

Public Participation Report Quarter 1 (April- June 2023)

Julia Clarke – Director of Public Participation



Highlights of Public Participation – Q1

COMMUNITY ENGAGEMENT (for details see slides 7 – 12)

- The Public Participation Department has been supporting our Trust to engage with our local communities on the Hospitals Transformation Programme (HTP). The team has organised a number of events including focus groups (aligned to the clinical workstreams) and an About Health Event
- Due to the pre-election period in Telford & Wrekin, (which ran from end of March up to the local elections on 04 May) the team had to limit their engagement activities within the community for some events but is now reaching out to communities and organisations to involve them in the discussions
- The team continues to build links with our seldom heard communities. In Quarter 1 there was a focus on rurality and rural deprivation, Armed Forces outreach, our multi-faith communities and communities in Powys.
- The engagement team worked in partnership with Telford Job Box, T&W Council to deliver a bespoke People's Academy at Woodside, Telford. It was attended by 26 people across the local area.



Highlights of Public Participation – Q1

VOLUNTEERS (for details see slides 13 – 17)

- We have 322 active volunteers within the Trust who have provided 5,768 hours of their time this quarter across 30+ clinical and non-clinical roles.
- 1-7th June was National Volunteers Week. We celebrated with our volunteers using social media, local radio and our own staff to send our volunteers thank you messages. To end the week a “Thank You” tea party was held for our volunteers at the Wroxeter Hotel.
- We held a focus group on the HTP Programme for our Volunteers; this was well attended and it has been agreed that we will hold regular sessions for our volunteers to keep them updated on the programme
- Our first cohort of “Volunteers to Careers” has started, which focuses on careers within midwifery. A number of employability support sessions have been held for our volunteers. We are current advertising for our second cohort to start in September.
- In October we delivered a Young People’s Academy in Telford to **39** young people aged 16-25, all of whom expressed an interest in pursuing a career in healthcare



Highlights of Public Participation – Q1

SATH CHARITY (for details see slides 18 – 23)

- Income for the three months of Q1 2023 was £64,642 and expenditure for this same period in 2022 was £53,153
- The Trust has successfully bid to NHS Charities Together for £30K. The grant is to support the development of SaTH Charity (specifically around fundraising and improving the visibility of the Charity)
- SaTH Charity have given staff the opportunity to recognise a colleague with a specially commissioned NHS 75 daisy from British Ironworks. Over 300 nominations have been received. Cards, with the citations and the daisies will be given to staff on 5th July during the NHS 75th Birthday celebrations
- To improve the governance and reputational issues, all internal and external post marked as a charitable donations or for a charitable fund, will be sent directly to the fundraising office rather than individual departments from the 1st July 2023



(pictured 'gravity chair' purchased for staff to relax in)

COMMUNITY ENGAGEMENT (1): Public Assurance Forum 3 July 2023

- The Public Assurance Forum (PAF) met on 3rd July 2023, with good member representation from community members and divisional teams.
- **External membership of the Forum includes representatives from:** Healthwatch Shropshire, Healthwatch T&W, Community Health Council which is being replaced by Llais (Voice) from April 2023, 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:
 - **Changes to the Terms of Reference** were approved, which included:
 - Publishing the agenda and papers on our Trust website
 - Papers will be sent to all Deputies as well as nominated core members
 - To add contact details for member organisations on our public website
 - To extend membership to a wider list of diverse organisations (Organisations agreed at PAF)
- **HTP Update:** The Hospital's Transformation Programme provided an update to PAF, which included an overview of the key milestones and where we are in the process currently. The Team also update that the Trust currently applying for planning permission for building works at RSH and included a key dates for patient and public involvement around the planning application. We are continuing to engage with the public through Workstream Focus groups, attending events and our About Health Events. The next HTP About Health Event is on Tuesday 25th July at 18:30, via MS Teams. The Forum advised that best date for next focus group would be 3 August after all planning meetings and events. This has been confirmed. Members were pleased at progress and made suggestions about ongoing involvement

