



Welcome to Community Cascade

December 2023

Getting to Good: Our CQC inspection

We are undergoing a CQC (Care Quality Commission) inspection of our core services

- Our CQC inspection is not over yet and will continue until the **final report** is developed
- Inspection included **on-site visits, well-led and focus groups**
- Throughout, **improvements** we have made were demonstrated and we were **honest and open** about our challenges
- Inspectors praised commitment to **improving care**, but we still have more to do
- Our final report expected in **early 2024**
- We can all feel **proud** of the way we responded. **Thank you**



Quality Improvement: Patient Safety Incident Framework (PSIRF)

PSIRF is fundamental to us continuing to build a safety system and safety culture

- New national framework launched at SaTH on 1 December
- Supporting a compassionate and flexible approach to incidents
- Focusing our efforts on the deep-rooted issues
- Enabling us to focus on our core quality priorities
- Opportunities to work with partners through one framework
- Significant opportunity to improve care long-term
- An About Health Event on PSIRF will be held in Summer 2024



Our hospitals: Caring for our patients

Winter resilience



We are making progress on two new sub-acute wards, which will be run with our partners at Shropshire Community Health Trust

- Wards will provide step down care to free acute capacity
- Re-purposed ward at PRH
- Modular build at RSH – with interim ward until complete
- Due to be operational in January 2024
- Recruitment campaign under way.
- Clinical pathways being progressed

Elective recovery



Continuing to make progress on our £24m Planned Care Hub to support our elective recovery

- Additional 3,600 operations each year
- Shorter waiting times for our patients
- Improve theatre efficiency and utilisation
- Day surgery including gynae, vascular, ophthalmology, breast
- Due to open in early 2024

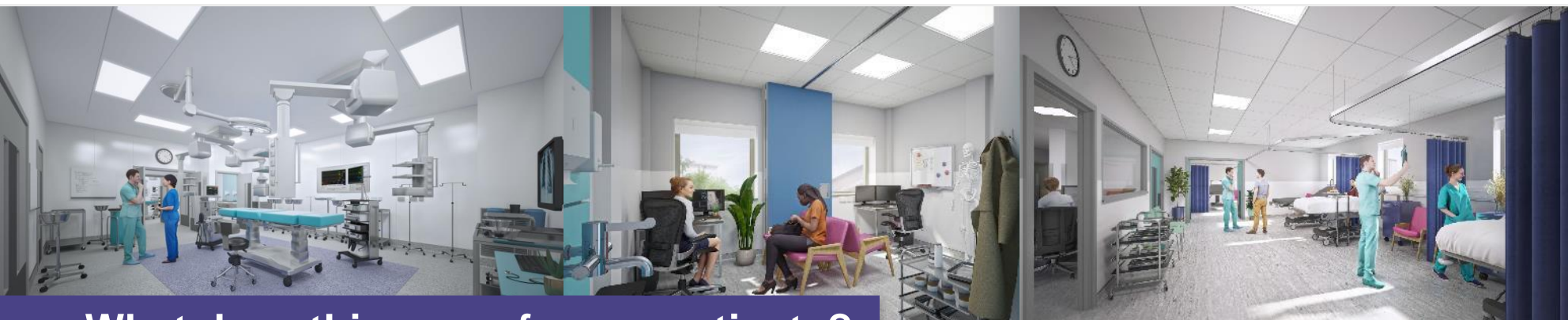


HTP - Where are we in the process?

- 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). We have involved public representatives in the 1:50 Clinical Design meetings
- **Planning permission** for building works at the Royal Shrewsbury Hospital is being finalised
- **Enabling works** have begun at RSH in preparation for works early in 2024
- Public feedback is continuing to inform the development of our proposals. 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.



PRH specialising in 'Planned Care'



What does this mean for our patients?

- Vibrant and modern hospital site
- 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 Enhanced Urgent Treatment Centre (through an A&E local model)

RSH specialising in 'Emergency Care'



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
- Relocated helipad

Construction for RSH build

- Some disruption to users and local residents in respect of noise, dust and vibrations.
- Patients, staff and local residents will be consulted on a construction management plan, which will be agreed with the council.
- The development will be carried out in phases whilst maintaining the full operation of the hospital.

