

# Public Participation Report Quarter 3 (Oct – Dec 2022)

Julia Clarke – Director of Public Participation



# Highlights of Public Participation – Q3

## COMMUNITY ENGAGEMENT

Community membership increased again in Q3. We aim to increase our community membership by 10% year on year and are on target to achieve this.

- The team have been supporting our Divisions with their Section 242 duties to engage the public around service changes, in Q3 this included:
  - Outpatient Echo Cardiography Service temporarily centralising at PRH
- Two “**About Health**” Events were held online in Q3 for the public - *Menopause* by Dr Joanne Richie (Consultant Gynaecologist) and *Recovery from Covid19* by Sara Biffen (Interim Chief Operating Officer)
- Our Community Engagement Team have been attending a number of events, with a particular focus on reaching out to our “hard to reach” groups within the community.



# Highlights of Public Participation – Q3

## VOLUNTEERS

- In October we delivered a Young People's Academy in Telford to **37** young people aged 16-22, all of whom expressed an interest in pursuing a career in healthcare
- We successfully bid to Health Education England to expand our **"Volunteer to Career" programme** -one of only 10 successful bids nationally and have received **£25k** of funding.
- As part of our annual Staff Recognition Week, we held a Volunteer Event in November to celebrate and recognise the work of our volunteers.

## SATH CHARITY

- The new SaTH Charity CRM (Customer Relations Management software) has been implemented. This has allowed the creation of new online forms
- Awareness sessions were held with the Divisions in November on Charitable Fund management with Charitable Funds Committee members attending
- SaTH Charity has supported patients and staff with festive celebrations this year, including IPC friendly Christmas decorations for wards and departments





# COMMUNITY ENGAGEMENT (1): Public Assurance Forum 9 January 2023

- The Public Assurance Forum (PAF) met on 9<sup>th</sup> January 2023, with good member representation from community members and divisional teams. Chair invited contributions from members for future agenda items and proposed the re-consideration of a joint Chair
- **External membership of the Forum includes representatives from: Healthwatch Shropshire, Healthwatch T&W, Community Health Council, Shropshire Patient Group, Telford Chief Officers Group (COG), Telford Patient First, Maternity Voices Partnership, Shropshire Voluntary and Community Sector Assembly, Powys Association of Voluntary Organisations (PAVO), Health and Wellbeing Board, Montgomery Health Forum.**
- Key Items that were discussed at the Forum included:
- **Update on HTP** – Nigel Lee (Interim Director of Strategy and Partnerships), Ed Rysdale (HTP Clinical Lead), Richard Steyn (Medical Director –Strategy and Partnership) and Jennifer Fullard (Chief Communications Officer) attended PAF to provide an update on the HTP programme and share the HTP Communications and Engagement plan. The update on the HTP programme included:
  - The timescales for the HTP programme over the forthcoming year and the journey so far. The current phase is developing an Outline Business Case by Spring/Summer 2023 and the next stage will be developing a Full Business Case by Autumn 2023
  - What the HTP programme will deliver for £312 million, including urgent care services 24/7 at both hospital sites and a dedicated Planned Care facility
  - Engagement around HTP was focused on developing the agreed plans – that the model has been consulted on and approved and it was now about implementing this with the involvement of our communities.

# COMMUNITY ENGAGEMENT (2):

## Public Assurance Forum 9 January 2023

- **HTP Communications and Engagement Plan** – The presentation outlined how the Trust is planning to involve our communities with HTP over the next few years. This has been developed through a HTP Communications and Engagement Strategy which will be shared with PAF members as the Trust's senior community assurance committee for feedback.
- Highlights from presentation included:
  - Having a phased approach to our communications and engagement which are aligned to the programme e.g. Development of the Outline Business Case, Full Business Case, Implementation and launch
  - Having a number of different ways for our communities to be kept informed or involved with the HTP programme, including:
    - Bespoke focus groups which are aligned to the workstreams for patient/public representatives beginning in February
    - About Health Event to launch the next phase of public engagement with HTP. The About Health Event has been organised for **Tuesday 24<sup>th</sup> January 2023 at 6.30pm via MS Teams**
    - Attendance at internal and external community events and meetings
    - Community mail outs and social media presence.
    - Briefings with HealthWatches and Community Health Council
- Feedback from PAF members was positive, and it was commented that this was a much needed step forward in engaging with our communities around the HTP implementation. PAF members highlighted the importance of not using external agencies to go out and talk to the public (this was seen very negatively by the public during the Future Fit Consultation)
- The importance of ensure that key HTP messages get disseminated to all areas, highlighting the importance of engaging communities across Shropshire, Telford and Mid-Wales
- PAF members highlighted that they are able to support getting key information out to our local communities about HTP, and the offer for HTP members to attend external meetings to discuss HTP