COMMUNITY ENGAGEMENT (2): Public Assurance Forum 3 July 2023

- **Transformation Team Update**— Mary Aubrey, Improvement Director and Matt Mellors, Head of the Programme Management Office gave a presentation on the SaTH Getting to Good programme and the current work they are undertaking. Members noted the positive progress that SaTH had made through this work. Matt explained how the programme involves the public and patients in its work, and members commented how important this was and the positive impact it would have in developing services. A number of suggestions were made by Forum members which will be taken forward by the team
- **SaTH Strategy & Partnership update:** Nigel Lee, Interim Director of Strategy and Partnership gave a progress update on the work that SaTH is doing with colleagues across the Integrated Care System to develop strategies and planning documents which will underpin the short- and medium-term delivery of the ICS and Trust priorities and duties. This included the Trust's work on Health Inequalities which members agreed was a priority to ensure access to health services.
- **Service Changes:** The Forum welcomed the comprehensive update on the service changes in Q1 supported by the Public Participation team, including:
 - PRH renal dialysis relocation
 - Gamma Camera at RSH - It was noted by members the positive impact this investment in diagnostic equipment would have for patient care and experience.

COMMUNITY ENGAGEMENT (3):

Public Assurance Forum 3 July 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. The updates focused on how the Divisions involved patients and the public with their work.
- **Member updates:**
 - **Healthwatch Shropshire** – A survey has been launched for the public on diabetes care. This survey is open to anyone who currently has diabetes or has been identified as being at risk of developing diabetes. Healthwatch will share the response with NHS organisation and public health to help inform the transformation programme. The complaints survey has now closed, and 78 responses were provided, the report will be published in July.
 - **Shropshire Patient Group** - The group noted that they now have representatives attending all of the workstream focus groups and enthusiastic to contribute to the HTP programme moving forward.
 - **Llais** – Llais is now the independent statutory body that has taken over from the Community Health Council. It was noted that as the organisation was new it is still working out how the local and national parts of the organisation link and whilst ensuring that the good practice that was carried out locally continues.

Forum members were assured by the updates on work on patient involvement in the divisions which had steadily improved

- **A supplementary information pack was provided to PAF members for information and included:**
 - 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 1 in relation to the actions.
 - Draft Quarterly Public Participation Board report presented

COMMUNITY ENGAGEMENT

The Community Engagement team hold a series of community events 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 3600+ members and organisations
- **Community Cascade** – this is delivered twice a month following feedback from the public requesting an additional session in the evening
- **About Health Events**– There is an ongoing series of virtual health events for staff and the public.
- The team have a number of community events which they are planning to attend over July-September, providing the public the opportunity to find out more about SaTH and ways they can get involved
- Many of these events will focus on HTP and provide communities with information on how they can get involved in shaping the delivery of the agreed clinical model



Community Members

Total at 19/06/23 **3648** ↑

Joined in Q1 **145**



Organisations

Total at 19/06/23 **356** ↑

Joined in Q1 **13**



Community Events

Held in Q1 **7**

Attended in Q1 **43**

NHS 75 –Windrush About Heath Event

- On Thursday 6th July a special About Health Event took place celebrating the contribute of our Windrush Nurses
- We were joined by 7 Windrush nurses, who gave an inspiring discussion to our public and staff about being part of the Windrush generation and coming to the UK to work within the NHS
- As part of the event two short films were played to the nurses and the audience. The first film gave a brief introduction to Windrush 75. The second film was a thank message to our Windrush nurses to thank them. Messages were given by our Chief Executive Louise Barnett, Rhia Boyode (Workforce Director) and Julia Clarke (Director of Public Participation)
- The event was so successful that a future event will be planned for next year.



Getting Involved with HTP

The Public Participation Department has been supporting our Trust to engage with our local communities around the Hospital Transformation Programme (HTP). The team has organised a number of events including:

- **Quarterly focus groups** which are aligned to the four clinical workstreams. Workstream focus groups have been planned over the next two years which will inform the plans as they develop towards implementation. Following feedback from first set of focus groups in February and March we merged our planned and emergency focus group.
- Two focus groups were held in June for Medicine and Emergency Care with Surgery, Anaesthetics and Cancer and another group for Women & Children's services
- Q&As from both focus groups are published in the public domain and can be found here with the Q&As from the focus groups held in March: [HTP Focus Groups – SaTH](#)
- A “Planning” focus group is being planned to provide more details on the physical design of the buildings to deliver the Emergency Departments, Critical Care and Women & Children's services at RSH
- **Quarterly *About Health* HTP events have been delivered** - our second event for HTP was delivered in May with Matthew Neal-HTP Director, Dr Ed Rysdale-Clinical lead and Meinir Williams-Programme Lead. Future sessions have been arranged on a quarterly basis. The next About Health event is on the evening of **Tuesday 25 July 2023**
- We have supported the Divisions to develop their Equality and Health Inequality Impact Assessments as part of the Outline Business Case