An indicative timeline of building works subject to planning permission and other factors:



Engagement – Quarter 3 & Quarter 4

Engagement in Quarter 3 (October – December)

- 4th October – Shared Lives Carers
- 4th October – Volunteer Focus Group – HTP
- 9th October – Public Assurance Forum
- 11th October – Oswestry Town Council
- 13th October – Llais Scene setting
- 17th October - Ercall Magna Council Meeting (Waters Upton Councillors also invited)
- 2nd November – Young People’s Academy
- 7th November - About Health Event – HTP
- 14th November - Learning Disability and Autism Focus Group
- 16th November - MNVP focus group session for W&C’s
- 17th November – PRH Travel & Transport Focus Group
- 20th November – Parents Opening Doors
- 23rd November - People’s Academy
- 5th December - MEC & SAC Focus Group
- 7th December – Women & Children’s Focus Group
- 13th December – Newtown HTP Drop-in
- Monthly – Community Cascade AM & PM

Engagement Planned for Quarter 4 (January-March)

- 15th January - Public Assurance Forum
- 18th January - Wrekin Area Committee (Shropshire Association of Local Councils)
- 30th January – About Health HTP Update
- 15th February – Young People’s Academy (PRH)
- 5th March – Women & Children’s Focus Group
- 8th March – MEC & SAC Focus Group
- Date TBC – Montgomery Town Hall drop-in, invite from Montgomery Medical Practice Patients Association
- Date TBC – NSRAF (Veterans Association), Wellington

Feedback from you...

Those with learning disabilities and autism must be considered in our plans.

We held a specific focus group for learning disabilities and autism on Tuesday 14 November to discuss and gather feedback. An action plan will soon be published on how we may implement some of the actions surrounding this. We are committed to making our designs initiative and inclusive to all as possible.

Privacy and dignity must be maintained for patients and visitors, particularly in the main entrance.

Having separate entrances and exits at both PRH and RSH for different clinical requirements such as inpatients, and emergency. How patients enter and leave with dignity for a range of clinical scenarios has been explored and is incorporated in our plans and designs.

