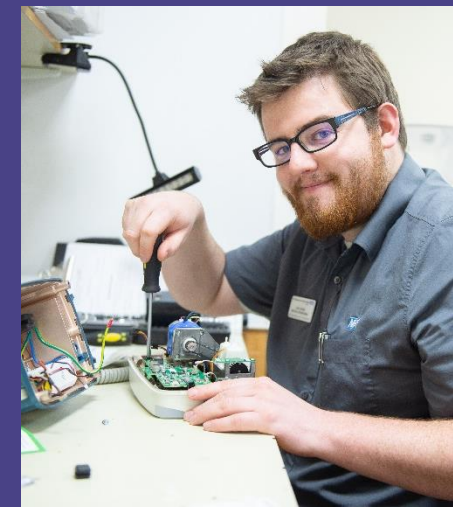


Hospitals Transformation Programme: Learning Disability and Autism Focus Group

14 November 2023



Why are we here?

- Where are we in the process?
- Designing for those with neurodiversity
- Your feedback
- Questions

Matthew Neal, Director of Hospitals Transformation Programme

Julia Clarke, Director of Public Participation

Dr Ed Rysdale, Consultant in Emergency Medicine and Clinical Director for the Hospitals Transformation Programme





The Shrewsbury and
Telford Hospital
NHS Trust

A reminder...



**Integrated
Care System**
Shropshire, Telford and Wrekin

The clinically led changes will deliver...