HTP Focus groups

Focus groups are taking place in September directly linked to each of our workstreams

**Medicine and Emergency
Care/Surgery,
Anaesthetics and Cancer**

**7 September
10:00 – 12:00**

Women and Children

**5 September
10:00 - 12:00**

**Clinical Support
Services**

**21 September
11:30 – 13:30**

We have invited a range of community groups of people with or representing people with recent, lived experience that can help to inform our plans as well as asking people to sign up to their specific interest group.

There will be further focus groups and discussions over the three years, including a group for children/young people (Autumn 2023), travel and transport and the new retail space at PRH. A one-off “planning” application focus group will also be held.

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. Areas of focus in Quarter 1 included:

Rurality/Rural deprivation –

We attended Community Connector meetings in Shrewsbury, Ludlow, Albrighton and Bishops Castle, where we are building links with a variety of community organisations.

We had a stand at the annual Market Drayton Health and Wellbeing Festival (26 April 2023) which was well attended by other organisations and the public in North Shropshire enabling them to find out more about getting involved with SaTH and about HTP.

Armed Forces Outreach- Armed Forces Outreach was another area of focus in May and we attended 4 sessions (including the Armed Forces outreach morning) in the lead up to our attendance at Armed Forces Day at Shrewsbury Castle on Saturday 24 June.

Faith - We were invited to take part in Iftar, the breaking of the Ramadan fast, at King Street Mosque in Telford (19 April 2023). This was an important event for the Muslim community which we were delighted to attend with other non-Muslims living and working in the Telford area.

Powys – We went to a Powys Agri Wellbeing Support meeting, these are designed to bring together health and wellbeing services for farmers with the aim of improving their mental health and wellbeing.

Homelessness - We went to Shrewsbury Ark who provide ongoing support and day centre facilities for the homeless and vulnerable in Shrewsbury, to provide support for their final report for the NHS Charities Together Stage 2 grant, and meet the new management team.

SaTH and Job Box People's Academy

The People's Academy at Park Lane Centre, Woodside was attended by **26** individuals from across Telford & Wrekin.

The event included:

- Information about the NHS
- An update on the Hospitals Transformation Programme
- Volunteering Opportunities
- A Basic Life Support skills session
- NHS Careers
- Dementia Friends Awareness

Following the success of this event and feedback from participants, we have reviewed our People's Academy delivery and have moved from four sessions over four weeks to single day delivery in future.



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 1 **no eligible*** questions were submitted to the Trust Board
- All eligible questions submitted to the Trust Board from the public are published on our website - [Public Questions Log – SaTH](#)

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



VOLUNTEERS - Volunteers' Highlights

We currently have 322 active volunteers at the Trust.

- 1-7 June 2023 was National Volunteers Week. We celebrated volunteering at SaTH throughout the week, which ended with a Volunteer Thank you Event at the Wroxeter Hotel, attended by over 70 volunteers.
- We held a focus group to keep volunteers updated with the Hospital Transformation Programme. 22 volunteers attended and it was interesting to hear their views and suggestions, which were fed back to the HTP team.
- One of our volunteers called John played the organ for a wedding that was taking place on one of the wards at RSH for a seriously unwell patient - John said it was a pleasure to be able to contribute.
- The SaTH Volunteer team were approached by a local Telford company, **DeterTech** who wanted to support PRH through **Corporate Volunteering**. Over three days, 9 volunteers transformed a courtyard. The volunteers finished the courtyard by replanting tubs with bright flowers.
- NHSCT's Volunteer Future Report has been published, which highlighted SaTH's Young Volunteer's project as an area of good practice.