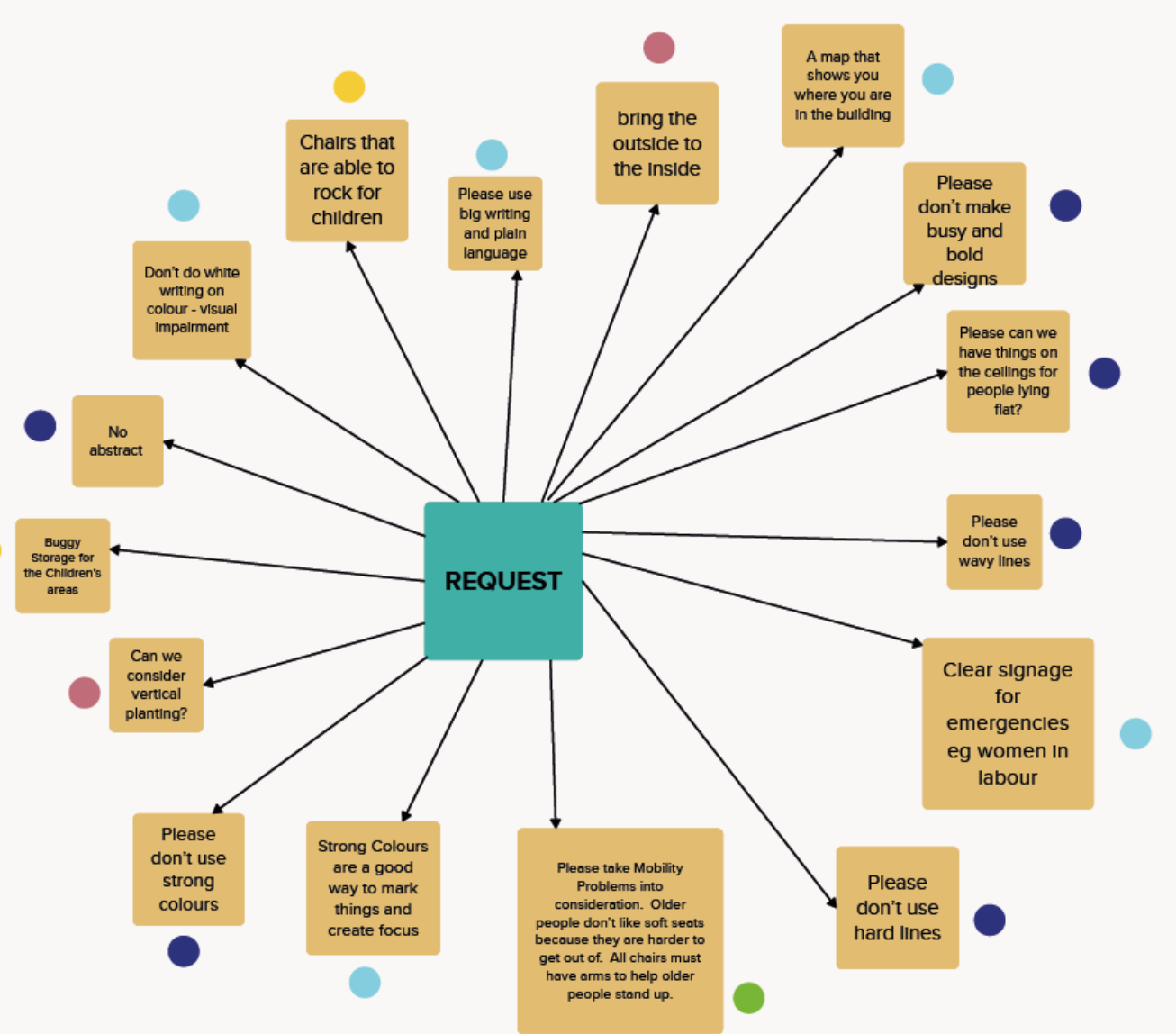
Plans must be able to develop and keep up with technological advances.

We are learning from other best practice examples and look to incorporate these ideas where possible. The Trust's digital transformation programme is also taking place in parallel to HTP which means the we can ensure our systems and plans support modern healthcare practices.

Key themes:

- Wayfinding / signage
- Design for dementia
- Locality and materials
- Colour, shape & artwork
- Furniture

Feedback on the designs from the Focus Groups



Action log from MNVP meeting – 16 November 2023

Date of meeting	Action	Lead Officer	Comment/ Feedback from Lead Officer	Action
16/11/2023	Currently there is one bereavement suite in the new build plus the ability to flex a room to provide a second room if required. Could we get information on circumstances when there have been more than two bereavement events at the same time and if that occurs frequently, consider having a double bereavement suite and one other room as additional flexibility?	Charlotte Robertshaw (Maternity Comms & Engagement) to obtain data	There have been two occasions in the last 18 months in which a third bereavement room may have been required. Archietics, clinical team, and patient representatives are reviewing the deign in 1:50 meetings, this might be incorporated in quieter areas of the department.	IN PROGRESS
16/11/2023	Wrekin ante-natal is at one end of PRH, the MLU at another end of the hosptal, scanning in a separate part and then the delivery suite in the W&C Centre. When the Consultant service moves to RSH it is possible there may be 4 different locations (scanning is not in the RSH new build) so appointment directions will need to be very clear.	Charlotte Robertshaw (Maternity Comms & Engagement) with HTP team	In the new build at RSH, the MLU will be alongside the Consultant Led Unit. The location of the antenatal services, currently in Mytton Oak House, are not yet determined. As part of our Estates strategy, we will review clinical adjustments at PRH.	IN PROGRESS
16/11/2023	It was noted that in the new RSH build the footprint could not accommodate maternity inpatients and the neonatal unit on the same floor without a loss of beds. This means that at RSH mums needing ongoing medical care will be downstairs on the post natal ward and they would need to go upstairs to see their baby in the neo-natal unit possibly in a wheel chair requiring extra help. Is there any option for the mother and baby to be on the same floor?	Tom Jones - HTP team and architects	There will be an increase of parenting rooms on the neonates floor (from 3 to 8).	COMPLETED