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

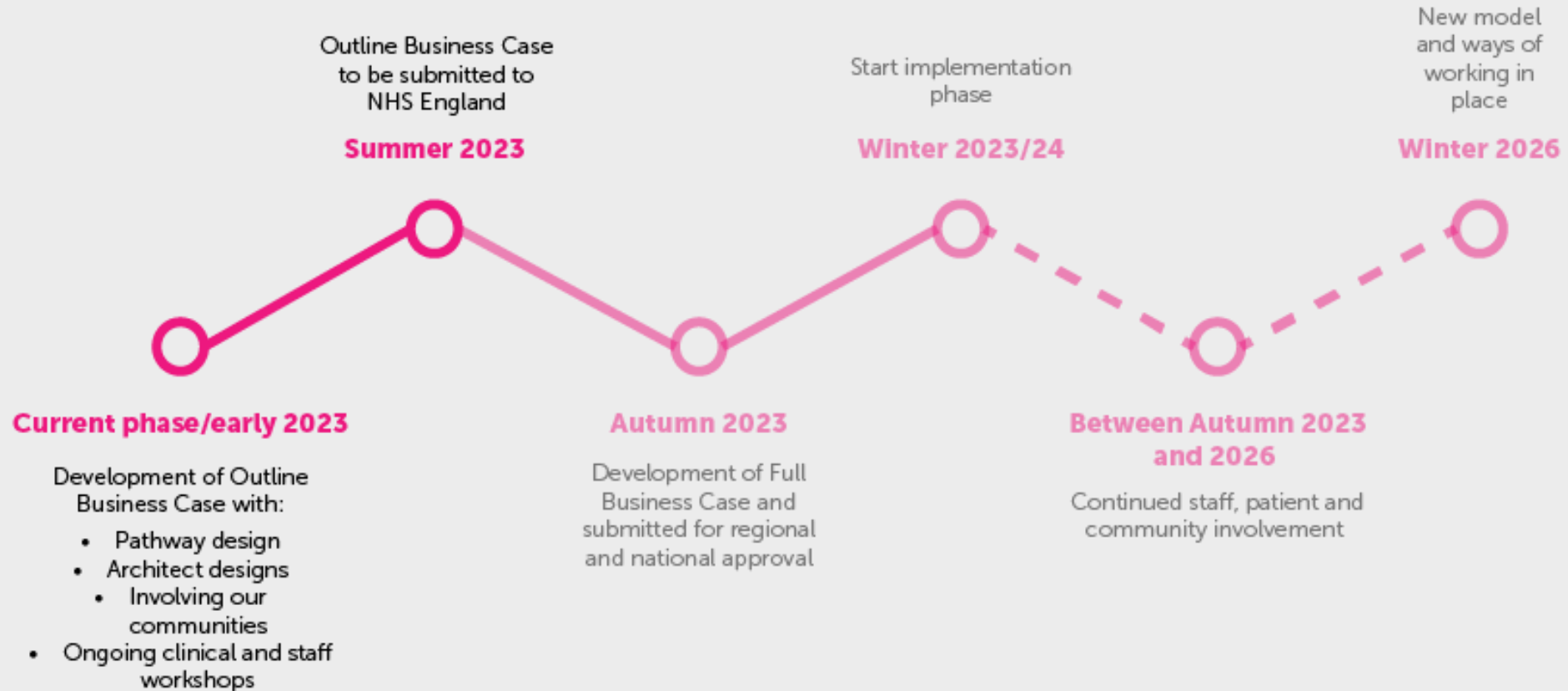
CHILDREN'S ASSESSMENT UNIT

CONSULTANT NEONATAL SERVICES

RADIOTHERAPY AND INPATIENT CANCER CARE

HEAD AND NECK INPATIENT SERVICES

Where are we in the process?





The Shrewsbury and
Telford Hospital
NHS Trust

Latest developments



Integrated
Care System
Shropshire, Telford and Wrekin

PRH will specialise in 'Planned Care'



What does this mean for our patients?

- Vibrant and modern hospital site
- Brand new front entrance
- High-quality elective care all year round
- Shorter waiting times for planned surgery
- Enhanced rehab facilities and two new therapy led wards
- Four new operating theatres
- Respiratory diagnostic and treatment centre
- 24-hour Urgent Treatment Centre (A&E local model) with co-located 12-hour medical Same Day Emergency Care
- Improved hospitality offer within the hospital
- A new community diagnostic centre (CDC) to support testing and scans



RSH will specialise in 'Emergency Care'



**Integrated
Care System**
Shropshire, Telford and Wrekin

NHS
The Shrewsbury and
Telford Hospital
NHS Trust



What does this mean for our patients?

- Brand new front entrance
- Improved patient drop off facilities and accessible parking
- Consultant led maternity services
- Shorter ambulance handover times
- Patient and visitor sky decks
- Protective ambulance canopy
- New emergency department with an Urgent Treatment Centre and Critical Care Unit
- Improved hospitality offer within the hospital
- New oncology and haematology ward
- Relocated helipad

