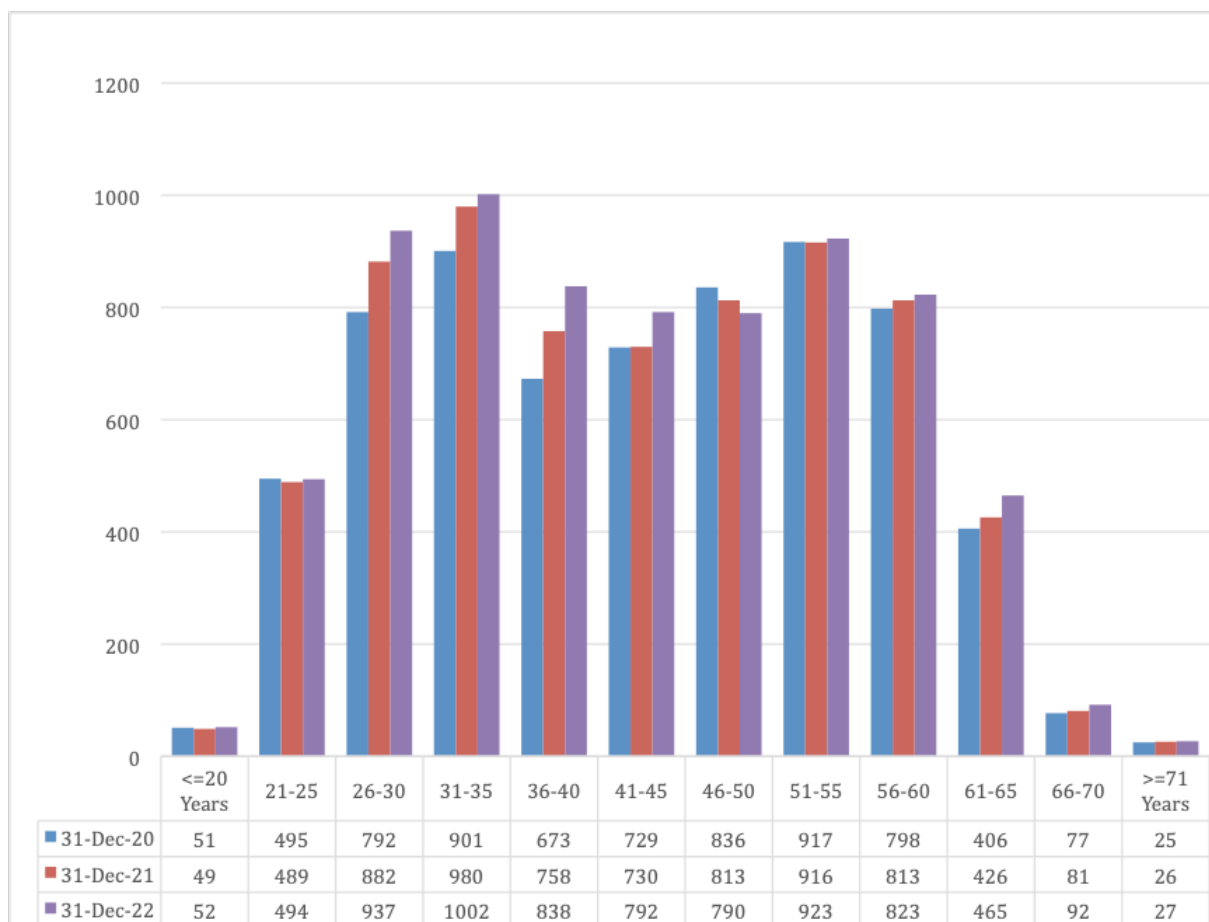
The languages requested for interpretation most frequently within the Trust during 2022 are:

1st:	Polish (939 requests)
2nd:	Romanian (736 requests)
3rd:	Bulgarian (628 requests)
4th:	British Sign Language (279 plus)
5th:	Urdu (268 requests)
6th:	Punjabi (238 Requests)
7th:	Cantonese (211 requests)
8th:	Russian (197 requests)
9th:	Arabic (151 requests)
10th:	Dari (123 requests)



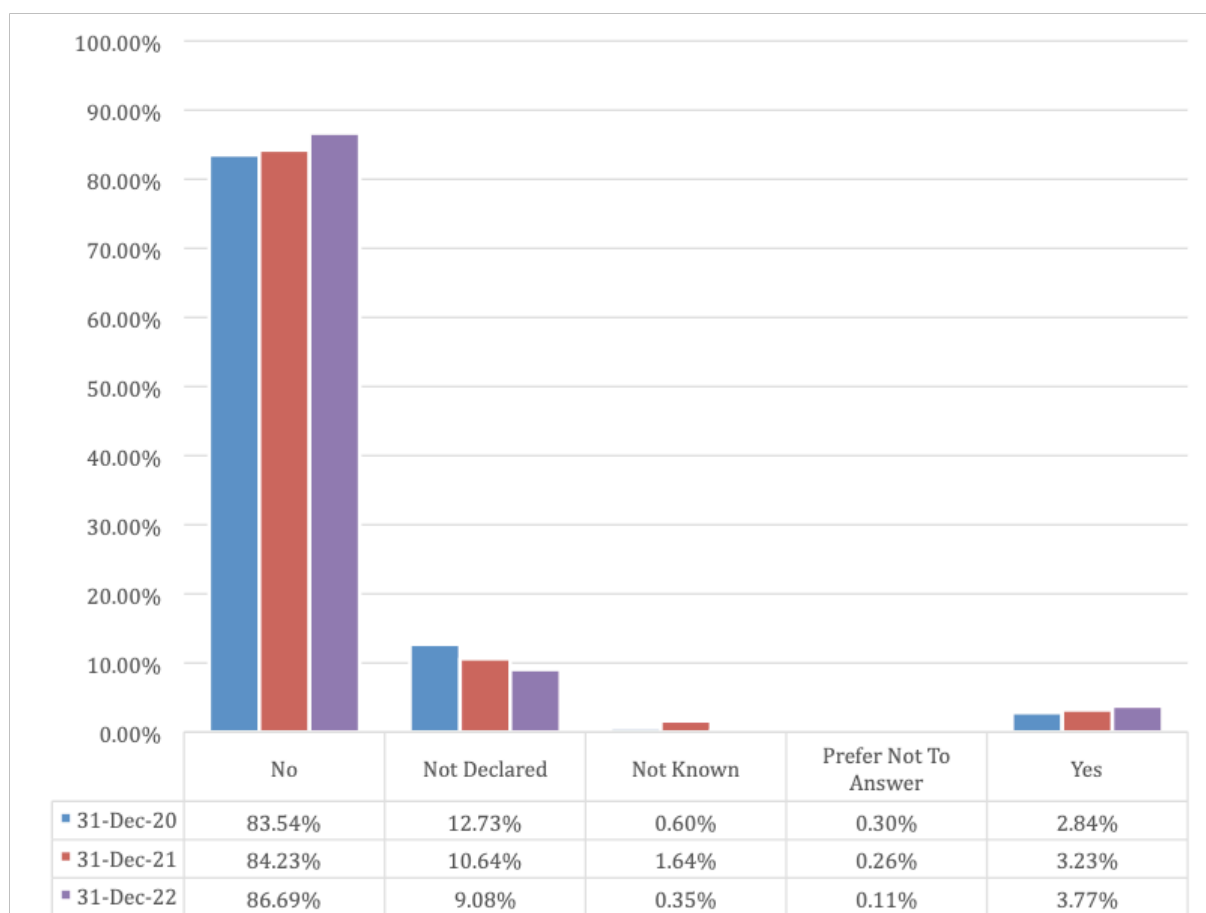
# Appendix 1 Equality Data 2022

## Age Profile of Workforce



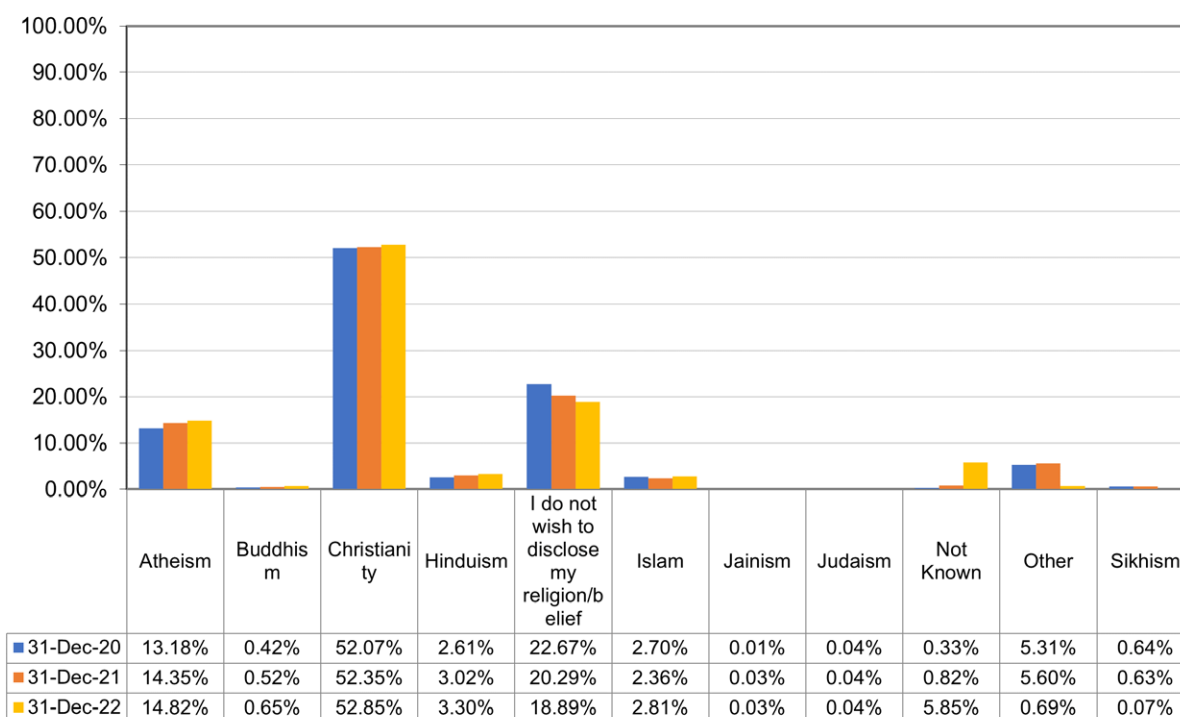
Over the three years from 2019-2021, we saw slight reduction in people less than 25 and 51-55, however our 2022 data showed an increase in these age ranges. We continue to see increases in age ranges 26-45 and 56-plus. We do have an ageing workforce and we will continue to review our initiatives for attracting our younger workforce.

## Disability Declared - Workforce



Numbers of staff declaring they have a disability continue to increase, however we know from our staff survey results this figure is likely to be higher. This is an area we need to see improvement in, and we will aim to do this through our staff network and by ensuring our processes are supportive and inclusive. Some of the work towards this has led to the Trust becoming a Level 2 Disability Confident Employer in 2022.