Action log from MNVP meeting – 16 November 2023

Date of meeting	Action	Lead Officer	Comment/ Feedback from Lead Officer	Action
16/11/2023	Consider feasibility and costs of installing a digital map/or touch screen showing how to get to a certain place within the hospital to be used at times when there is nobody on reception in the main entrance area. Possibly with a printout (this is available in other hospitals). Could consider charitable funds if costs not included in project.	Gareth Banks - AHR architects	This can be reviewed as part of the final design proposals over the coming months.	IN PROGRESS
16/11/2023	Consider providing a communal/open area for post natal/ante natal families where they can have a cup of tea or chat because it can be quite isolating if in hospital for a long time	Gareth Banks - AHR (with clinical team)	AHR will look to see what can be achieved in the communal space within the maternity IP floor.	IN PROGRESS
16/11/2023	Can the ante-natal sessions be re-provided now and in the future (paused during Covid) so mothers can meet together and build relationships?	Charlotte Robertshaw with W&C Division	We have recommenced tours for expectant parents under our care and we are working on our antenatal package.	IN PROGRESS

Action log from Travel and Transport focus group previous meeting – 28 September 2023

Date of meeting	Action	Comment/ Feedback	Status
28/09/2023	To review the feasibility of holding discussions with local hotels around hotel accommodation rates for patients/visitors.	To review the feasibility of holding discussions with local hotels around accommodation rates for patients/visitors	IN PROGRESS
28/09/2023	To establish the current parking arrangements for community transport drivers when taking patients to appointments and feedback.	To establish the current parking arrangements for community transport drivers when taking patients to appointments and feedback.	IN PROGRESS
28/09/2023	Liaise with the highway authority as part of the proposed Travel Plan Liaison Group to consider what can be done to improve signage, wayfinding and access for mobility impaired people at Shrewsbury bus station.	Travel Plan Co-ordinator to link with Shropshire Council to give feedback around signage and accessibility at Shrewsbury bus station	IN PROGRESS
28/09/2023	Discuss transport access issues to both hospital sites with local authorities.	Ongoing.	IN PROGRESS
28/09/2023	In addition to existing and planned incentives, consider further incentives for staff to cycle to work.	Ongoing.	IN PROGRESS

Action log from Travel and Transport focus group previous meeting – 28 September 2023

Date of meeting	Action	Comment/ Feedback	Status
28/09/2023	Provide a breakdown of parking utilisation in both staff and patient / visitor car parks.	Ongoing.	IN PROGRESS
28/09/2023	Focus group attendee to review plans around site accessibility so that there is a patient perspective and if anybody else is interested in this or know of others who would be, please email, sath.engagement@nhs.net.	Ongoing.	IN PROGRESS
28/09/2023	To raise bus service reliability issues with the Highway authority and other stakeholders.	Ongoing.	IN PROGRESS
28/09/2023	To consider and assess options for improving bus connectivity between the PRH and RSH sites.	Ongoing.	IN PROGRESS
28/09/2023	Raise the suggestion of Minibuses to pick up patients to take them to Hospital based on location with ICB colleagues responsible for non-emergency patient services	Ongoing.	IN PROGRESS
28/09/2023	To link with HealthWatch re current criteria for non-emergency patient transport, which is nationally set (https://www.england.nhs.uk/publication/non-emergency-patient-transport-services-eligibility-criteria/)	Email sent to Shropshire and Telford & Wrekin Chief Officers 25/10/23	COMPLETED
28/09/2023	To arrange PRH-focused Travel & Transport focus group	Arranged for 17 November 10am-12noon MS Teams invite to be issued	COMPLETED

HTP – Get involved

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.

