

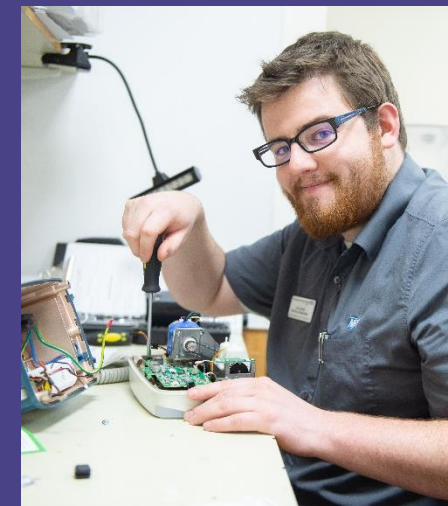


Integrated
Care System
Shropshire, Telford and Wrekin



The Shrewsbury and
Telford Hospital
NHS Trust

HTP Focus Group: Medicine and Emergency Care, Surgery, Anaesthetics and Cancer 6 June 2023



HOSPITALS
TRANSFORMATION
PROGRAMME



HIGHER QUALITY,
SAFER CARE



IMPROVED
OUTCOMES



BETTER
ACCESS



A GREAT PLACE
TO WORK

Today's discussion

- A quick update on where we are in the process
- Ongoing work
- Your feedback so far
- Clinical pathways update
- Discussion and breakout.
- Feedback



Where are we in the process?

- We've **worked with our lead clinicians** to add further detail into the clinical model to start to design the **“flow” of clinical services** (how our clinical teams will work and connect to each other).
- **On track** to submit the Outline Business Case during Summer 2023
- **Preparations underway** to be ready for the implementation phase
- Your feedback is continuing to inform the development of our plans. This **involvement will continue** and over the next few weeks, months and years there will be many opportunities for people to help us influence the physical environments and people's experience of our services.



Ongoing work

- We are working with Shropshire Council as part of the pre-application process for the Royal Shrewsbury Hospital site.
- This supports our developing plans to ensure, if approved, we have full implementation by late 2026 and can provide improved care for everyone across Shropshire, Telford & Wrekin and mid Wales.
- We are working through the design and planning to ensure our facilities will deliver the clinical model and core outcomes of the Future Fit consultation in the most effective and efficient way within the investment.
- We will work with staff, patients and communities to inform plans at every step of this improvement journey.
- We will be sharing more information soon on how you can get involved.



Feedback so far



Midwifery-led units



Digital technology



Proactive communications



Travel and transport



Designing the patient experience
(physical environment)



Day-case Chemotherapy at PRH



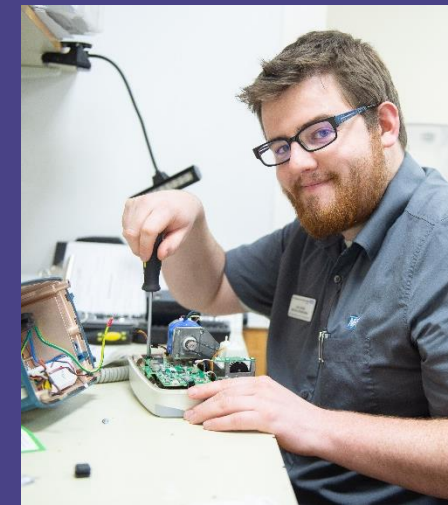
Physical and mental health needs



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Clinical pathway



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The clinically led changes will deliver...



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TELFORD
SPECIALISING IN PLANNED CARE