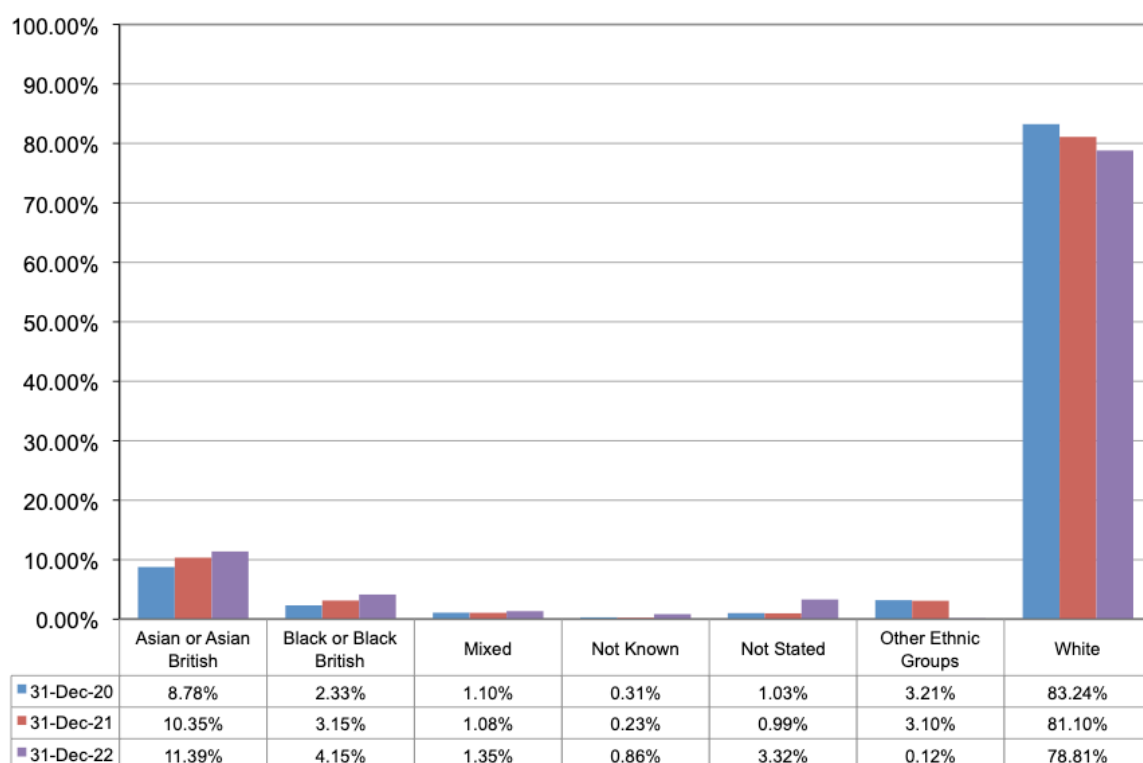
## Workforce Religious Belief



The percentage of staff who do not wish to disclose their religion/belief and those those stating 'other' has reduced. There was over 5% increase in the number declaring 'not known'. Aside from these categories, the religious profile of our people has remained relatively stable. Our multifaith Chaplaincy Service continues to grow to ensure we are meeting the needs of our people and patients.

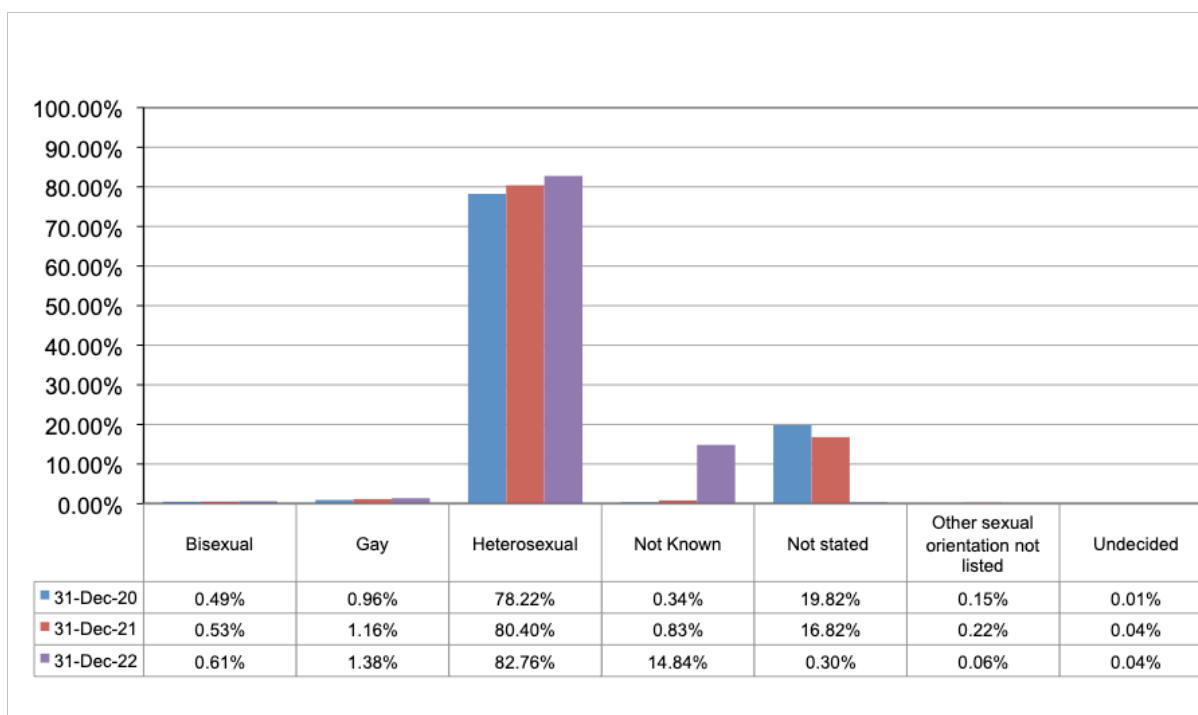


## Workforce Ethnicity



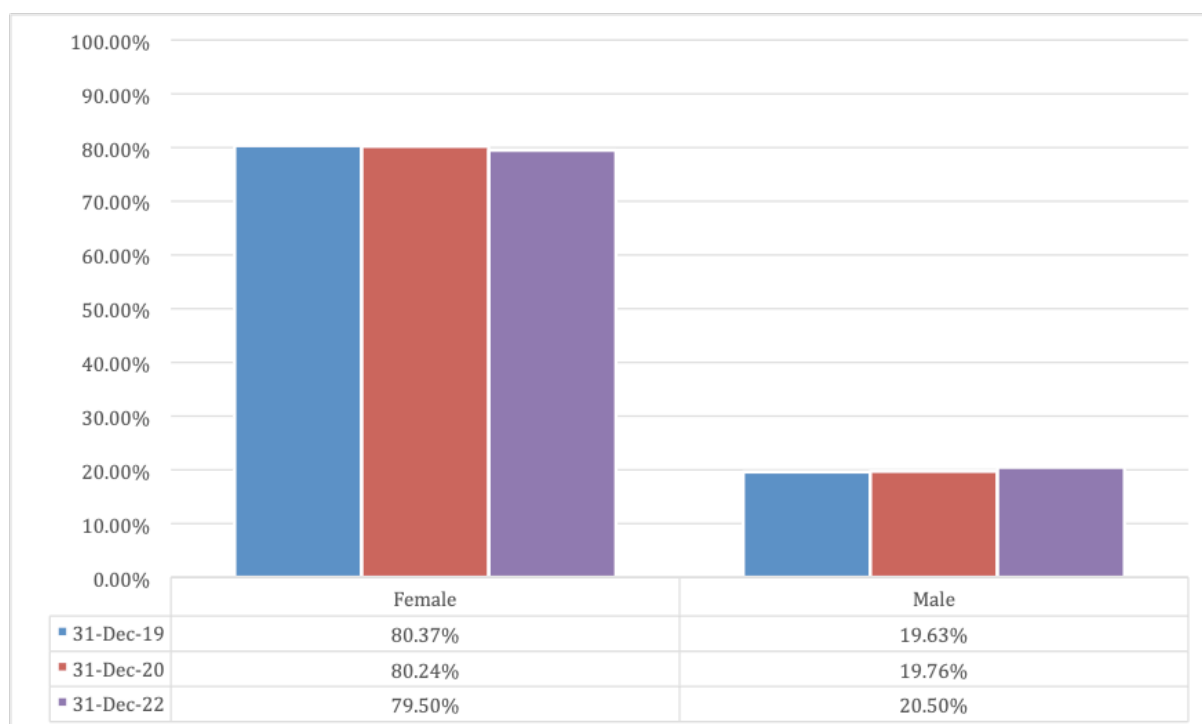
The representation of our workforce remains a key area of focus, and we have seen slight increases across our Asian or Asian British and Black or Black British and mixed ethnicity staff. There has been an increase in the percentage categorised as 'not stated' and 'not known', there seems to be some correlation between these increases and the percentages of ethnic groups experiencing a decrease. However, this observation is purely based on the presented data, therefore we do need to ensure our recruitment processes are reaching and attracting people from broader ethnic perspective so that we have a representative workforce and ensure our communities receive the very best care according to their individual needs.

## Workforce Sexual Orientation



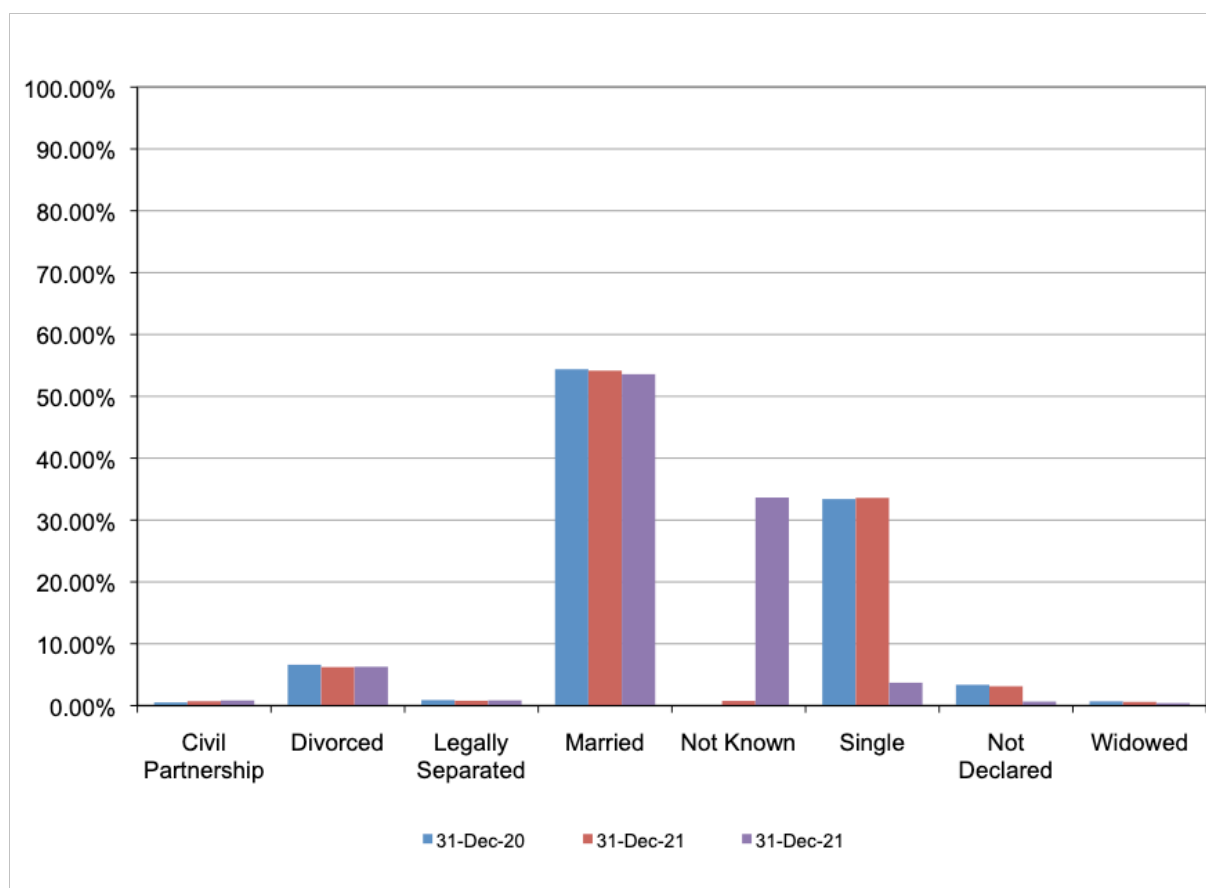
The data indicates over 15% decrease in the percentage of our workforce not stating their sexual orientation, while we see a general increase in the percentage declaring their sexual orientation.