- Our next HTP About Health event will be held on MS Teams on **30 January 2024 at 6.30pm**
- Women and Children's focus group on MS Teams and face to face: **5 March 2024, 10am – 12pm** and every three months to follow
- MEC & SAC focus group on MS Teams and face to face: **8 March 2024, 10am – 12pm**
- In the New Year we will also be holding focus groups relating to the following topics; PRH main entrance, children and young people, mental health
- 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

Getting to Good: Our digital transformation

CareFlow goes live on Monday 22 April 2024

Testing

Our new Patient information Systems have been tested (CareFlow PAS, CareFlow ED and Flow)

Feedback related to role-based access, which has been updated

Broadly positive feedback with common themes around the systems being intuitive

Training/Change Agents

Training is being provided to staff, with targeted training sessions for teams

Jan-April: "Refresher demos" available to those who have already completed full training

Change Agents - Alongside digital colleagues, change agents will be essential in helping us rollout the PAS and ED systems



About Health Event

'About Health' Events are a great way of finding out more about different aspects of health and hospital care. We are holding an **About Health Event on Electronic Patient Records**. Details are below:

Thursday 22 February, 18:30-19:30
Further details and booking information can be found on our web pages here:
<https://bit.ly/SaTHEvents>

Or by following this QR code



Getting to Good: Data protection

- Beware of **random phone calls** from people or companies that you don't usually deal with both at work and at home
- Download **apps** to your device with caution
- Guard **passwords**, PINs and ID data
- Likewise, **mobile phones, wallets, purses** etc especially when out and about in busy areas
- Bluetooth, personal hotspot – do you have sufficiently **strong passwords** to protect them?
- Be cautious when **tapping on links in emails**, advertising, promotional Christmas material
- **Data sharing** on social media is a no-no
- **Be aware of who can hear your conversation** in busy coffee shops, restaurants, pubs, shops, and on public transport



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Meet the team: Chaplaincy team



Revd. Pat Aldred,
Lead Chaplain



Revd. Mervyn
Williams, Full-time
Chaplain



Mr Kevin Place,
Full-time
Chaplain



Revd. Keith
Osmund-Smith,
Part-time Chaplain



Sister Ashia Miah,
Part-time Chaplain



Canon Jonathon
Mitchell, Part-time
Chaplain



Revd. Sandie Ward,
Part-time Chaplain



Imam Suleman
Bhamji, Part-
time Chaplain



Miriam Johnson,
Chaplaincy
Secretary

Our Multi-Faith Chaplaincy Service
provides spiritual and pastoral
support for colleagues, volunteers,
patients, and their loved ones.

The on-site Chaplains are available from
8am-4pm daily at both sites, plus an on-
call Chaplain outside of those times, to
provide a 24/7 service.

The Chaplaincy Team offers a listening
ear and comforting presence for people
of all faiths and beliefs, support with
End-of-Life Care including Emergency
Weddings, Holy Communion, blessings,
baptisms, funerals, and memorials and
Jumu'ah Prayer facilities.

Contact: sath.chaplaincyteam@nhs.net RSH: Ext 3638 PRH: Ext 4519

Engaging with our Local Communities

- Community and organisational membership continues to increase. All members receive a monthly email update which gives an update on what is going on in the Trust as well as ways to **#GetInvolved**
- The Young People's Academy ran during the Autumn half term and was attended by 41 young people. The day had a variety of different activities and speakers, and received positive feedback from participants
- Over the past month, the Public Participant team have supported a number of HTP events with the public. Including a Travel and Transport focus group and an Autism and Learning Disability focus group. We have also attended a number of external groups including PODs and MNVP.