**HOSPITALS
TRANSFORMATION
PROGRAMME**



HIGHER QUALITY,
SAFER CARE



IMPROVED
OUTCOMES



BETTER
ACCESS



A GREAT PLACE
TO WORK

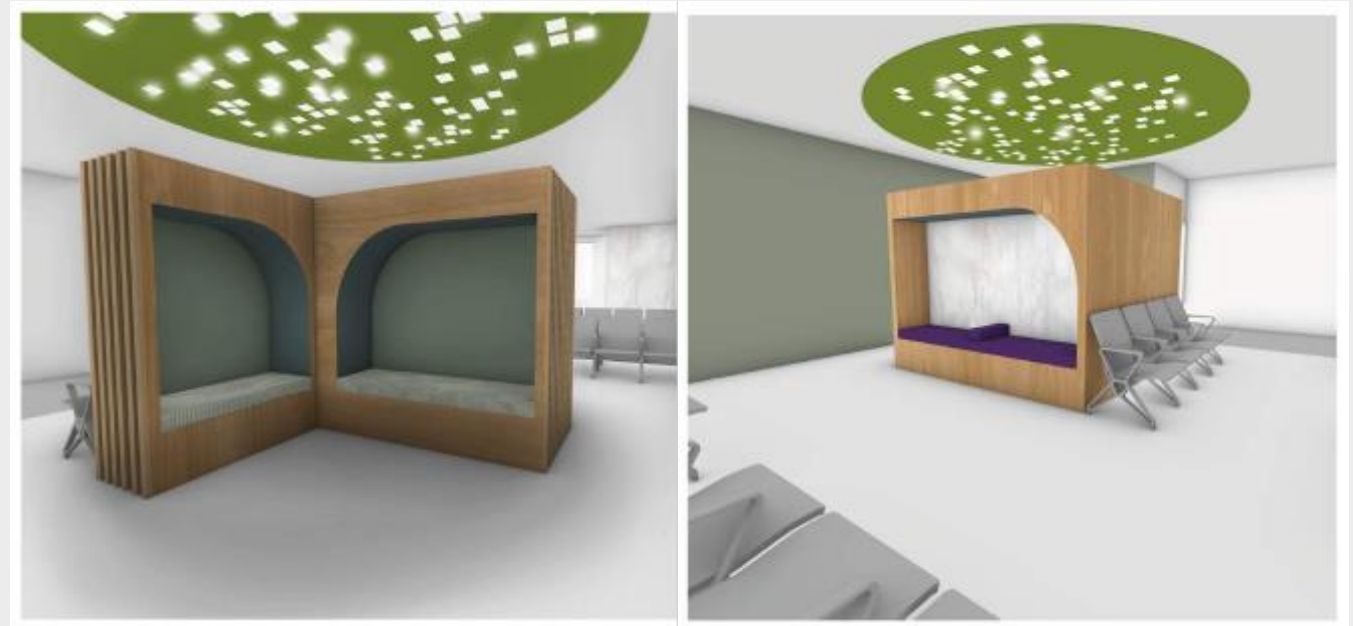
Design: Look and feel

Please note, images are indicative only.

Designing for Neurodiversity

Example space – ED waiting areas

Creating quieter nooks and spaces which will help deaden sound and help reduce sensory overload for those with neurodiverse needs. Key aspects; Spatial Character; Acoustics; Clear navigation; soothing colours; privacy; calming elements.



Design: Look and feel



**Integrated
Care System**
Shropshire, Telford and Wrekin

NHS
The Shrewsbury and
Telford Hospital
NHS Trust

Design Focus:

Please note, images are indicative only.



Wayfinding / signage

- Further design development for high contrast easy to read signage
- Location map
- Explore clear signage for women in labour
- Information boards that remove the clutter and confusion and have a decorative element to work alongside the artwork



Design for dementia

- Create a heat map of areas where older people will spend most time in the hospital and tailor design specifically for these areas
- Using the The Stirling standards for dementia-friendly design to inform the design development:
'I am as safe as possible... there are seats along the way and robust benches outside for resting'
'There is good directional signage'
'colour tonal contrast to make things clear'



Locality and materials

- Research and develop design ideas around the local landscape, the community and local materials that can be used as part of the design



Colour, shape & artwork

- Research and develop design ideas to mitigate sickness, nausea and dizziness
- Explore tonal variations
- Refine colour palette



Furniture

- Explore how the seating can feel more private
- Furniture for different user groups - children through to elderly and identify their needs

**HOSPITALS
TRANSFORMATION
PROGRAMME**



HIGHER QUALITY,
SAFER CARE



IMPROVED
OUTCOMES



BETTER
ACCESS



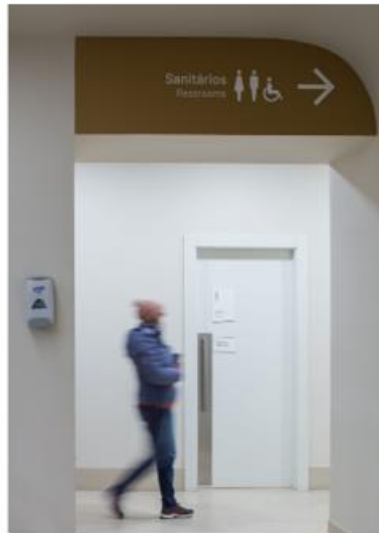
A GREAT PLACE
TO WORK

Design: Look and feel

We have designed signs to:

- Indicate the direction that you need to go.
- Confirm and offer reassurance that you are on the right path.
- Clearly identify that you have reached your location.

Please note, images are indicative only.