## Workforce Gender



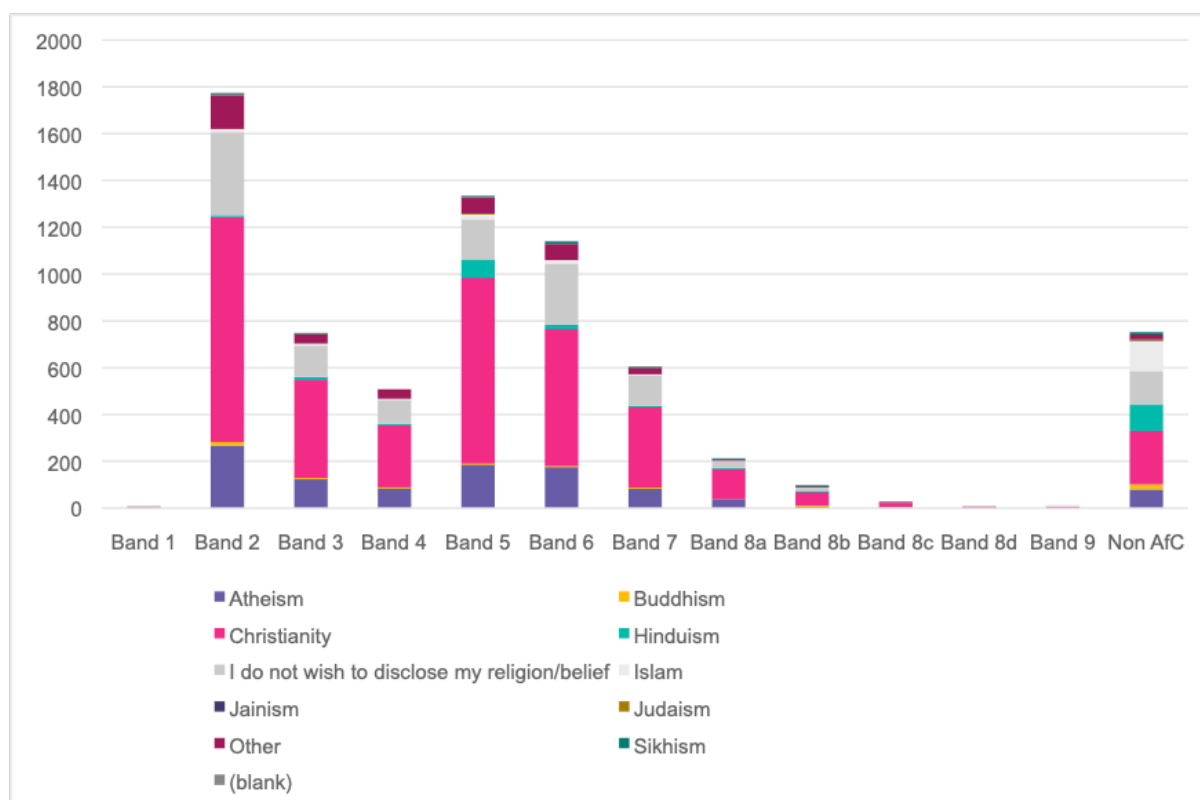
Our gender workforce split matches what we see from a national position. However, supporting more men into NHS careers is something we need to actively encourage and support.

## Workforce Marital Status

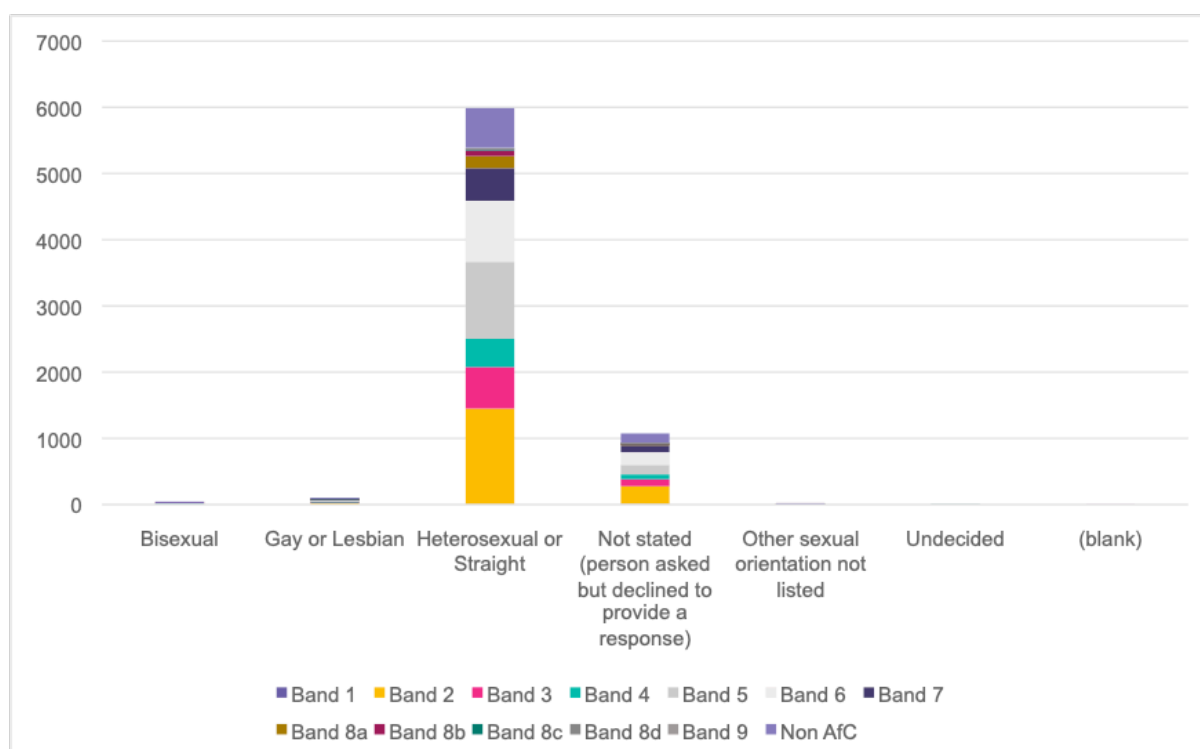


The percentage of staff declaring their status as single has a noticeable percentage reduction however there's an observation that staff under the unknown status have a significant percentage increase. Aside from these categories, the marital profile of our people has remained relatively stable.