SHREWSBURY
SPECIALISING IN EMERGENCY CARE

ONE HOSPITAL, TWO SITES

BOTH SITES WILL PROVIDE

PLANNED SURGERY: PROCEDURES, DAYCARE SURGERY,
NON-COMPLEX INPATIENT SURGERY

A&E LOCAL MODEL

INPATIENT MEDICAL CARE

GENERAL SURGERY

UROLOGY

ORTHOPAEDICS

GYNAECOLOGY

WEIGHT LOSS SURGERY

BREAST SURGERY

REHABILITATION

24-HOUR URGENT CARE CENTRES

DIAGNOSTICS

OUTPATIENT ADULT

OUTPATIENT CHILDREN

MIDWIFE-LED MATERNITY SERVICES

FRAIL AND ELDERLY CARE SERVICES

DIAGNOSTIC ENDOSCOPY

DAY CASE CHEMOTHERAPY

EMERGENCY DEPARTMENT

CRITICAL CARE UNIT

CONSULTANT-LED MATERNITY CARE

CHILDREN'S INPATIENT SERVICES

EMERGENCY SURGERY

COMPLEX PLANNED AND CHILDREN'S SURGERY

EMERGENCY MEDICINE INCLUDING CARDIOLOGY,
STROKE, RESPIRATORY, AND ACUTE MEDICINE

CHILDREN'S ASSESSMENT UNIT

CONSULTANT NEONATAL SERVICES

RADIOTHERAPY AND INPATIENT CANCER CARE

HEAD AND NECK INPATIENT SERVICES

Clinical pathways update

- The clinical pathways are aligned with the clinical model
- The pathways are being developed by the specialties as the experts in their areas
- They are still under development and we are working with all the divisions (departments in our hospitals)
- We are learning from other Trusts that use a similar model.
- The clinical pathways will develop alongside workforce planning, and travel and transport plans.
- We want to involve you throughout this journey



Why changes are being made to medicine and emergency services

Clinical

- The new Clinical model is to have a hospital specialising in Emergency Care at RSH and a hospital specialising in Planned Care at PRH
- An Emergency Hospital (RSH) has an Emergency Medicine department to receive critically ill and injured children and adults, but also a critical care unit and these are supported by all the necessary 24/7 emergency medical and surgical teams that our patients require
- 24 hour urgent care at both hospitals
- An A&E Local model in Telford to provide an enhanced urgent care service where patients will be triaged within 15 minutes and will have direct access to a multi-disciplinary team of health, care and community professionals
- Specialist teams will often work together to deliver the best care
- Having all emergency specialists immediately available on one hospital site ensures that care is delivered by the right professional, at the right time, in the right place

Infrastructure

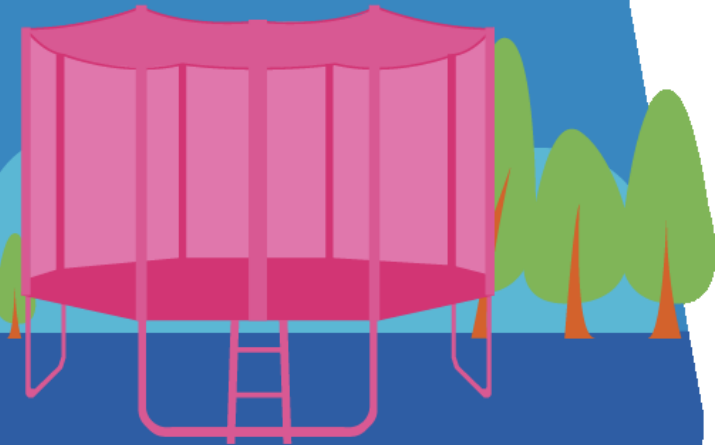
- Modern, fit for purpose emergency centre, including supporting services
- Deliver a purpose designed Children's Emergency Medicine Zone





Ella is 10 and lives in Telford

Ella has fallen off her garden trampoline and is unable to put weight on her right leg





BEFORE PROPOSED CHANGES



Ella's mum drives her to Princess Royal Hospital (PRH).

PRH's emergency medicine department has a small waiting area and teams are dealing with emergency and non-emergency urgent care.



Ella has to wait a very long time to be seen as life threatening emergency cases are prioritised ahead of her. Ella is in pain and distressed longer than is needed.



PLANNED CHANGES

Both hospitals will have 24/7 urgent care (A&E Local model in Telford)

THE PRINCESS ROYAL HOSPITAL

THE ROYAL SHREWSBURY HOSPITAL



SPECIALISING IN
PLANNED CARE

SPECIALISING IN
EMERGENCY CARE



Separating planned and emergency care means patients will be seen quicker by clinicians with the right specialist knowledge and experience to treat their specific illness or injury. Enhancing urgent care at both hospitals, including an A&E Local model at PRH means the majority of cuts, sprains and minor injuries can be managed locally.