# COMMUNITY ENGAGEMENT (3): Public Assurance Forum 9 January 2023

- **Divisional Updates** – Written divisional updates were provided by Women & Children, Medicine & Emergency, Clinical Support, Surgery, Anaesthetics & Cancer, Patient Experience. Each update was presented by a Divisional representative to the PAF. PAF have requested that each update focuses on how the division will or have engaged with patients/public within their area.
- **Member updates:**
  - Healthwatch Shropshire have just completed a GP referral survey with over 300 responses. A report on people's experience of calling an ambulance is ready and we are waiting for responses from across the system before publishing the report. Healthwatch is finalising their report on the Accessible Information Standard where we have gathered people's experiences, raised awareness of the standard within the local community and looked at the impact on people when their communication needs are not being met in Shropshire. This report will go out to the system for feedback before it is published.
  - From April 2023 the CHC will be replaced by a new Citizen Voice Body for Health and Social Care (CVB)
  - CHC raised concerns about ambulance wait times and patients being given the advice to get driven to hospital – particularly as there are some long journeys from Powys with limited phone coverage.
- **Service Changes** - The Forum welcomed the comprehensive update on the service changes in Q3, including:
  - PRH renal dialysis relocation
  - Outpatient Echo Cardiography service (temporary change). The presentation and Equality and Health Inequalities Impact Assessment (EHIA) were given to the Forum to seek further feedback and questions. Ruth Horner (Centre Manager) attended.
- **Public Participation updates** –
  - The first year's 'Plan on a Page' for community engagement, volunteers and SATH Charity was presented to the Forum with an update on Quarter 3 in relation to the actions. PAF members comment that they were pleased with the progress against the different action plans.
  - Draft Quarterly Board report presented
- The Trust IMPACT magazine was shared with members with the agreement of the Getting to Good Programme Director and this was very positively received. Members feedback that it was useful to have information on the improvements being carried out across the Trust. It was noted that the Director of Public Participation is meeting with the People Director in January to discuss greater involvement of our communities in the Improvement programme.

# COMMUNITY ENGAGEMENT

- The Community Engagement team hold a series of community meetings where the public across Shropshire, Telford & Wrekin and Powys are invited to join us virtually to find out more about their hospitals, which includes:
  - **Monthly email update** – An email update to our members and organisations
  - **Community Cascade** – this is delivered twice a month following feedback from the public requesting an additional session in the evening
  - **Monthly Community drop-ins** – informal drop-ins for a community to meet with members of the engagement team
  - **About Health Events**– There is an ongoing series of virtual health events for staff and the public.
- This Quarter we held two online **About Health event** for the public.
  - In October Dr Joanne Ritchie (Consultant Gynaecologist) held an event to talk about Menopause, on World Menopause Awareness day. Over 50 people attended this event
  - In November on (operational) Recovery from Covid19 by Sara Biffen (Interim Chief Operating Officer) was attended by more than 40 people and 22 of the registrations came through a Facebook advertising campaign.
- This Quarter we have moved our membership database into the system used by SaTH Charity to give us greater functionality.
- In Quarter 3 we reached out to all all Town and Parish councils and Community Councils in Powys as well as County and Borough councillors to invite them to become community members to keep them informed and engaged with the Trust.