## Workforce Religious Belief by Banding - December 2022

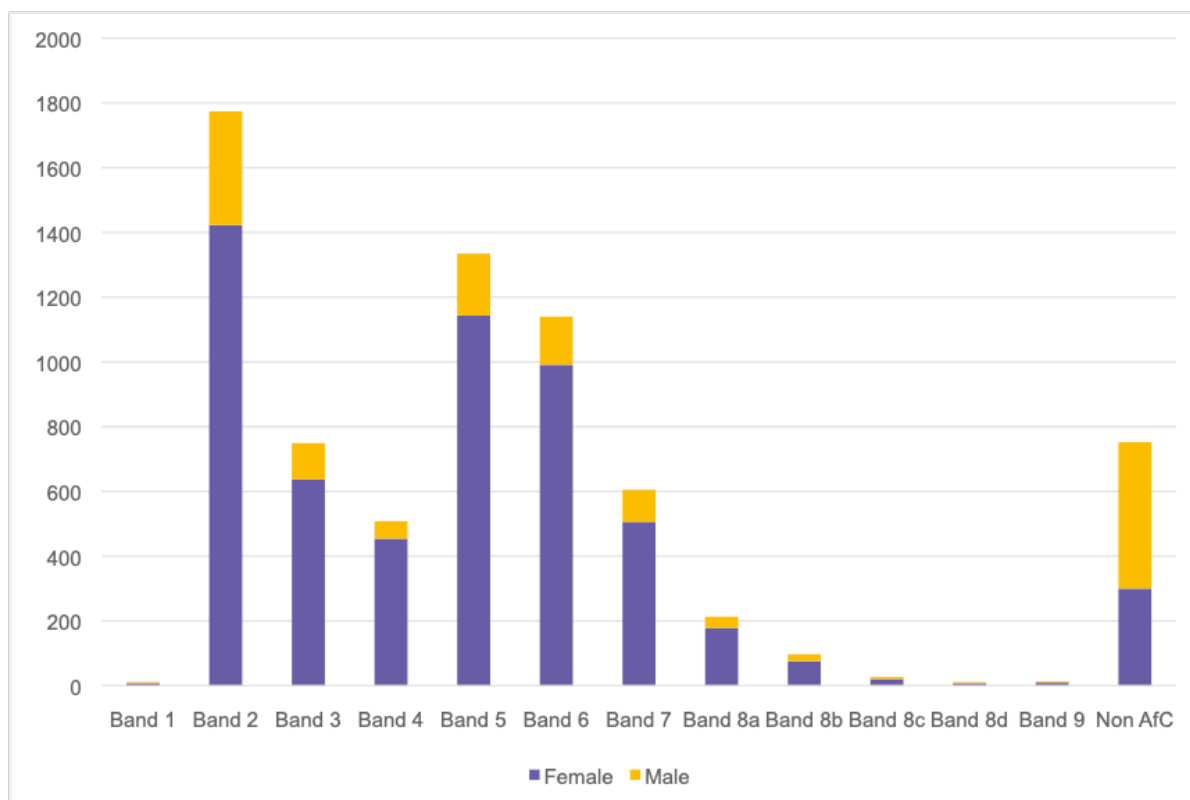


## Workforce Sexual Orientation by Banding - December 2022

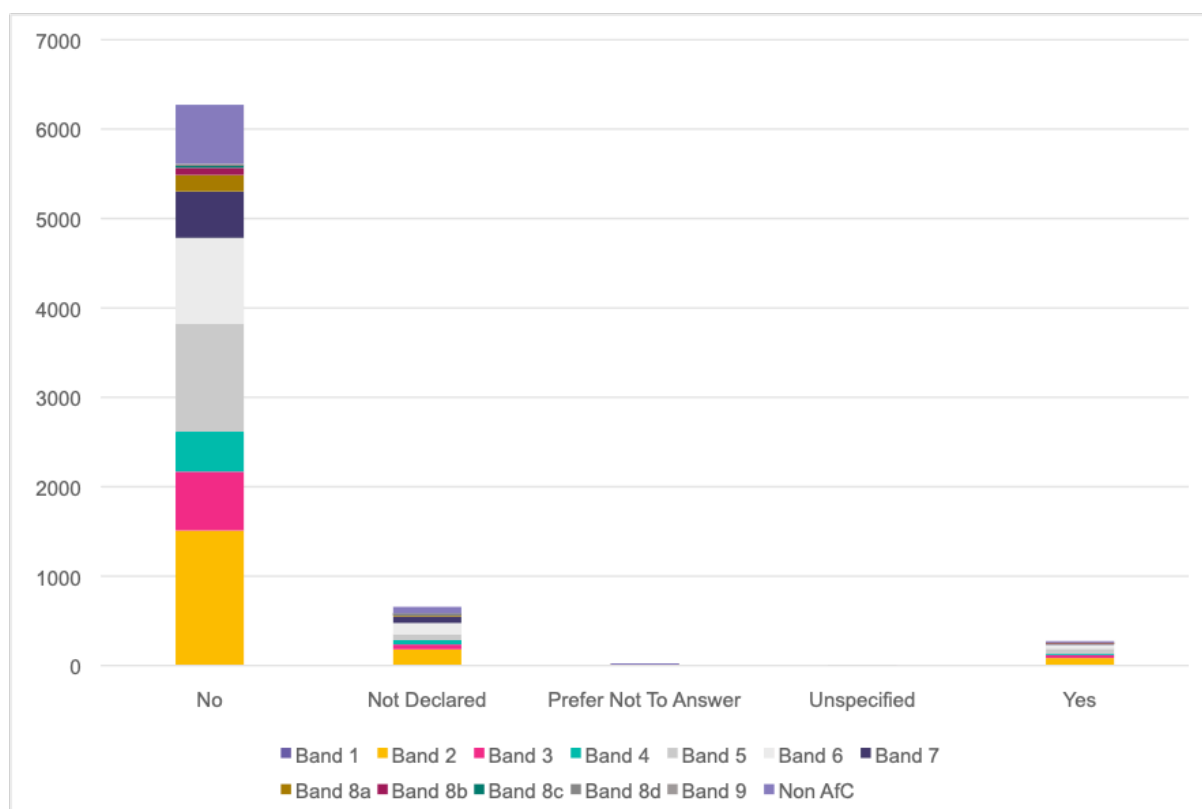




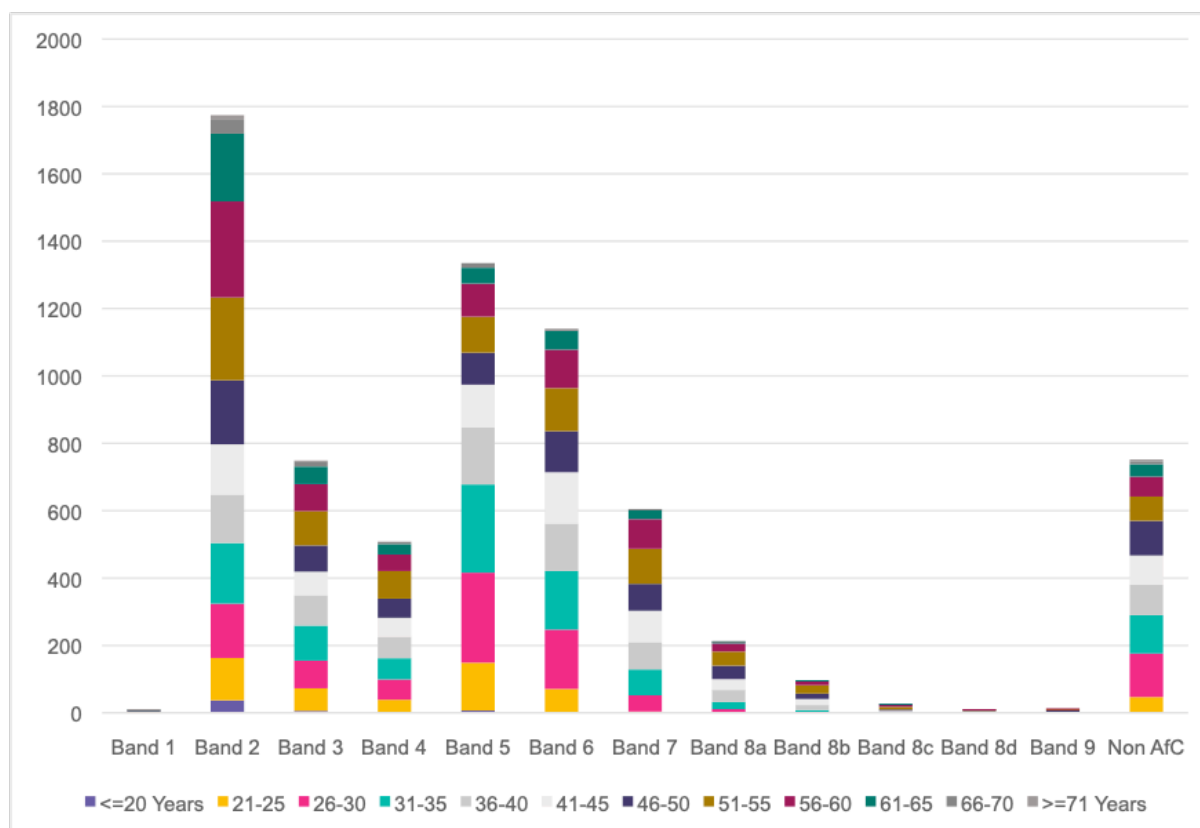
## Workforce Gender by Banding - December 2022



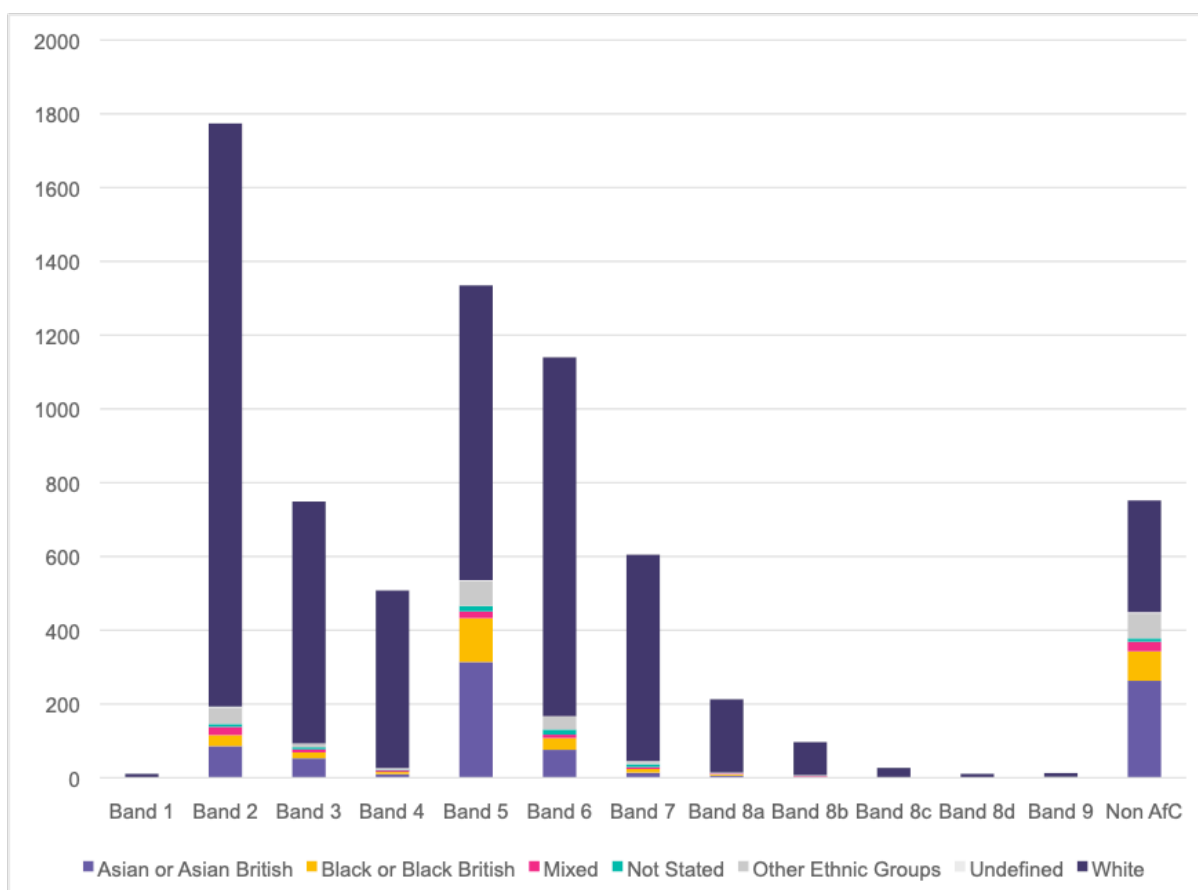
## Workforce Disability by Banding - December 2022