Public Participation Team Statistics



Social Inclusion

- We were present at the Shropshire Council Public Health Department Community Engagement event in Ludlow, (pictured). This is part of the partnership working we have developed with Public Health in Shropshire.
- The Community Engagement Team attended a Learning Disability Workshop at PRH. This gave us a better insight of the challenges facing those with a learning disability, their carers, and our medical colleagues.
- A visit was made to Shropshire Supports Refugees to discuss potential volunteering opportunities and wider involvement opportunities at SaTH
- The Carers Café at Cosford gave us the opportunity to listen to hospital related issues identified by carers.
- We accepted an invitation to attend an Armed Forces Veterans event in Wellington and another at RAF Cosford, where we discussed a variety of relevant issues with the attendees.
- The Powys carers support group CREDU has a regular coffee morning for clients. We met them to discuss HTP Focus groups and details of their potential future involvement.
- We are exploring ways of developing partnership working with EYST the Wales based minority ethnic support service. They have been instrumental in putting us in touch with members of the Syrian and Afghani communities in Mid-Powys.



Volunteer Highlights

- Volunteers, Helen Shakespeare and Alison Westley took part in the official opening of the new front entrance at PRH by cutting the ribbon to this new development!
- Volunteers were invited to the official opening of the new PRH Front Entrance with Helen Shakespeare and Alison Westley cutting the ribbon.
- In November a volunteer Focus Group was held on our draft Communication Strat with Jenny Fullard, Head of Communications. Volunteers were able to provide feedback and suggestions to support the development of this strategy
- The volunteer team went to Condover College, to promote the Youth Volunteer scheme and received 21 new applications.
- Volunteers help support the William Farr Academy (for students hoping to pursue a career in medicine) with their work experience day. Volunteers helped students with a number of different tasks including mini-interviews. There was lots of positive feedback from the day including:

“Thank-you and the volunteers for making the mock interview session on the 30th of November such a success. I know that the students gained a great deal from the experience and that this wouldn't have been made possible without you and your volunteers.” (Kevin Eardley, Consultant and Lead for the William Farr Academy)

“It was a terrific experience for students and our clinical student interviewers filled me with confidence in the future of the NHS.” (Volunteer John Godwin)



SaTH Charity Support

Family raise over £6,000 for ITU garden at RSH

Family of the much-loved, local butcher, William Dodd, continue to raise money in his memory for the ITU garden at RSH.


After they completed the swim the length of the channel on the 29th October at Bannatyne's Shrewsbury. They undertook a second challenge on 26 November where the family climbed Snowdon in memory of their dad and grandad.

They have raised a grand total of £6287 for the garden, which continues to be added to. Two benches have already been ordered and delivered and it is planned to provide a slabbed area with a gazebo early in 2024.

The Charity team are liaising with the family and ITU team to best decide how patients can benefit from their fundraising.



Dates for your diary

Date	Time	Event	Booking
Wednesday 13 th December	11am-12pm	Community Cascade	
Wednesday 10 th January	11am-12pm	Community Cascade	
Tuesday 30 January 2024	18:30 – 19:30	<i>About Health Event</i> - Hospitals Transformation Programme	
Wednesday 14 February	11am-12pm	Community Cascade	
Thursday 22 February	18:30 – 19:30	<i>About Health Event</i> - Electronic Patient Records	
Tuesday 19 March	18:30 – 19:30	<i>About Health Event</i> – PALs and Complaints	

About Health events are held on Microsoft Teams and take place 18:30 – 19:30. Further details and booking information can be found on our web pages here:
<https://bit.ly/SaTHEvents>

Hospitals Transformation Focus Group			
Date	Time	Event	Booking
Tuesday 30 January 2024	18:30 – 19:30	<i>About Health Event</i> - Hospitals Transformation Programme	Website
Friday 8 March	10:00 – 12:00	Medicine and Emergency Care/Surgery, Anaesthetics and Cancer	Via email
Tuesday 5 th March	10:00 – 12:00	Women’s and Children’s	Via email

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

People's Academy Dates for 2024



Thursday 15 February	PRH Education Centre
Wednesday 22 May	SECC
Wednesday 24 July	PRH Education Centre
Wednesday 30 October	SECC

Thursday 14 March	PRH Education Centre
Wednesday 26 June	SECC
Wednesday 25 September	PRH Education Centre
Wednesday 27 November	SECC