AFTER PROPOSED CHANGES

Ella is still driven by her mum to PRH as her mum recognises that Ella does not have a life or limb threatening injury.



PRH now has a 24/7 A&E Local model. Life and limb threatening emergency cases are now all seen at RSH, meaning PRH can focus on urgent cases that are not life threatening including sprains, twists and non-complex fractures.

Ella is seen more quickly by clinicians with the right specialist knowledge, who have access to the required imaging equipment and can successfully treat Ella's injury.



RIGHT SPECIALIST



MORE QUICKLY



LESS DISTRESS



HOME SOONER

Ella is less distressed and home sooner.



Surgery, Anaesthetics and Cancer

Planned (or elective) care covers a number of services:

- Diagnostics (including 2 week wait pathways)
- Outpatient care (same day clinics and procedures)
- Surgery that isn't emergency/immediately life-saving or for trauma
- Cancer treatment

Delays to planned care can have a real impact on the quality of peoples' lives and their ability to recover or start further treatment. The way our services are currently set-up has both hospitals receiving emergency and planned care patients and patients are "competing" for the same resource which results in planned care cancellations and our staff struggle to provide the quality of care that our patients need.

PRH in Telford specialising in planned care.

Dedicated theatres, clinics and staff to support planned treatments for day case patients and those needing to be admitted



A dedicated site for planned care with:

- ✓ Shorter waiting times
- ✓ Fewer cancellations
- ✓ Better experience
- ✓ Better recovery



Bernard is 72 and lives in Brignorth

Bernard has been experiencing intermittent abdominal pain from gallstones and is booked in to have a planned gallbladder operation.



BEFORE PROPOSED CHANGES



Bernard's planned operation is scheduled to take place at Royal Shrewsbury Hospital (RSH).

RSH has mixed admissions of planned and emergency patients and often has to cancel non-urgent operations to ensure emergency patients can be admitted and treated quicker. Mixing patients can mean maintaining infection control standards can be difficult.



Bernard's operation is cancelled on the day he was due to be operated on because the hospital is full and does not have capacity for planned care surgery. He is left distressed and in pain.



PLANNED CHANGES



Both hospitals will have 24/7 urgent care (An A&E Local model in Telford)

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SPECIALISING IN
EMERGENCY CARE



Separating planned and emergency care means patients will be seen quicker by clinicians with the right specialist knowledge and experience to treat their specific illness or injury.

AFTER PROPOSED CHANGES

Bernard has a planned operation scheduled at Princess Royal Hospital (PRH).



PRH is now a dedicated planned care centre, so it is not competing with emergency patients for beds. Life threatening emergency cases are all seen at RSH, meaning PRH can focus on delivering planned surgery, which also improves infection control and increases patient safety.

Bernard's operation is not postponed. He has all the preoperative preparation on time and is given access to rehabilitation and focused care. Bernard is discharged more quickly from hospital.



RIGHT SPECIALIST



MORE QUICKLY



LESS DISTRESS



HOME SOONER

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Questions



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Break



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Discussion groups



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Discussion groups

You will be moved into your discussion groups shortly

From what you have heard today?

- What is the impact on your communities?
 - Advantages
 - Disadvantages
 - How do we manage this together?
- How can we support/ engage families/carers?





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Feedback



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Discussion groups

You will be moved into your discussion groups shortly

How do you want to be involved in the HTP Programme?

- What's working?
- What can we improve?





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Feedback



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Closing remarks

Next meeting: Thursday 7
September 10am – 12pm



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Get involved

- There will be a range of ways to get involved over the next few years where you can help us develop these plans in the best way for the future of local healthcare services.
- The previous focus groups presentations with questions and answers are available here [HTP Focus Groups – SaTH](#) plus information on future meetings
- The previous About Health meetings have been recorded and are available here: [Hospital Transformation Programme 'About Health' Events – SaTH](#) plus information on future events
- If you sign up to become a community member sath.engagement@nhs.net we will keep you updated on how you can get involved and updated on the programme through our monthly Get Involved update. You will also receive details of how to join our monthly one hour Community Cascade session which will bring you the latest news from the Trust including an update on HTP
- We are also really keen to come and talk to groups and organisations – please contact us at sath.engagement@nhs.net and we will arrange this with you