## Workforce Age by Banding - December 2022

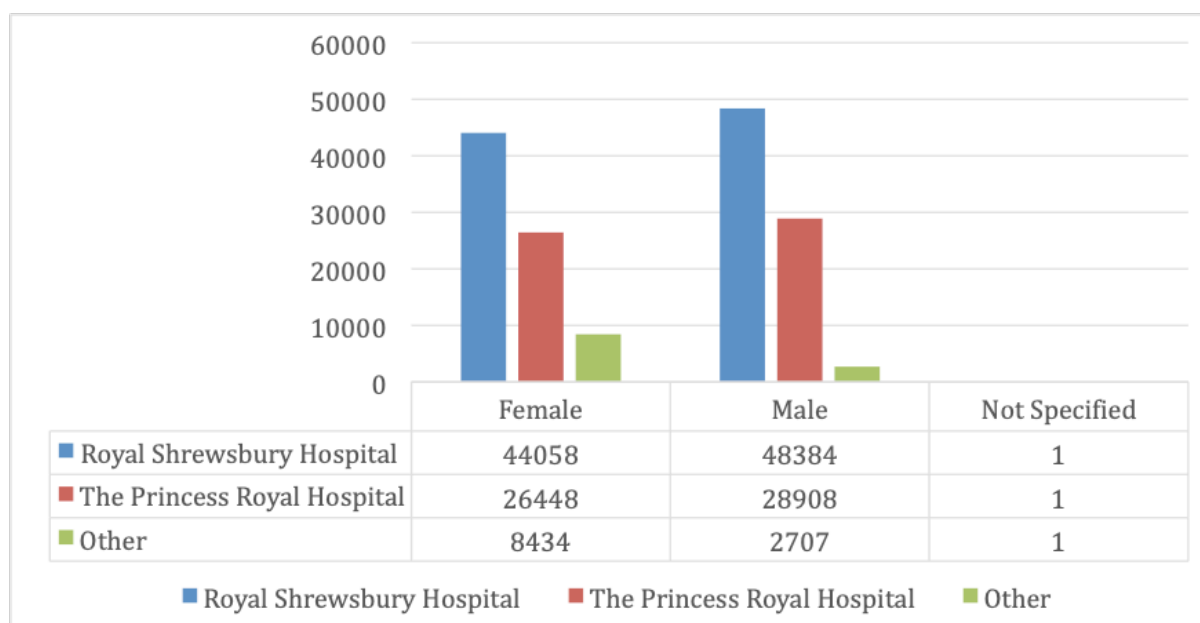


## Workforce Ethnicity by Banding - December 2022

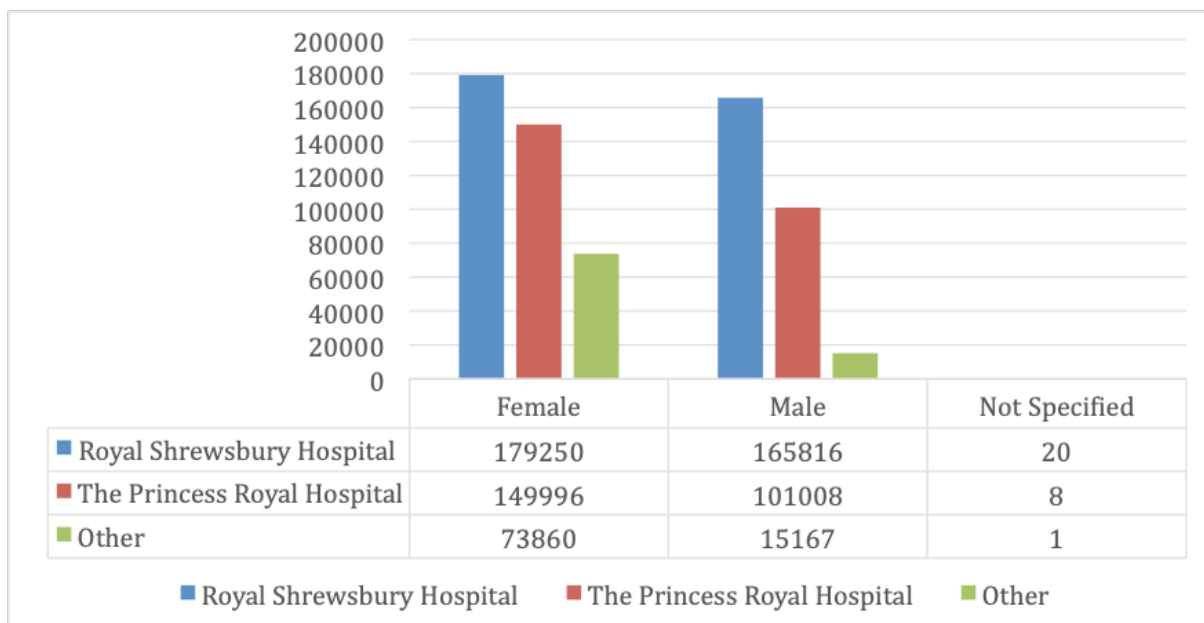


# Patient EDI Activity Data January to December 2022

## Admissions by Gender

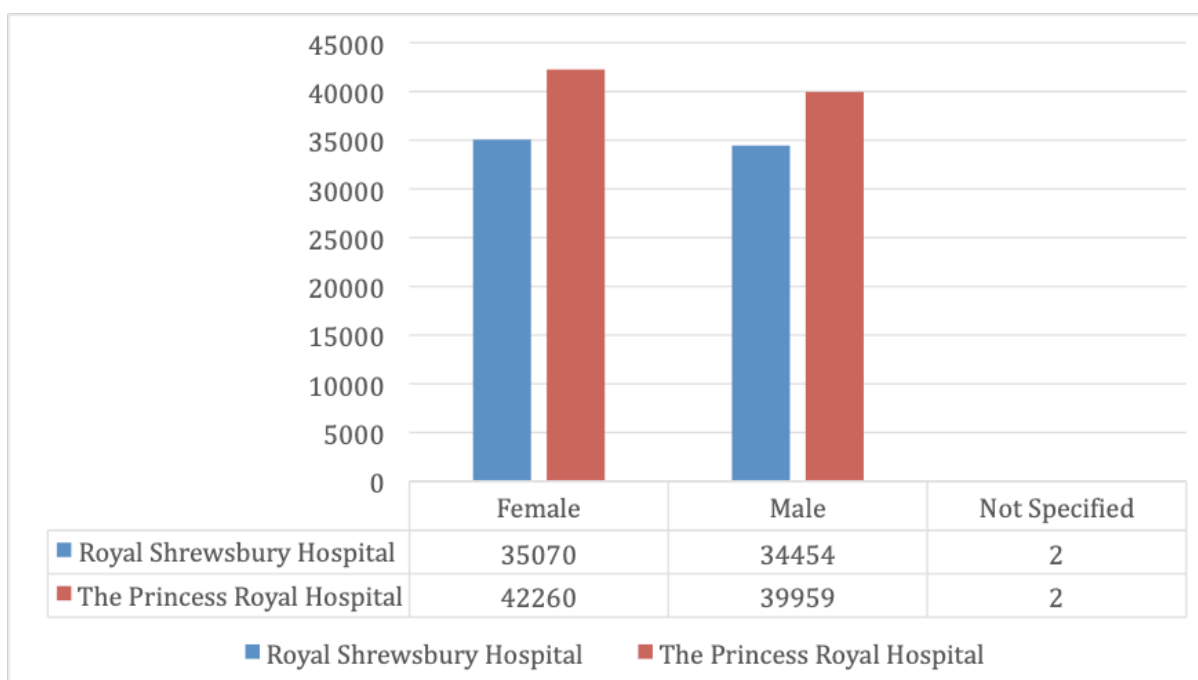


## Outpatient Attendance by Gender 2022



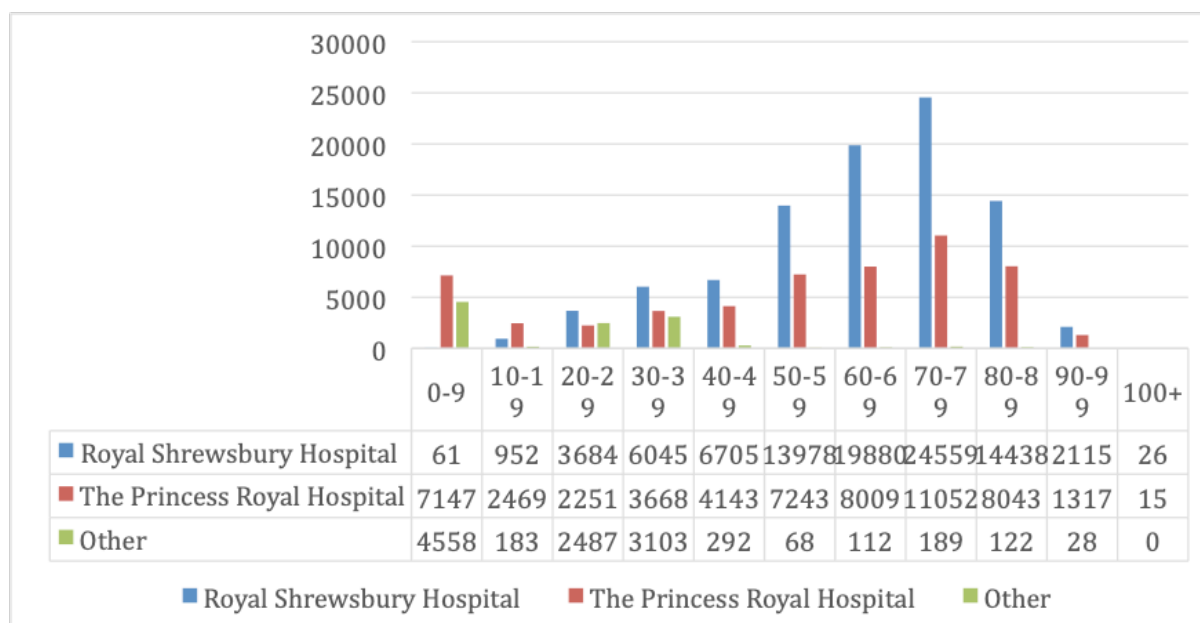


## A&E Attendance by Gender 2022



## Inpatients admissions by age

The highest inpatient admission group by age across the Trust was the 70-to-79-year age group. Admissions to RSH reflect the community profile with a higher number of residents aged 50 and over, indicative of the ageing population. The admission profile by age for 2022 is reflective of 2021 and 2020 themes. There are a large number of admissions at PRH for children and young people, reflecting the location of the service.