Quarter 1

New applications received

124

Volunteers completed the application process

62

Total Active volunteers

322

Total hours

5,547

Volunteers Week

1st-7th June we celebrated National Volunteers Week. This years theme was 'celebrate and inspire'. Highlights from the week included:

- Julia Clarke and volunteer Mel Amor went on BBC Radio Shropshire to promote the volunteers and volunteering
- Featured volunteer stories on social media throughout the week
- Over 40 staff sent thank you messages to our volunteers which were shared with them and two nurses from ED came to the tea party to personally thank the volunteers
- A "Thank You" afternoon tea for our volunteers was held at the Wroxeter Hotel. The event included:
 - showcase volunteer highlights from the past year.
 - Volunteer certificates and long-service badges
 - SaTH Charity gifted them an NHS 75 keepsake daisy as a thank you.
 - Volunteers representing Lingen Davies and League of Friends were invited as guests, and members of the Trust Board also attended

Impact Statement

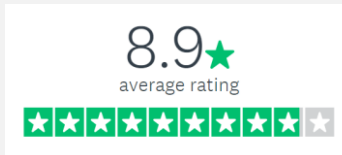
"Thank you so much for yesterday. The afternoon tea was delicious, the company super and the setting perfect on such a lovely sunny afternoon. It was inspiring to hear about all the amazing years of service people have given, and particularly Jean (who happened to be on the table we were sitting on) with her contribution of 29 years, just incredible." – Anonymous volunteer



Annual Volunteer Survey Results 2023

Every year we send out a Volunteer Survey too all our Trust volunteers. We had 125 responses out of 333 active volunteers. A Focus group was held with volunteers to feedback the results.

Q8: On a scale of 1-10, how satisfied are you with your experience of volunteering at SaTH?



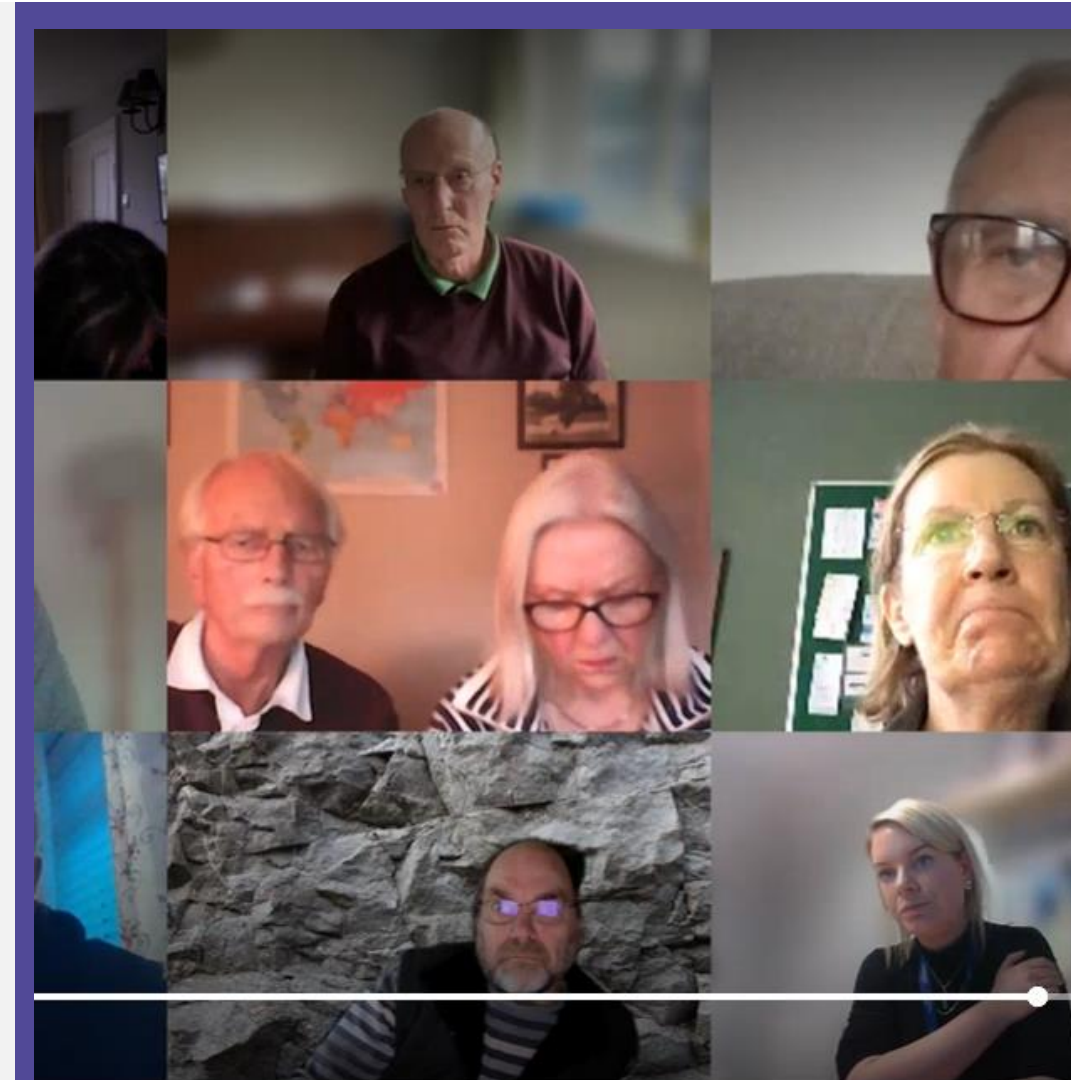
Q11: On a scale of 1-10, how supported do you feel by the Volunteers Team?