Design: Look and feel

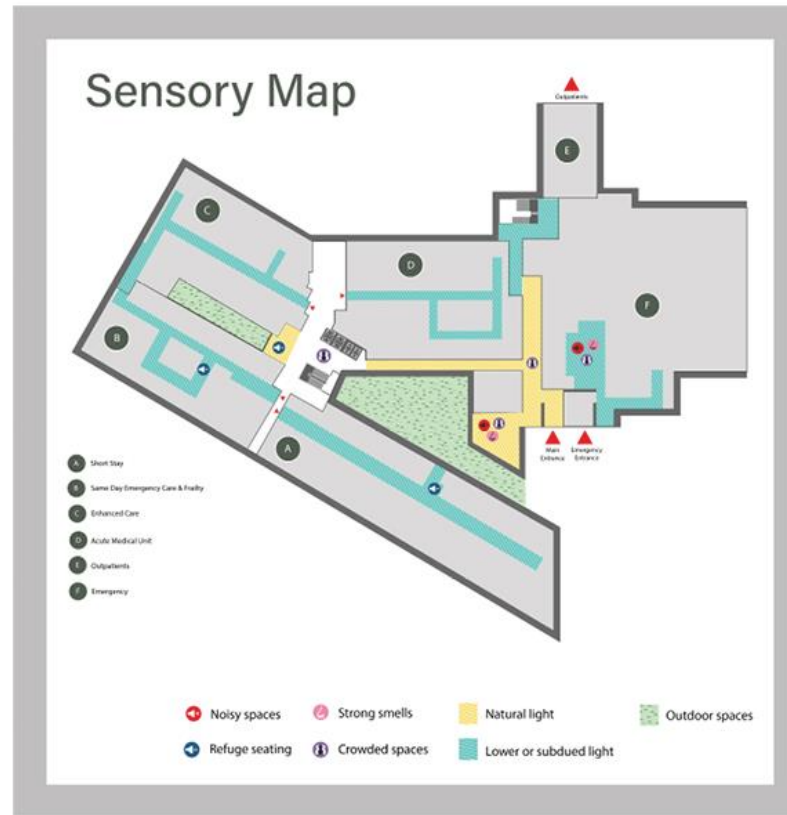
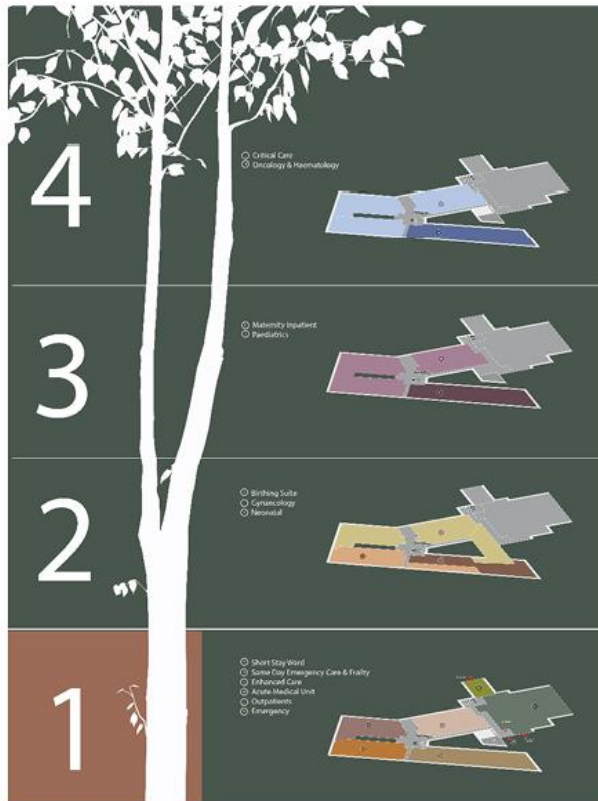
Main Hospital
Entrance Lobby



Integrated
Care System
Shropshire, Telford and Wrekin

NHS
The Shrewsbury and
Telford Hospital
NHS Trust

Please note, images are indicative only.