# COMMUNITY ENGAGEMENT: Women's Health Project Update

- The Women's Health project is system-wide project which has representatives from:
  - SaTH
  - Shropshire Community Health
  - Primary Care,
  - STWCCG,
  - Public Health
  - Healthwatch, CHC, patient and community groups.
- The survey closed in March having received nearly 3100 responses from across Shropshire, Telford & Wrekin and mid-Wales.
- The Women's Health Project Survey report was taken to the System Health Inequalities Think Tank in August where it was agreed to present it to the system EDI meeting for further actions to be identified.
- Visits to Gypsy and Traveller sites to continue this work are planned for next Quarter





# COMMUNITY ENGAGEMENT:

## Section 242 duties– Service changes

The detail of all service change proposals and engagement can be found at [Services Changes and Developments – SaTH](#) These webpages contain information which includes:

- The proposal presented to our stakeholders and communities
- Equality Impact assessment
- Engagement Plan and Report
- Questions and Answers

In Quarter 3 service changes and development we have engaged the public around, include:

- **Outpatient Echocardiography, temporary service change** – In November/December the Trust engaged with the public around the temporary change in service to outpatient echocardiography services. The service change will transfer all outpatient Echocardiography Service to the Princess Royal Hospital until March/April 2022. During this time a dedicated clinic will be held at RSH for our Welsh patients until the backlog is cleared, initially weekly and then fortnightly. The Trust will continue to provide a daily inpatient echocardiography service at the Royal Shrewsbury Hospital (no change to current service provision). Further information about this temporary service change can be found on the following link: [Outpatient Echocardiography Service - SaTH](#)



# COMMUNITY ENGAGEMENT:

## Social Inclusion

- A gap analysis of our seldom-communities has been undertaken and an action plan has been developed with a quarterly update provided to the SaTH's Public Assurance Forum.
- The Social Inclusion Project, which was funded by NHSCT finished at the end of October. Currently an end of project report is being finalised and will be shared shortly. To continue the important work around Social Inclusion we have now appointed a permanent member of staff who joined the team at the end of October
- The areas of focus in Quarter 3 included:
  - **Veterans** – continuing the networking through council leads across Shropshire, Telford & Wrekin and mid-Wales
  - **Deprivation** – initial meeting with T&W Job Box to discuss a bespoke People's Academy course in Woodside after Easter (focusing on involvement, volunteering and job opportunities at SaTH)
  - **Pastoral, Spiritual and Religious communities** – the Engagement team attended 6 events during Interfaith week (14 – 18 November) learning about the support offered to patients and staff by our Chaplaincy team and their networks. The team have also made links with the Shropshire Humanists and will be talking to their group in early 2023



# COMMUNITY ENGAGEMENT:

## Questions from Trust Board meetings

We look to identify any trends in questions to the Trust Board so that we can be responsive in planning future engagement events with our local communities. All eligible questions submitted to the Trust Board from the public are published on our website - [Public Questions Log – SaTH](#)

- During Quarter 3 **one eligible\*** question was submitted to the Trust Board
- Question 1: Concerns raised about letters being received from patients removing them from the treatment waiting list at their request, when no such request has been made. It was thought this may have affected hundreds of patients and patients are subsequently being informed it is due to a computer error.
- SaTH's response from the Interim Chief Operating Officer was:
  - All consultant rejected referrals are now reviewed prior to a letter being sent
  - An IT solution to correct letters is currently being looked at.
  - we have put additional steps in place to ensure patients who, on consultant review, are considered as not requiring a hospital appointment receive the correctly worded letter until the IT issue is resolved
- In November an About Health Event was held by Sara Biffen on Recovery of Hospital Services after COVID19, which also included information on how we are dealing with our waiting lists and backlog.

\* i.e. relevant to an agenda item and within 10 days of the meeting



# VOLUNTEERS:

## Volunteers' Highlights

- We have **313 active volunteers** at the Trust.
- This month the Volunteer Team have been successful in our bid to Health Education England to expand our **Volunteer to Career programme**, we were one of only 10 successful bids nationally and have received **£25k** of funding. The majority of the funding will be used to backfill the key clinical posts in delivering this project over the next 12 months
- As part of our annual Staff Recognition Week, we held a Volunteer Event in November to celebrate and recognise the work of our volunteers
- A Young People's Academy was held in October, with 37 young people attending. The next Academy will be held in February.
- The volunteer team now hold regular focus groups with volunteers to support the development and experience of volunteers at SaTH. In August our first focus group looked at volunteers in ED, and this Quarter a focus group was held for volunteers who support our wards. We have used the feedback from these focus groups to support the development of volunteer roles in these areas.