Q12: On a scale of 1-10, how welcomed and supported do you feel by SaTH staff when you started your placement?



Any issues raised around volunteering from the survey were followed up by the volunteer team - either with the individual or with the ward/department. The department also holds regular focus groups with volunteers and staff to look at how we *can* improve our volunteer's experience at our hospitals. All new volunteers also receive a "wellbeing" call after four shifts to ensure they are settling in



Volunteer's to Careers- HEE funded Project

The Public Participation Team has been awarded £25k to develop a **Volunteers to Careers programme at Trust**. The project, funded by HEE, aims to create a career pathway for volunteers at the Trust. This programme will start by focusing on careers within Midwifery. **Progress to date:**

- We have received over 100 expressions of interest from people wanting to join the programme
- We welcomed 14 volunteers in our first cohort, these volunteers attended a welcome event on 4th April at the PRH.
- We are currently advertising for Cohort 2 and were invited along to the Maternity Open Day at PRH to talk about the programme- we also recruited three new volunteers from this Open Day.
- We held our first employability support session (on communication and difficult conversations) on the evening of 18th April
- For our second employability support session We were joined by a Senior Practice Education Facilitator and her colleague who was student midwife. During the session the volunteers were able to take turns 'delivering' a baby using the simulation suite and were given the opportunity to ask lots of questions about the student midwife's experiences
- Our Volunteer lead for the project has been asked by HEE to provide a masterclass on the development of our programme to other Trusts who have recently received funding.



VOLUNTEERS -Young People's Academy

The team delivered the Young People's Academy in Telford

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

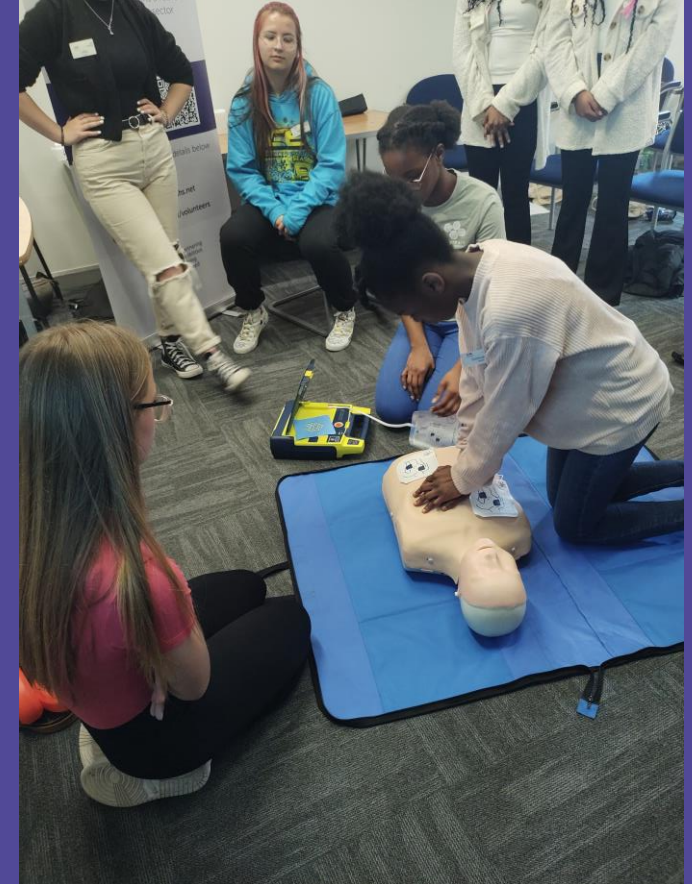
The day included:

- Understanding the NHS
- Volunteering presentation
- A first aid session (provided by St John Ambulance)
- Dementia Friends session
- Getting Involved at SaTH
- Hospitals Transformation Programme
- Routes into NHS Careers – clinical and non-clinical

Feedback from Participants:

"I want to say thank you for encouraging Young People to be apart of the NHS. It's means a lot to know we are belonged."

"I thought that the First Aid training was really engaging, as well as it being a really valuable skill to have. The Dementia Friends session was also one of my favourite sessions because I thought that it was really interesting to hear first hand experiences"



SaTH CHARITY - Highlights

- Income for the three months of Q1 2023 is £64,642 compared to £161,880 in the same period last year. Expenditure for the same period was is £53,153 compared to £198,545 in 2022 (which included several large projects)
- In Quarter 1, SaTH Charity had:
 - 92 monetary donations registered on the charity database across 22 different funds
 - 26 donations were marked as 'In Memory' donations
 - 696 members of staff are now playing the staff lottery (from 0 four years ago when it was first introduced by the Public Participation team)
 - 1143 people are registered as supporters (this includes staff and members of the public)
 - To improve the governance and reputational issues, all internal and external post marked as being charitable donations or for a charitable fund, will be sent directly to the fundraising office rather than individual departments from the 1st July 2023



Shrewsbury and
Telford Hospital
Charity

SaTH CHARITY - Highlights

- The Trust has had a successful bid application approved by NHS Charities Together for £30K. The grant is to support the development of SaTH Charity (specifically around fundraising and improving the visibility of the charity)
- SaTH Charity gave staff the opportunity to recognise a colleague with a specially commissioned NHS 75 daisy from British Ironworks. Over 300 nominations were received. Cards with the citations and daisies will be given to staff on 5th July during the NHS Birthday celebrations. The daisies are also available to buy for £5 each to raise funds for SaTH Charity
- Staff have been invited to apply to run for SaTH Charity in the Lake Vrywy Half Marathon which takes place in September 2023
- For the first time we have been able to secure charity places for the Market Drayton 10k and Shrewsbury 10k runs in 2024. This is part of ongoing efforts to raise the profile of SaTH Charity across our community, leading to increased income and engagement with the Trust.



SaTH CHARITY - Highlights

Impact Statements:

SaTH Charity purchased 100 quick read books for our onsite libraries for staff:

“Thanks for all the hard work ordering the books for our summer “Quick Reads” giveaway to hospital staff. It will be a lovely summer gift for people to take on holiday and read to escape the stresses of work.” **Sarah Rochelle, Library Assistant**

SaTH Charity new CRM enabled us to have an online process for charitable donations):

“Thank you, brilliant service! This is much better system” - **Penny Watson, Swan End of Life Care**

“A sofa bed in the ITU relatives room at RSH will allow patients' relatives to be able to rest and stay comfortably over night when they are going through a very difficult and sensitive time, with the aim to improve the experience for relatives as there are no sleeping facilities currently.” – **Andrena Weston, Centre Manager**



SaTH CHARITY - Fundraising

- British Ironworks have also donated two plaques to mark the King's Coronation, supplied 6,000 free passes for staff to visit the British Ironworks Centre and provided free tickets to a Reggae event they held on 3 June. They are also calling on other businesses to support the NHS for their 75th birthday year through their networks
- A corporate sponsor, The Works in Shrewsbury sent in another amazing donation of items for the hospitals. This includes books and activities for Children's services throughout the Trust, as well as for our patients living with dementia
- The charity team supported the Speech and Language and Dietetics Teams by liaising with our Supermarket Community Champions and collecting water and snacks for Nutrition and Hydration Week (pictured)
- The Healthcare Art Club run by one of our doctors for all staff continues to be supported by SaTH Charity.