**HOSPITALS
TRANSFORMATION
PROGRAMME**



HIGHER QUALITY,
SAFER CARE



IMPROVED
OUTCOMES



BETTER
ACCESS



A GREAT PLACE
TO WORK

Design: Look and feel

Main Hospital

Atrium Junction

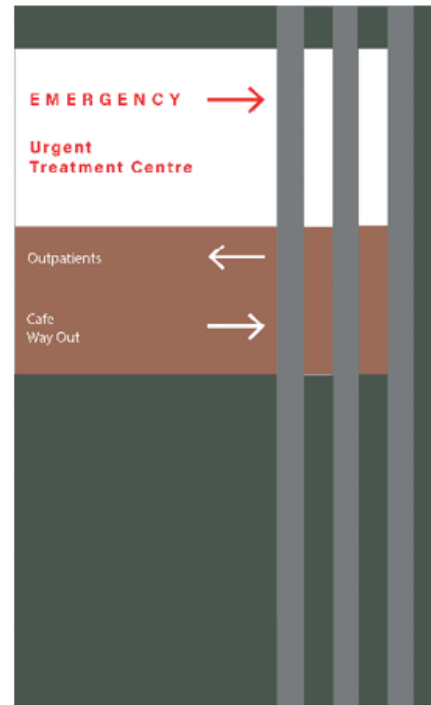
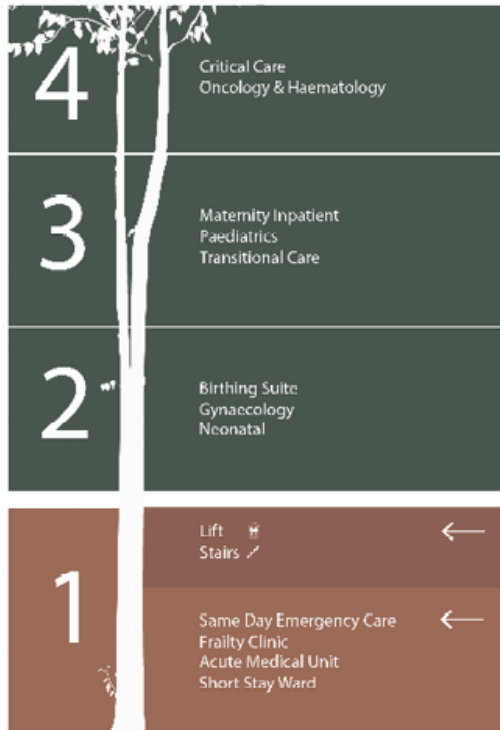
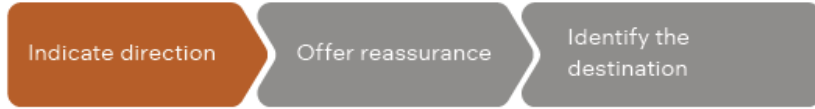


Integrated
Care System
Shropshire, Telford and Wrekin



The Shrewsbury and
Telford Hospital
NHS Trust

Please note, images are indicative only.



HOSPITALS
TRANSFORMATION
PROGRAMME



HIGHER QUALITY,
SAFER CARE



IMPROVED
OUTCOMES



BETTER
ACCESS



A GREAT PLACE
TO WORK

Design: Look and feel

Lift Lobby

Indicate direction

Offer reassurance

Identify the destination



**Integrated
Care System**
Shropshire, Telford and Wrekin

NHS
The Shrewsbury and
Telford Hospital
NHS Trust

Please note, images are indicative only.



**HOSPITALS
TRANSFORMATION
PROGRAMME**



HIGHER QUALITY,
SAFER CARE



IMPROVED
OUTCOMES



BETTER
ACCESS



A GREAT PLACE
TO WORK

Design: Look and feel

Department Entrance



**Integrated
Care System**
Shropshire, Telford and Wrekin

NHS
The Shrewsbury and
Telford Hospital
NHS Trust

Please note, images are indicative only.