### Quarter 3

New applications received

180

Volunteers completed the application process

102

Total Active volunteers

313

Total hours

6324.9

Volunteers stopped volunteering

57



# VOLUNTEERS:

## Volunteer Recognition Event



- We held a Volunteer Recognition Event on 8<sup>th</sup> November at the Ramada Hotel in Telford, as part of our annual Staff Recognition Week.
- The event recognised all of our Trust volunteers who give up their time to support our staff and patients across our hospitals.
- 45 volunteers attended the event and were treated to lunch and a celebratory Planet Doughnut!
- The event had a thank you from our CEO and the Director of Public Participation
- Proud volunteers spoke about their roles and what it means to them
- We shared a special staff 'thank you' video.
- Our volunteer team shared some special volunteer highlights from throughout the year

*"I just want to say a big thank you for the event yesterday, there was a real buzz about the room and we all went away feeling really appreciated and really special!" - feedback from a volunteer who attended the event*

# VOLUNTEERS:

## Young People's Academy

The team delivered the Young People's Academy at the Hub on the Hill Community Centre, Telford in October.

**37 young people** aged 16-25, all of whom have an interest in pursuing a career in healthcare.

The day included the following:

- Understanding the NHS
- Dementia Friends Awareness
- Routes into NHS careers
- Suturing session (on dummies)
- Volunteering presentation

### **Feedback from Participants:**

*The careers session was most useful for me because it gave me more knowledge on the routes that I could take to get the job I want in the NHS.*

*"It has been a great experience where I had to interact with all sorts of different people and learnt a lot from it and am grateful for the opportunity"*

*"Thank you so much for your time and commitment towards providing useful information, I thoroughly enjoyed all the sessions!"*



**Dr Pam Sturges teaching participants how to suture**



# St George's Cross badge for Volunteers

- Following on from the George Cross being awarded to the National Health Services of the UK, the Trust delivered a replicate George Cross badge as a thank you to all staff and volunteers for their immense courage, compassion and dedication.
- All volunteers received a George's Cross badge from SaTH.
- For those volunteers who attended the Volunteer Recognition Event, they were presented their badge by Louise Barnett, our Chief Executive Officer.



# VOLUNTEERS:

## NHSCT Funding – Youth Volunteer Project

The Trust is one of 16 Trusts around the country to be awarded funding to enhance our young volunteer scheme through a project to target young people, aged 16-18, in the area who may experience barriers to volunteering.

- This quarter we have been focusing on promoting the young volunteer scheme with schools, colleges and youth organisations including:
  - We have attended 7 events at local schools or colleges to promote volunteering and encourage applications. Our new promotional materials have been a big success at these events
  - The team spoke to 250 students at the Marches School, Oswestry about volunteering and involvement opportunities
  - The team spoke to five health and social care classes (each of about 30 students) at Shrewsbury Colleges group about volunteering and involvement opportunities
  - A group of customers from My Options visited PRH to find out about volunteering at SaTH. My Options provides a skills and enterprise hub for people with learning disabilities.
  - The Volunteers' team visited Telford College to celebrate the relationship we have established through the project. We met the current volunteers and teachers to discuss placements and have a look at their simulation suite.
  - Careers talk was delivered by Tracy Newbold (Widening Participation Lead) to our current young volunteers





# VOLUNTEERS:

## Volunteer Roles

- **Post-natal and Ante-natal ward support** – An induction day took place in October for all volunteers interested in a role in those areas.
- **Medical registrar day** – Volunteers supported this event coordinated by Dr Kevin Eardley. The volunteers played the role of concerned relatives to support the simulation.
- **Cardio-Respiratory** – we have developed a new role to support the team with meeting and greeting patients as well as some light admin
- **Multi Agency Discharge Event (MADE)** – Volunteers supported the 'Home for Christmas' discharge event in December.
- **Activity Volunteers** – We have been asked to support the reconditioning games with a new voluntary role (Activity Volunteers) on ward 11 – an induction and training day has been arranged for January and volunteers will be placed shortly after. Once launched on Ward 11, we will aim to extend the role to RSH Ward 28 and others.
- **Winter response**– The Volunteer team delivered their first bed moving training sessions for volunteers. Over Q3 the team have delivered a number of sessions to volunteers. This training should enable volunteers to support ward teams with bed transfers over the next few months.