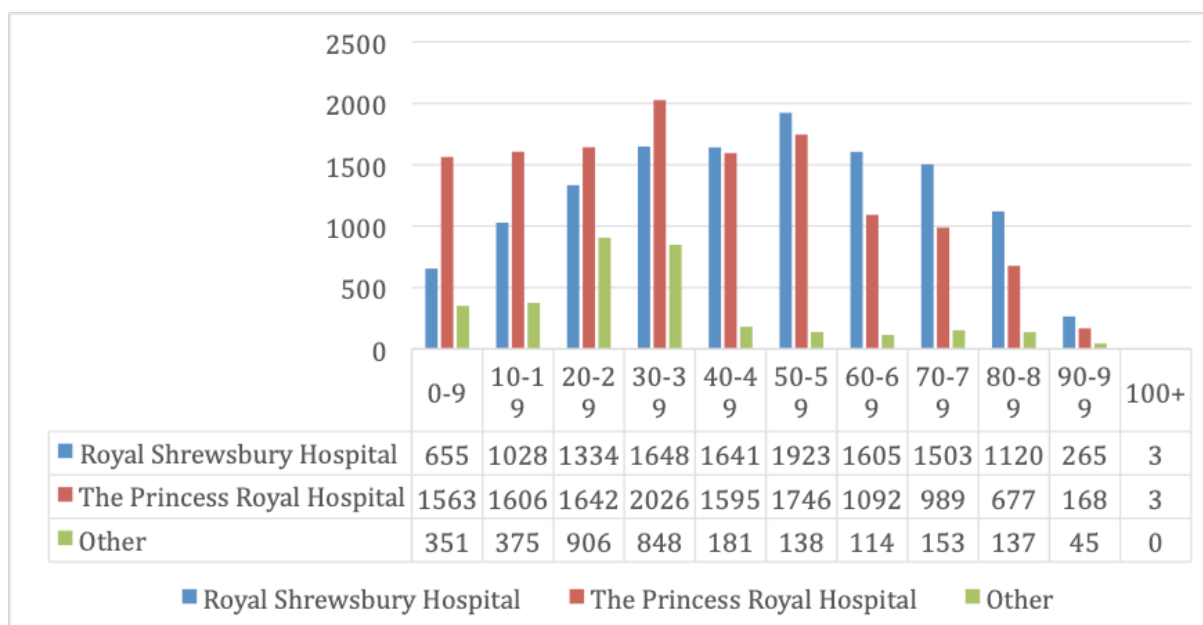


## Outpatient Appointments Not Attended by Age

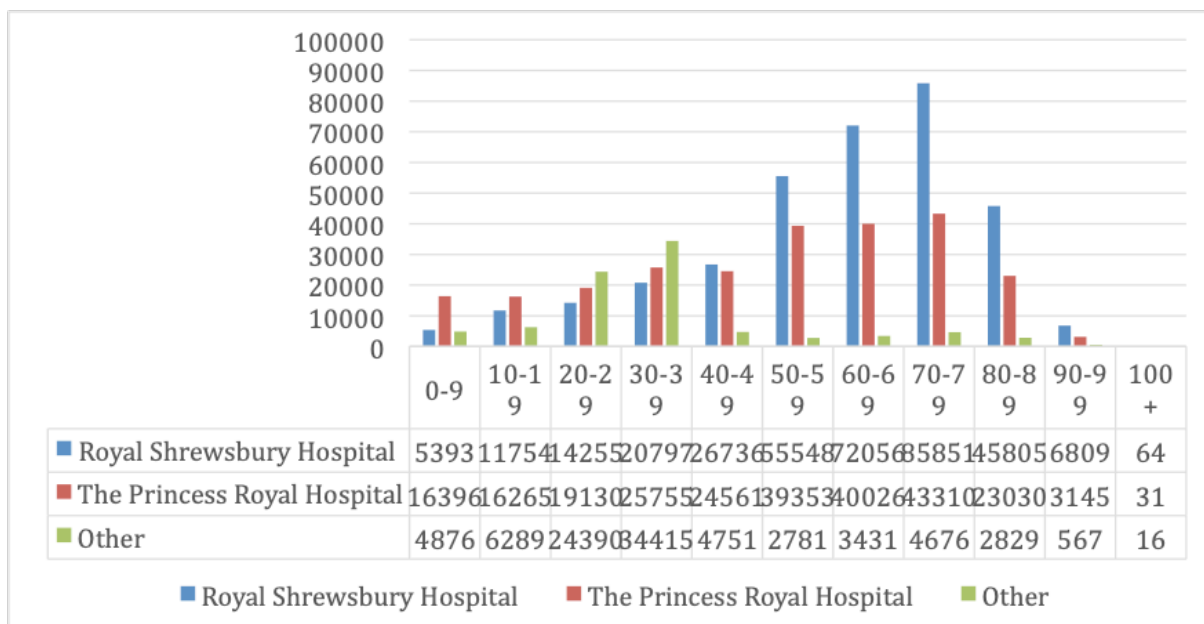
The largest number of unattended outpatient appointments is by those aged 30 to 39 (4,558) and 50 to 59 years (3,807). A higher number of appointments were unattended at PRH (13,707) compared to RSH (12,545).

**These findings are indicative of previous years data**

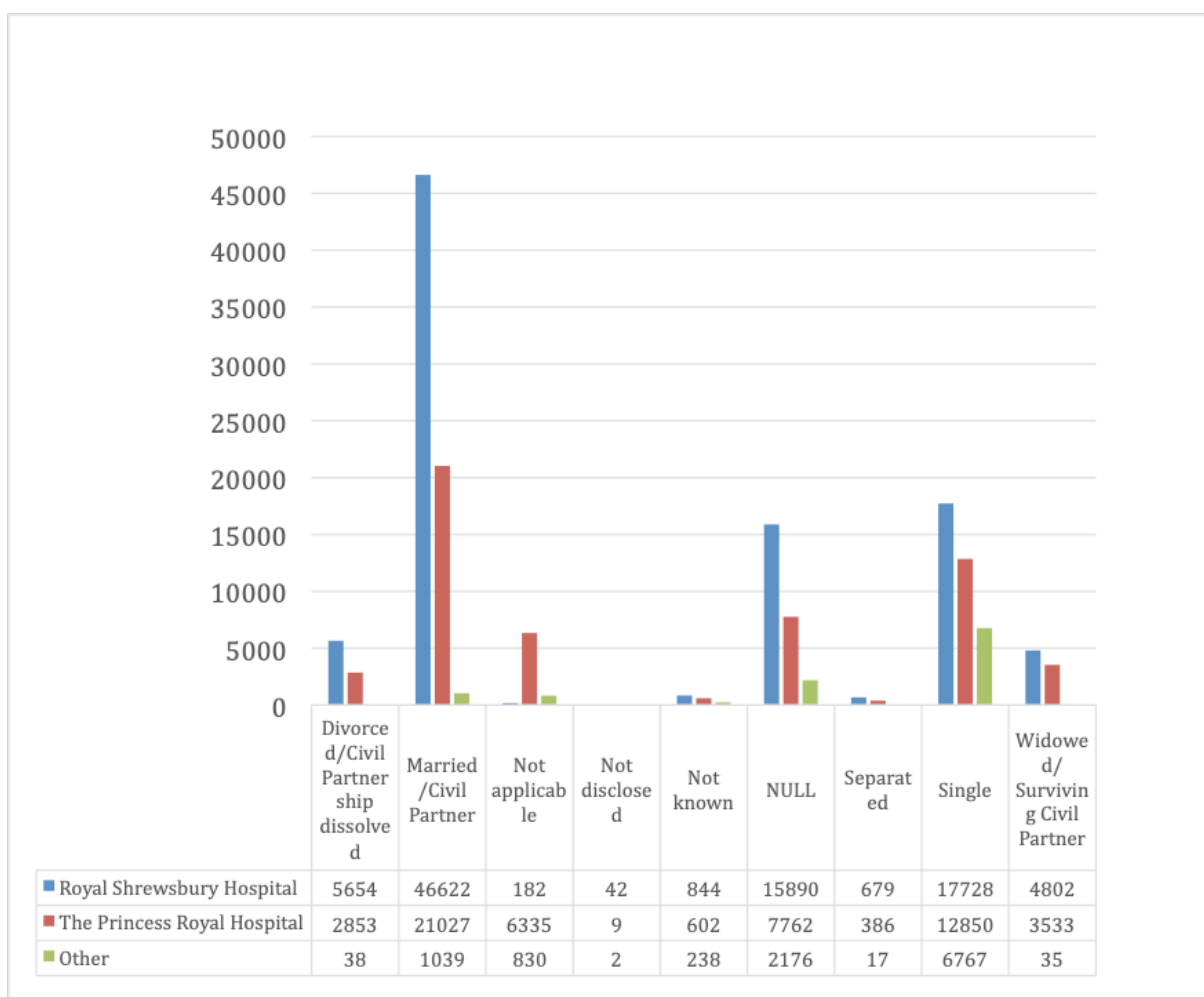
### Outpatient DNA by Age 2022



## Outpatient Attendance by Age 2022

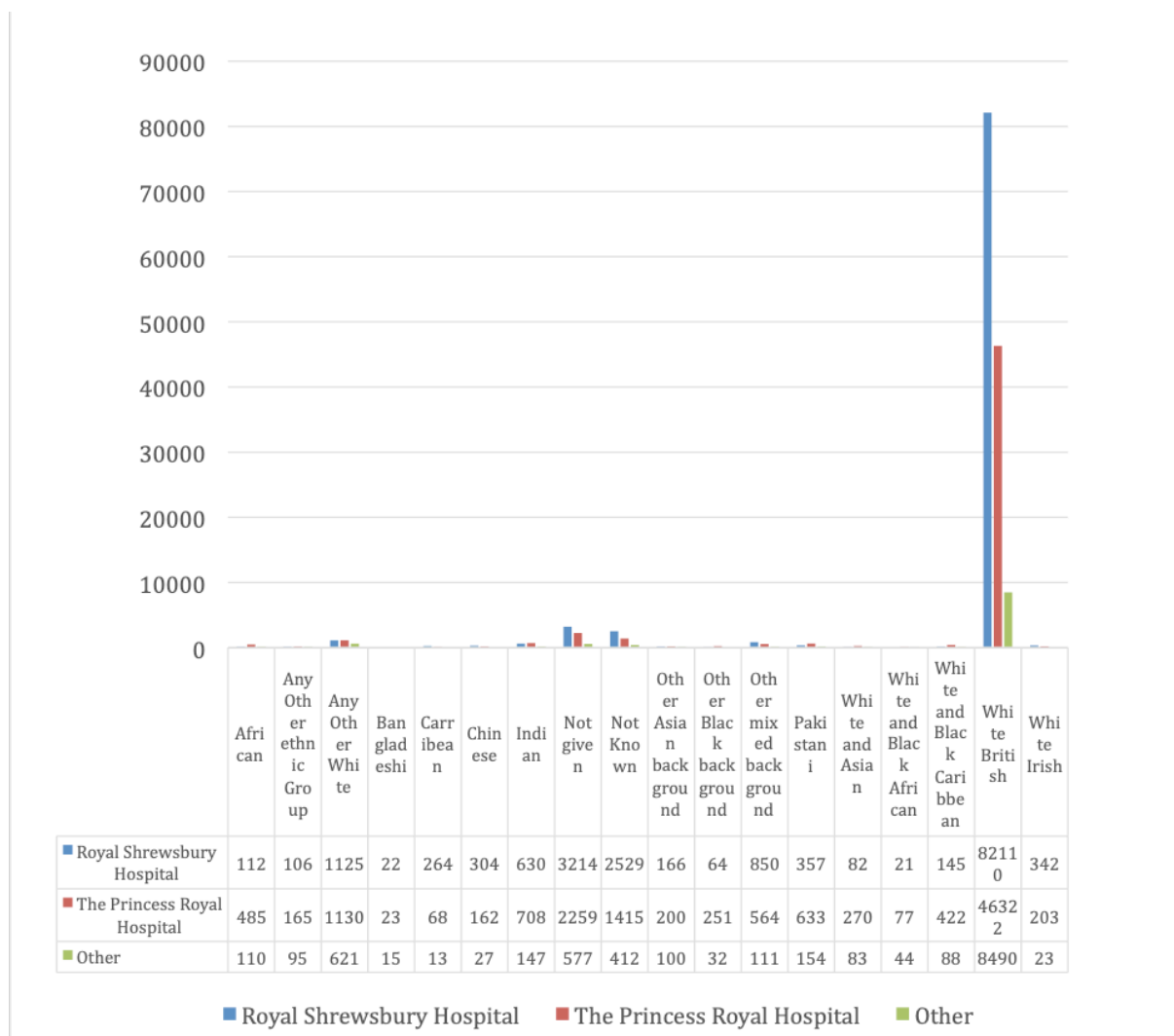


## Admission by Marital Status



# Service Delivery Profile

## Admission by Ethnic Category 2022





## Service User Equality and Diversity Profile

### The following points should be noted:

- Patient data has been taken from SemmaHelix (both inpatient and outpatient) for the period 1 January 2022 to 31 December 2022
- Translation and interpreting data has been taken from the Trust's service providers for the period 1 January 2022 to 31 December 2022
- Comparison data has been taken from the Office for National Statistics, Public Health England, Powys Unity Authority, Welsh Government and Public Health Wales Observatory
- The data from different sources is not always collated in the same format
- Some information is given by site, the Royal Shrewsbury Hospital (RSH), The Princess Royal Hospital (PRH) or for The Shrewsbury and Telford Hospital NHS Trust (SaTH).

# Community Profile

Out of the 33 measures available for Shropshire, 4 were better than the median and 5 were worse than the median.