**HOSPITALS
TRANSFORMATION
PROGRAMME**



HIGHER QUALITY,
SAFER CARE



IMPROVED
OUTCOMES



BETTER
ACCESS



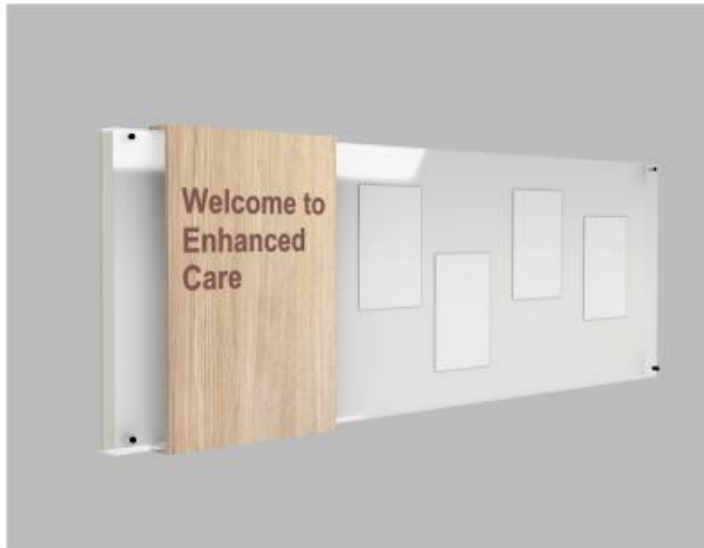
A GREAT PLACE
TO WORK

Design: Look and feel

Notice Boards



Note, images are indicative only.



Design: Look and feel

Department Corridor



Please note, images are indicative only.



Design: Look and feel

Department Junction

Indicate direction

Offer reassurance

Identify the destination



**Integrated
Care System**
Shropshire, Telford and Wrekin

NHS
The Shrewsbury and
Telford Hospital
NHS Trust

Please note, images are indicative only.



**HOSPITALS
TRANSFORMATION
PROGRAMME**



HIGHER QUALITY,
SAFER CARE



IMPROVED
OUTCOMES



BETTER
ACCESS



A GREAT PLACE
TO WORK

Design: Look and feel

Protected onlooking space



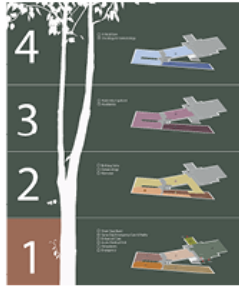
Please note, images are indicative only.



Design: Look and feel

Signage Collection

Please note, images are indicative only.



Directory & map
Entrance lobby



Sensory Map
Entrance lobby



Department/ Sensory Map
Lift lobbies



Directory
Atrium junction
& lift lobby



Directional Signs
Atrium junction



Directional Signs
Corridors &
junctions



Level number
Stairwell



Department sign
Double doors
thresholds



Design: Look and feel

Floor Colours





The Shrewsbury and
Telford Hospital
NHS Trust

Feedback from you



Integrated
Care System
Shropshire, Telford and Wrekin

Feedback from you...



**Integrated
Care System**
Shropshire, Telford and Wrekin

NHS
The Shrewsbury and
Telford Hospital
NHS Trust

Throughout our focus groups we have received feedback and considerations for those with learning disabilities and autism for our plans. We've outlined some below, but we know we can do more.

Wayfinding & signage	Design for dementia	Locality and materials	Colour, shape and art work	Furniture
<ul style="list-style-type: none">• Strong focal points are needed for wayfinding• Support needed to guide users• Use strong colours on signage• Clear signage for emergency situations, entry and exit• 'You are here' maps• Plain language and big writing	<ul style="list-style-type: none">• Tactile experience is important for dementia sufferers• Think about all senses• Design for the elderly, discourage soft seats and encourage• Use and refer to Stirling Dementia Design Guidelines	<ul style="list-style-type: none">• Bring natural materials in from the local landscape• Bringing the outside in• Consider vertical planting• Design ideas based on local community	<ul style="list-style-type: none">• Put patients at the heart of all design• Keep simple and clear• Consider visual impairments• Explore tonal variations and refine colour palette	<ul style="list-style-type: none">• Remove clutter from information boards• Have a separate displays for information and artwork• Furniture for different user groups - children through to elderly and identify their needs



Hospital design and feel - feedback from you...



What do you want your hospital to be?

Words taken directly from focus group sessions.



Feedback from you...