### Feedback from a patient:

*"I would like to say a big thank you to all the SaTH volunteers. I have been in the A and E corridor at the PRH a couple of times and one volunteer in particular I would like to thank her for her kindness to myself and my mother."*



# SaTH CHARITY: Highlights

- Income for the 3 months of Q3 2022 is £83,313 compared to £97,314 in the same period last year
- Expenditure for the same period was £55,695 compared to £134,804 in 2021
- SaTH Charity has supported patients and staff with festive celebrations this year, including IPC friendly Christmas decorations for wards and departments
- SaTH Charity's new Beacon Client Relationship Management system (CRM) is up and running and we are starting to build a database of supporters – who we can now keep updated with regular news on SaTH Charity
- SaTH Charity have held a number of sessions for fund advisors, to provide greater understanding of the charity and how funds can be utilised to support patients.





# SaTH CHARITY:

## Highlights

- Charitable Funds awareness sessions took place on the 9<sup>th</sup> (W&C) and 22nd November (Surgery, Anaesthetics & Cancer and Clinical Services). The aims of these session are to provide a greater understanding about:
  - The governance of SaTH Charity
  - The Corporate Trustee & Charitable Funds Committee – who and why?
  - SaTH Charity Policy - objectives
  - Expenditure requests – how to access funds and the approval process
  - Fundraising and support available
  - For individual charitable funds: Their current balance, creating annual expenditure plans and open discussion



Shrewsbury and  
Telford Hospital  
Charity

# SaTH CHARITY:

## Highlights

### SaTH Charity supported the festive season by:

- IPC friendly Christmas decorations were given out to over 140 different locations in the Trust. The decorations have been designed and printed by the SaTH Charity Team. Each sticker says 'Merry Christmas from SaTH Charity' and as well as bringing a little Christmas cheer is also a great awareness campaign for the charity.
- We now have approximately 150 staff signed up to our new CRM system and they will get regular email updates from the charity
- Staff put their festive feet forward and supported NHS Christmas Sock Day on 7<sup>th</sup> December. 15 Teams sent in entries in 2022 (only 3 entered in 2021). The winning teams were Phlebotomy (RSH) and the Stroke and Rehabilitation Team (PRH)
- Gareth Morgan, a member of the public who has a smallholding, donated four Christmas trees to SaTH Charity. Two trees have been used for Christmas displays around the hospitals and two trees were donated as a free raffle prize for staff.





# SaTH CHARITY: Fundraising

- Nicky Brierly, a member of staff, ran the London Marathon to raise money for the Cardiology Trust Fund. Nicky complete the marathon in 5 hours and 16 minutes and raised £1035.
- Sally Jamieson held her annual 'Check your Pumpkins' event and raised £847 for Breast Cancer Care at SaTH
- The Shropshire Blood Trust Fund received a £27,000 legacy from a former patient
- Dr Rajesh Sakremath, another member of staff, ran the Great North Run and raised £340 for Paediatrics.
- Loopfest, a music event that took place throughout Shrewsbury on 17<sup>th</sup> September and raised £540 for the Neonatal Fund
- £5,055 was received as part of a donation in memory of a patient for the Haematology Blood Research Fund.



# SaTH CHARITY:

## How some of the money was spent

- A gazebo was installed in a courtyard at PRH for the head and neck team. They can now enjoy the outdoor area for more of the year
- A memorial bench for Moira Kaye, a member of staff at SaTH, was purchased for the Queen Mother's Garden at RSH (outside the Pathology Department) and is now in place for staff to use and take a moment to reflect. A rose bush was planted in her memory in captain Tom's Courtyard at PRH and the family attended the official ceremony
- 4 TVs and stands were delivered to the Renal Ward at RSH so patients can watch TV whilst receiving dialysis.
- Morrisons and Tesco's in Shrewsbury donated pens, crayons and other colouring items for our play specialists in A&E in PRH and RSH. These provide much needed distraction for children who are waiting to be seen.
- A "knit and knatter" group from Kent donated three boxes of teddies for children in the hospitals. These were distributed between A&E and the Neonatal Department at PRH