## Worse than the median

Gross value added per hour worked

Public transport or walk to employment centre with 500 to 4999 jobs

Drive to employment centre with 500 to 4999 jobs

Cycle to employment centre with 500 to 4999 jobs

Gigabit capable broadband

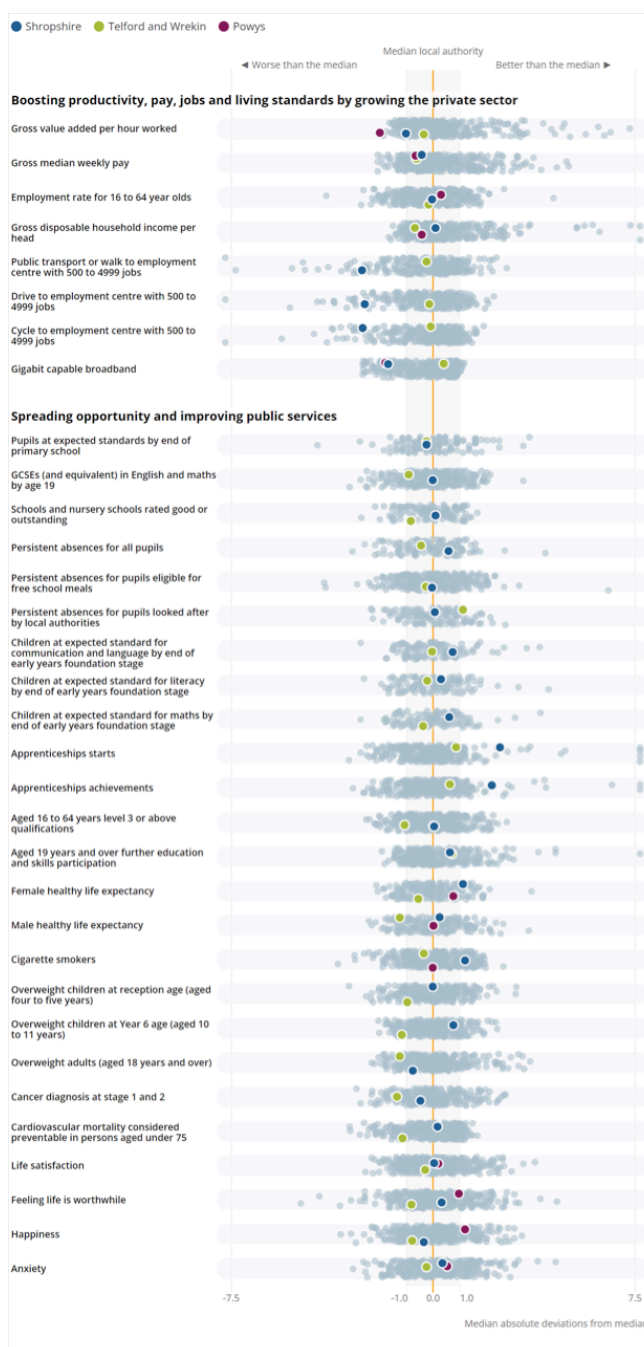
## Better than the median

Apprenticeships starts

Apprenticeships achievements

Female healthy life expectancy

Cigarette smokers



## Data table for selected areas

Indicator	Period	Unit	Powys	Unknown	Shropshire
Gross value added per hour worked	2020	Pounds	23.1	28.4	32.1
Gross median weekly pay	2021	Pounds	456	468.1	456.4
Employment rate for 16 to 64 year olds	07/2021 - 06/2022	Percentage	78	76.3	75.6
Gross disposable household income per head	2020	Pounds	18642	20576	17633
Public transport or walk to employment centre with 500 to 4999 jobs	2019 revised	Minutes	Unavailable	19.2	12.0
Drive to employment centre with 500 to 4999 jobs	2019 revised	Minutes	Unavailable	9.4	7.7
Cycle to employment centre with 500 to 4999 jobs	2019 revised	Minutes	Unavailable	15.0	10.0
Gigabit capable broadband	May-22	Percentage	23.1	25.9	78.3
Pupils at expected standards by end of primary school	2019 revised	Percentage	Unavailable	65	65
GCSEs (and equivalent) in English and maths by age 19	2020/21	Percentage	Unavailable	73.4	68.2
Schools and nursery schools rated good or outstanding	09/2021 - 08/2022	Percentage	Unavailable	89.9	84
Persistent absences for all pupils	2020/21	Percentage	Unavailable	10.9	13.1
Persistent absences for pupils eligible for free school meals	2020/21	Percentage	Unavailable	23.8	24.6
Persistent absences for pupils looked after by local authorities	2020/21	Percentage	Unavailable	29.7	23.1
Children at expected standard for communication and language by end of early years foundation stage	2018/19	Percentage	Unavailable	84.4	81.6
Children at expected standard for literacy by end of early years foundation stage	2018/19	Percentage	Unavailable	74.4	72.5
Children at expected standard for maths by end of early years foundation stage	2018/19	Percentage	Unavailable	80.4	76.8
Apprenticeships starts	2020/21	Rate per 100,000 population	Unavailable	1429	1101
Apprenticeships achievements	2020/21	Rate per 100,000 population	Unavailable	713	530
Aged 16 to 64 years level 3 or above qualifications	2021	Percentage	60.6	60.8	50.9
Aged 19 years and over further education and skills participation	2020/21	Rate per 100,000 population	Unavailable	5186	5277
Female healthy life expectancy	2018 - 2020	Years	65.6	67.1	60.3
Male healthy life expectancy	2018 - 2020	Years	62.0	62.8	57.6
Cigarette smokers	04/2020 - 12/2020	Percentage	12	7.6	13.2
Overweight children at reception age (aged four to five years)	2019/20	Percentage	Unavailable	22.6	26.1
Overweight children at Year 6 age (aged 10 to 11 years)	2019/20	Percentage	Unavailable	29.7	40
Overweight adults (aged 18 years and over)	2020 - 2021	Percentage	Unavailable	68.0	70.6
Cancer diagnosis at stage 1 and 2	2019	Percentage	Unavailable	53.3	50.3
Cardiovascular mortality considered preventable in persons aged under 75	2017 - 2019	Rate per 100,000 population	Unavailable	24.9	34.6
Life satisfaction	04/2021 - 03/2022	Rating	7.6	7.6	7.5
Feeling life is worthwhile	04/2021 - 03/2022	Rating	8.0	7.8	7.6
Happiness	04/2021 - 03/2022	Rating	7.7	7.4	7.3
Anxiety	04/2021 - 03/2022	Rating	3.0	3.0	3.2

Data from the Office of National Statistics: Subnational indicators explorer - Office for National Statistics (ons.gov.uk)

# Community Age Profile for Shropshire

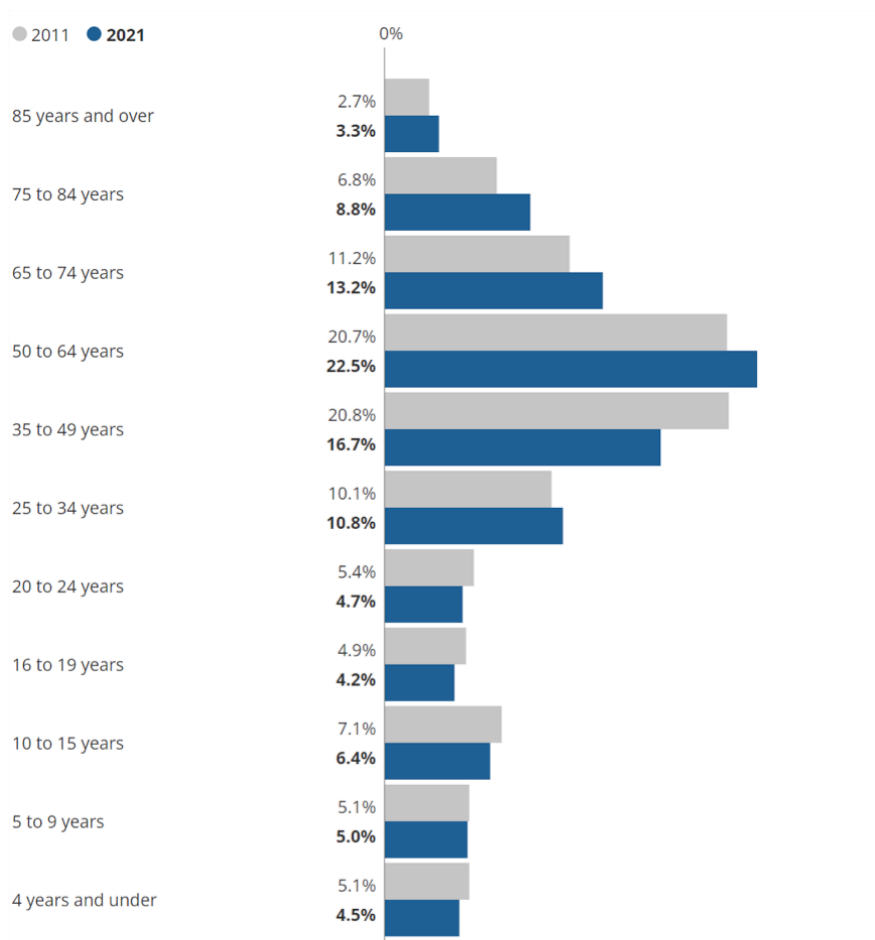
Between the last two censuses, the average (median) age of Shropshire increased by four years, from 44 to 48 years of age.

This area had a higher average (median) age than the West Midlands as a whole in 2021 (40 years) and a higher average (median) age than England (40 years).

The number of people aged 50 to 64 years rose by just over 9,300 (an increase of 14.7%), while the number of residents between 35 and 49 years fell by around 9,600 (15.1% decrease).

## ► The share of residents aged between 50 and 64 years increased by 1.8 percentage points between 2011 and 2021

Percentage of usual residents by age group: Shropshire



Source: Office for National Statistics – 2011 Census and Census 2021

Source: How life has changed in Shropshire: Census 2021 (ons.gov.uk)

# Community Age Profile for Telford & Wrekin

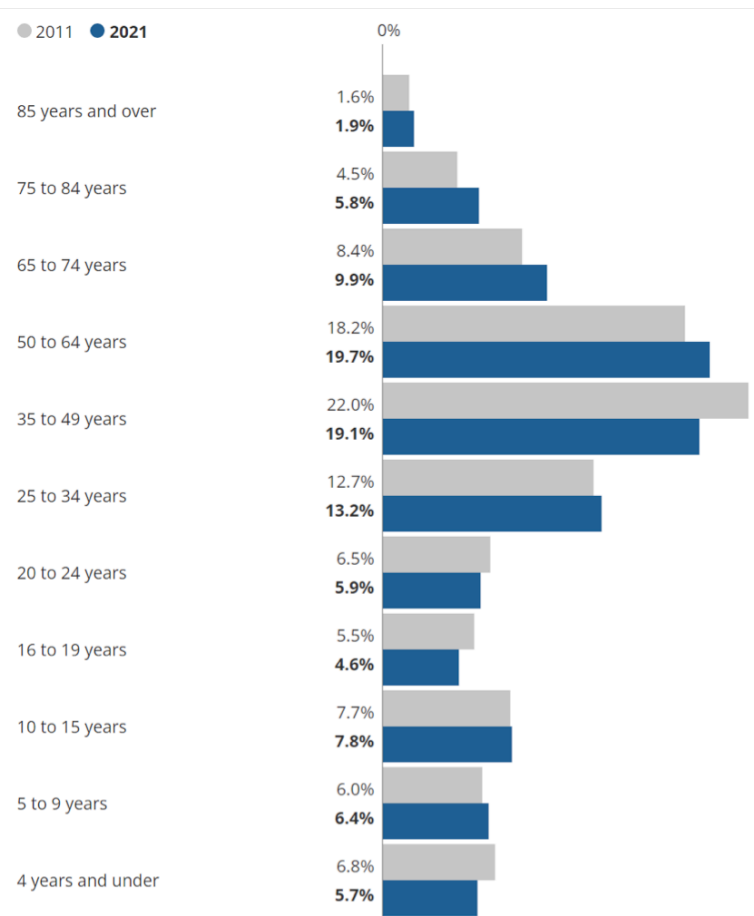
Between the last two censuses, the average (median) age of Telford and Wrekin increased by one year, from 38 to 39 years of age.