SaTH Charity – NHS 75



SaTH CHARITY - Fundraising

- Sally Jamieson held her annual easter event and raised an amazing £505.50 for the Dementia Appeal
- The Shropshire Golf Club raised £1200 for the Children's ward from a club raffle and donated a giant easter egg.
- The research and innovation team at SaTH have raised £603 (and still climbing) to promote their work and raise money for the Research and Innovation Trust Fund so more work can be done. 8 members of the team trekked up Mount Snowdon to raise the funds.
- Ernest Wilkie and fellow residents of STAR Housing's supported living community at Wilkinson Avenue raised £870 for the Haematology Fund
- The family and friends of Ron Haseman raised £3,000 in memory of him as a huge thank you to the service for everything they did for him
- The family and friends of Sanjay Neergheen also raised money in his memory of almost £1,700
- Ian Mair has completed his Moped Challenge to ride his 1967 50cc moped 230 miles over the 10 highest roads in Wales, to say thank you for the treatment of his daughter Kathryn. He has raised £2,461



SaTH CHARITY - Expenditure

In Quarter 1 there were **61** approved requests for charitable funds across 13 different funds. Examples of approved funding included:

- Chairs for family in the bereavement suite on Ward 28 (Elderly Care Patients Fund)
- Sara Steady stand aid and highback chairs used to support and improve the rehabilitation process for patients (Stroke Fund)
- 3 x places at conference for diabetes nurses (Hummingbird Fund)
- Skylights, bags, badges, blankets, cards and many other things for the EOLC team (Swan Fund)
- Room hire for patient safety event at AFC Telford (Talk Safe Training)
- Books for the Neonatal Department (Neonatal Fund)
- Chemotherapy nurse training (Haematology Oncology Fund)
- 2 x Benches for RSH (NHS CT Fund)

Impact Statement:

*“Relatives and loved ones who are staying overnight with EOLC patients are offered a comfortable recliner chair to rest in overnight and a fleece blanket if offered also so they can keep warm” - **Penny Watson, EOLC Administration Assistant***

*“The purchase of highback chairs for patients in stroke rehab will help with flow as patients will benefit with improve rehab to get them moving and ready for discharge quicker” – **Andrew Parry, Operational Manager - Stroke and Care of the Older Adult***

PUBLIC PARTICIPATION - Forward Plan

- The Public Assurance Forum to meet on 9th October 2023 (last met 3rd July 2023)
- Supporting staff with any future service changes engagement
- Supporting the HTP Communications and Engagement programme, including quarterly focus groups for the public and patients. There will be a focus on supporting engagement around planning permission at RSH when it goes live.
- A Young People's Academy and a People's Academy to start in Q2
- Start the NHSCT grant project to support the development of SaTH Charity
- To continue to support staff wellbeing through SaTH Charity
- Attendance at community events to engage with the public



Dates for your diary

Hospitals Transformation Focus Groups			
Date	Time	Event	Booking
Thursday 3 rd August	15:00 – 17:00	RSH Planning Permission Focus Group	Via email
Tuesday 5 September	10:00 – 12:00	Women's and Children's	Via email
Thursday 7 September	10:00 – 12:00	Medicine and Emergency Care/Surgery, Anaesthetics and Cancer	Via email
Thursday 21 September	11:30 – 13:30	Clinical Support Services	Via email

If you are interested in joining a Focus Group please email sath.engagement@nhs.net

Following feedback from the People's Academy in May, we have developed a single day People's Academy course to take place in person on our hospital sites. Confirmed dates for 2023:

Date	Time	Venue
Friday 07 July	09:00 – 16:30	Shrewsbury Conference Centre RSH Site
Friday 22 September	09:00 – 16:30	Education Centre PRH



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

About Health Events

Held in the evening, our 'About Health' Events are a great way of finding out more about different aspects of health and hospital care, upcoming events can be found below:

Date	Subject
Tuesday 11 July	PSIRF - Our new Patient Safety Framework
Tuesday 25 July	Hospital Transformation Programme
Tuesday 26 September	Clinical Audit
Thursday 19 October	Patient Safety Instant Response Framework Update
Tuesday 07 November	Hospital Transformation Programme
Thursday 16 November	Pastoral Support in our hospitals
Tuesday 05 December	Patient Experience

About Health events are held on Microsoft Teams and take place 18:30 – 19:30.

Please register here:

<https://sathnhs.eventbrite.co.uk/>