# SaTH CHARITY:

## Highlights

### Christmas Light 'switch on' at PRH and RSH

- The Shropshire Rock Choir attended at PRH to open the festive season on 29<sup>th</sup> November. George, a patient from the Children's Ward, was the guest of honour who officially switched on the lights.
- The RSH event was held on 6<sup>th</sup> December in the daytime and there was a snow machine used to make the event festive.
- Mince pies and hot drinks were supplied to staff and visitors by SaTH Charity. Both events were well attended by staff and patients.
- Volunteer, Mel Amor, has collected over 15 raffle gifts from local businesses for a SaTH Charity Christmas raffle. Raffle tickets were sold at both events and raised over £320 in tickets.



# PUBLIC PARTICIPATION: Forward Plan

- The Public Assurance Forum to meet on 3<sup>rd</sup> April 2023 (last met 9 January)
- Supporting staff with any future service changes engagement
- Supporting the HTP Communications and Engagement programme
- A Young People's Academy and a People's Academy to start in Q4
- To continue to support staff wellbeing through SaTH Charity
- Attendance at community events to engage with the public
- Developing 2023/24 plans for Engagement, Social Inclusion, Volunteers and SaTH Charity





# Dates for your diary – Q4

| Date  | Time          | Event                    | Booking        |
|---|---------------|--------------------------|----------------|
| There are no Cascade presentations in January |               |                          |                |
| Tuesday 24 January                            | 18:30 – 19:30 | About Health Event - HTP | Via Eventbrite |
| Wednesday 08 February                         | 11:00 – 12:00 | Community Cascade        | Via Eventbrite |
| Thursday 09 February                          | 18:30 – 19:30 | Evening Cascade          | Via Eventbrite |
| Wednesday 08 March                            | 11:00 – 12:00 | Community Cascade        | Via Eventbrite |
| Thursday 09 March                             | 18:30 – 19:30 | Evening Cascade          | Via Eventbrite |

Please register for all events online at:  
<https://sathnhs.eventbrite.co.uk/>

# The People's Academy 2023 Dates

| Date   | Time          | Title               | Venue         |
|--|---------------|---------------------|---------------|
| <b>The March People's Academy - Online and In Person</b>     |               |                     |               |
| Thursday 02 March  | 14:00 – 17:00 | The NHS             | Hamar Centre  |
| Thursday 09 March  | 14:00 – 17:00 | Our Hospitals       | Hamar Centre  |
| Thursday 16 March  | 14:00 – 17:00 | Our Populations     | Hamar Centre  |
| Thursday 23 March  | 14:00 – 17:00 | How to #GetInvolved | Hamar Centre  |
| <b>The June People's Academy - Online</b>                    |               |                     |               |
| Tuesday 06 June  | 10:00 – 12:00 | The NHS             | Online        |
| Tuesday 13 June  | 10:00 – 12:00 | Our Hospitals       | Online        |
| Tuesday 20 June  | 10:00 – 12:00 | Our Populations     | Online        |
| Tuesday 27 June  | 10:00 – 12:00 | How to #GetInvolved | Online        |
| <b>The September People's Academy – Online and In Person</b> |               |                     |               |
| Tuesday 05 September   | 10:00 – 12:00 | The NHS             | Telford (tbc) |
| Tuesday 12 September   | 10:00 – 12:00 | Our Hospitals       | Telford (tbc) |
| Tuesday 19 September   | 10:00 – 12:00 | Our Populations     | Telford (tbc) |
| Tuesday 26 September   | 10:00 – 12:00 | How to #GetInvolved | Telford (tbc) |
| <b>The November People's Academy - Online</b>                |               |                     |               |
| Thursday 02 November   | 10:00 – 12:00 | The NHS             | Online        |
| Thursday 09 November   | 10:00 – 12:00 | Our Hospitals       | Online        |
| Thursday 16 November   | 10:00 – 12:00 | Our Populations     | Online        |
| Thursday 23 November   | 10:00 – 12:00 | How to #GetInvolved | Online        |



A People's Academy prior to the pandemic