This area had a slightly lower average (median) age than the West Midlands as a whole in 2021 (40 years) and a slightly lower average (median) age than England (40 years).

The number of people aged 50 to 64 years rose by around 6,100 (an increase of 20.0%), while the number of residents between 35 and 49 years fell by just under 1,300 (3.4% decrease).

► **The share of residents aged between 50 and 64 years increased by 1.4 percentage points between 2011 and 2021**

Percentage of usual residents by age group: Telford & Wrekin



Source: Office for National Statistics – 2011 Census and Census 2021

Source: How life has changed in Telford and Wrekin: Census 2021 (ons.gov.uk)

# Complaints Data

Assistance can be provided to any person wishing to raise a concern or complaint, who has a sensory impairment, learning disability, or requires interpreter services as English is not their first language.

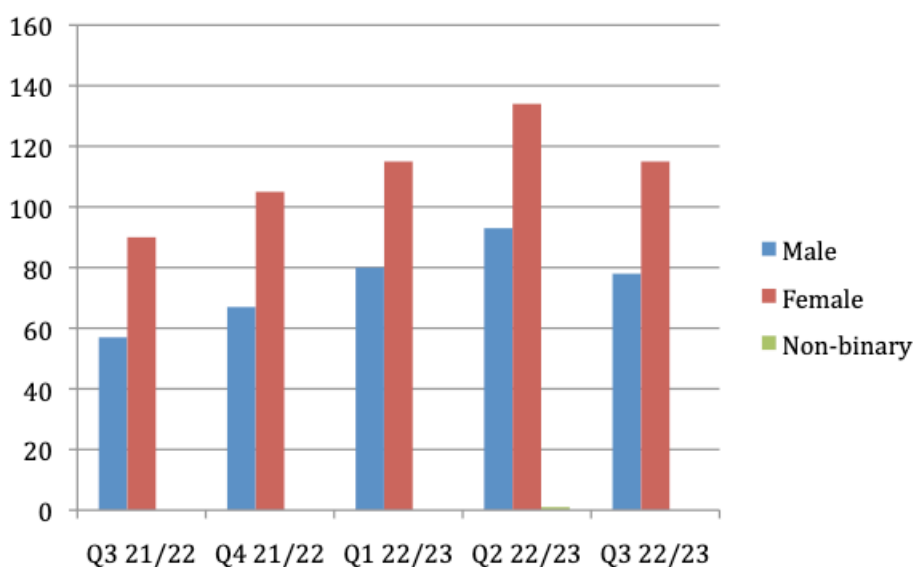
Any person who raises a concern or complaint will be treated with respect and will not be discriminated against whilst in our care or following discharge.

# Complaint by Gender

More complaints were received by people associating as female (407) than male (293), reflecting that 0.095% of female patients accessing services across the Trust made a complaint, compared to 0.08% of male patients. One complainant identified as non-binary.

Financial quarter - Data below for the calendar year of 2022.

## Complaints by gender



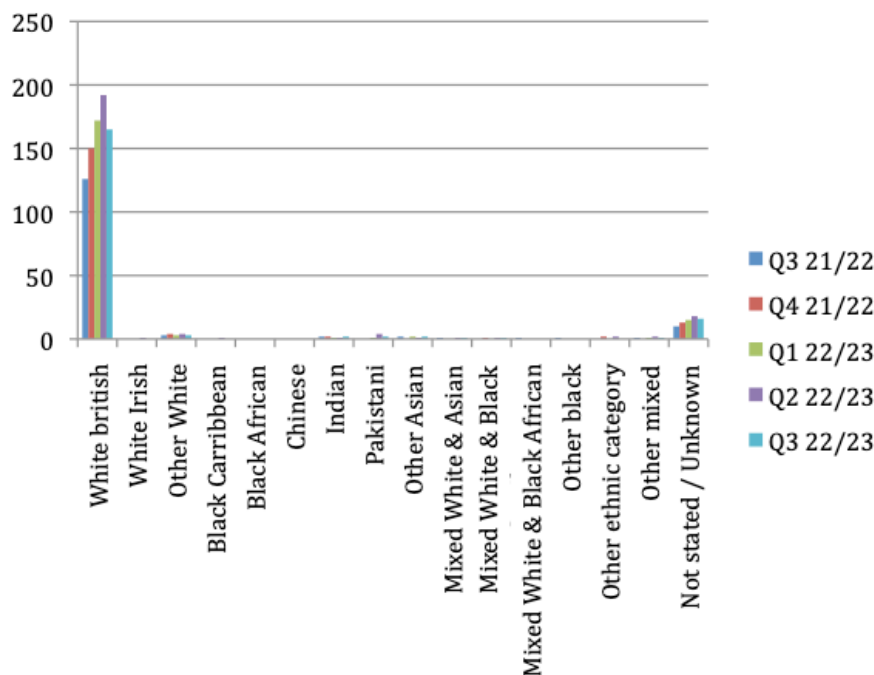
Gender	Q4 21/22	Q1 22/23	Q2 22/23	Q3 22/23
Male	67	80	98	78
Female	105	115	134	115
Non-binary			1	
Not specified				



# Complaint by Ethnicity

The patient demographic incorporates patients admitted to the Trust in comparison to complaints received by ethnicity. The percentage of complaints by ethnicity is directly comparable to the percentage of patients admitted.

## Complaints by ethnicity

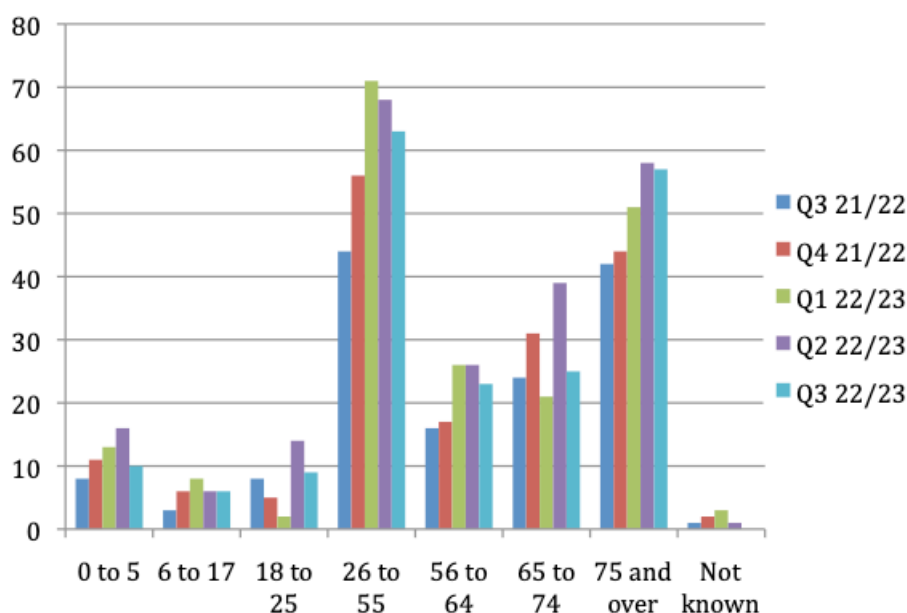


Ethnicity	Q4 21/22	Q1 22/23	Q2 22/23	Q3 22/23	Ethnicity	Q4 21/22	Q1 22/23	Q2 22/23	Q3 22/23
White British	150	172	192	165	Other Asian		2	1	2
White Irish			1		Mixed White & Asian			1	1
Other White	4	3	4	3	Mixed White & Black Caribbean	1		1	1
Black Caribbean			1		Mixed White & Black African				
Black African					Other black				
Chinese					Other ethnic category	2		2	
Indian	2	1	1	2	Other mixed		2	2	1
Pakistani		1	4	2	Not stated / Unknown	13	15	18	16

# Complaint by Age

People aged 26 to 55 and 75 years and over are more likely to make a complaint, when accessing inpatient or outpatient services within the Trust. People aged 18 to 25 years are less likely to make a complaint regarding the care or experience they received.

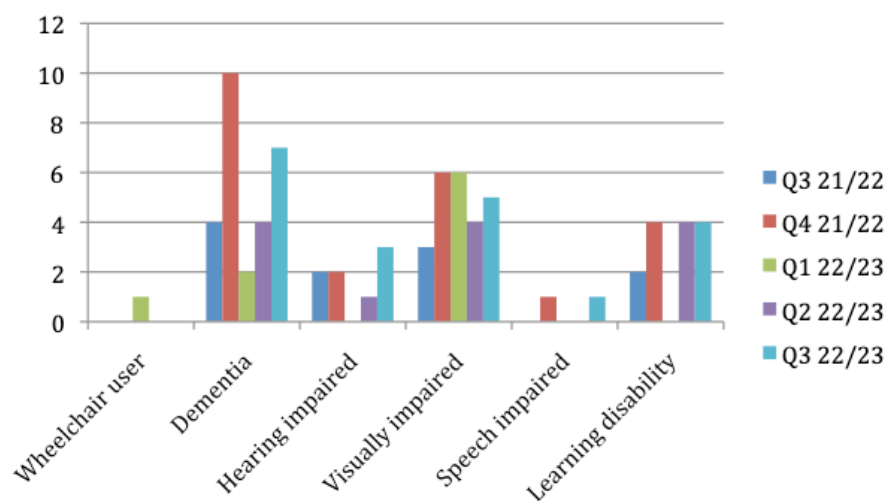
## Complaints by age



Age	Q4 21/22	Q1 22/23	Q2 22/23	Q3 22/23
0 to 5	11	13	16	10
6 to 17	6	8	6	6
18 to 25	5	2	14	9
26 to 55	56	71	68	63
56 to 64	17	26	26	23
65 to 74	31	21	39	25
75 and over	44	51	58	57
Not known	2	3	1	0

# Complaint by Age

## Disabilities



Disability	Q4 21/22	Q1 22/23	Q2 22/23	Q3 22/23
None recorded				
Wheelchair user		1		
Dementia	10	2	4	7
Hearing impaired	2		1	3
Visually impaired	6	6	4	5
Speech impaired	1			1
Learning disability	4		4	4



Partnering · Ambitious  
Caring · Trusted



The Shrewsbury and  
Telford Hospital  
NHS Trust

# Conclusion and Summary:

**The past year has seen much progress on our Equality, Diversity, and Inclusion agenda. We have been involved with a significant number of engagement and awareness events and have worked hard to recognise colleague contributions during our events, empowering colleagues to speak up, promote belonging and embed EDI into everything we do.**

**We recognise there is more to be done with and for our people and the communities we serve.**

Through collaborative working with colleagues, we will continue to pursue the desired changes shared with us by our colleagues through our engagement events, staff networks and other contact routes. The changes we are making will help shape and influence new practices, support, and nurture a compassionate, inclusive and equitable culture where everyone feels they belong.

This will also result in sustainable change for our people, patients and their families thereby allowing us to truly 'Provide excellent care for the communities we serve' as laid out in our Trust's vision.

We will continue to promote engagement opportunities for our staff to have a voice and co-production work to ensure an inclusive organisation where kindness and civility is at the core.

2022 presented some challenges which contributed to pressures felt in our Trust by colleagues and the ongoing effects of COVID-19. Collaborative working with our Health and Wellbeing advisor and the Psychology Hub had allowed us to provide support for staff whilst we continue to learn from these experiences.

The Trust remains fully committed to the work required and look forward to working together as an organisation and local community in supporting the actions required to deliver our Equality Objectives.