Throughout our focus groups we have received feedback and considerations for those with learning disabilities and autism for our plans. This has prompted us to develop a dedicated focus group for these users.

We would now like to take the time to open the floor to discussion and listen to your feedback and thoughts.



Feedback from you...

What could improve the hospital environment?

What would excellent look like?

What would make your experience easier when visiting?

What are the barriers to achieving this?

What challenges do you face?

What are some possible solutions?





The Shrewsbury and
Telford Hospital
NHS Trust

How can you get involved?



Integrated
Care System
Shropshire, Telford and Wrekin

Get involved

- There will be a range of ways to get involved over the next few years
- You can help us develop these plans in the best way for the future of local healthcare services
- Talk to your colleagues, friends and family about the programme
- Let us know your thoughts on our plans
- Take part in future sessions and workshops – help us to design services that better meet local needs
- We need to understand your perspectives
- We want to ensure that anyone who is interested can get involved in some way.
- If you would like us to attend a meeting to update your group/organisation or to register for a focus group, email us on sath.engagement@nhs.net
- Keep looking at our website for more information: www.sath.nhs.uk/about-us/hospitals-transformation-programme/

If you want to hear more about what's happening at our hospitals and how to get involved, email sath.engagement@nhs.net



BETTER, SAFER
CARE



IMPROVED
OUTCOMES



SHORTER
WAITING TIMES

HTP Focus groups

We are entering an exciting phase for the programme as we design the detailed patient pathways. We are committed to engaging and working closely with our local communities, patients and colleagues to ensure we improve the experience for all the communities we serve.

We are also identifying opportunities to involve our wider communities and those directly identified following the EQHIA process. If you would like us to attend an existing meeting or join you at an event, please email:

sath.engagement@nhs.net

Upcoming focus groups:

Maternity & Neonatal Voices Partnership focus group
Thursday 16 November, 10am – 12pm, SECC

Travel and Transport Focus Group
Friday 17 November, 10am – 12pm
MS teams

**Medicine, Emergency Care, Surgery, Anaesthetics,
Cancer Focus Group**
Tuesday 5 December, 10am – 12pm, MS teams

Womens and Children's Focus Group
Thursday 7 December, 10am – 12pm, MS teams

The next About Health event will be held on 30 January 2024, 6.30pm – 7.30pm, via Microsoft teams.



BETTER, SAFER
CARE



IMPROVED
OUTCOMES



SHORTER
WAITING TIMES

Additional engagement routes

Event & Date	Subject
Community Cascade (next one 8 th November 11:00 -12noon MS Teams open to all)	Monthly Trust News Update including update on HTP
Monthly newsletter email update (22 nd November – sent to our 4000+ community members)	Update from Public Participation team including HTP update and details on how to get involved
Three weekly 1:50 HTP Clinical design meetings in ED, acute medicine, critical care, maternity & children’s services – Public Assurance Forum member representatives on each group	Detailed design discussions with architects and clinical teams
Quarterly Public Assurance Forum (next one January 2024) with representatives from organisations across health & social care in Shropshire, Telford & Wrekin & Mid-Wales	Presentation from HTP team with Q&As
SaTH Academies (Different academies offered to adults, young people, adults with learning disabilities and long-term unemployed in conjunction with employment agencies)	Presentation from HTP team with Q&As The People's Academy at SaTH
SaTH website and intranet	Webpages which support public engagement and Latest HTP meetings/feedback Public Participation - SaTH



BETTER, SAFER
CARE



IMPROVED
OUTCOMES



SHORTER
WAITING TIMES

Thank you for joining us...

- We will upload the presentation and Q&As on our website: www.sath.nhs.uk
- 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 update.
- Any further questions, please email: sath.engagement@nhs.net



BETTER, SAFER
CARE



IMPROVED
OUTCOMES



SHORTER
WAITING TIMES



The Shrewsbury and
Telford Hospital
NHS Trust

Questions



**Integrated
Care System**
Shropshire, Telford and Wrekin



The Shrewsbury and
Telford Hospital
NHS Trust

Thank you



**Integrated
Care System**
Shropshire, Telford and Wrekin