



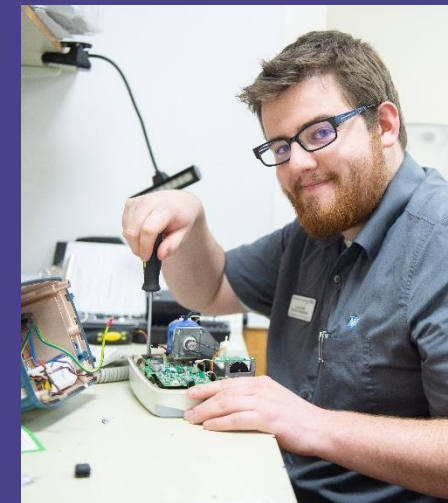
**Integrated
Care System**
Shropshire, Telford and Wrekin



**The Shrewsbury and
Telford Hospital**
NHS Trust

Hospitals Transformation Programme: MEC & SAC Focus Group

5 December 2023



**HOSPITALS
TRANSFORMATION
PROGRAMME**



HIGHER QUALITY,
SAFER CARE



IMPROVED
OUTCOMES



BETTER
ACCESS



A GREAT PLACE
TO WORK

Why are we here?

- Where are we in the process?
- Latest developments
- Your feedback
- How can you get involved?
- Questions

Julia Clarke, Director of Public Participation

Adam Ellis-Morgan Technical Lead for the Hospitals Transformation Programme

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...



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



**The Shrewsbury and
Telford Hospital**
NHS Trust

TELFORD

SPECIALISING IN PLANNED CARE



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

ONE HOSPITAL, TWO SITES

BOTH SITES WILL PROVIDE

24-HOUR URGENT CARE CENTRES

DIAGNOSTICS

OUTPATIENT ADULT

OUTPATIENT CHILDREN

MIDWIFE-LED MATERNITY SERVICES

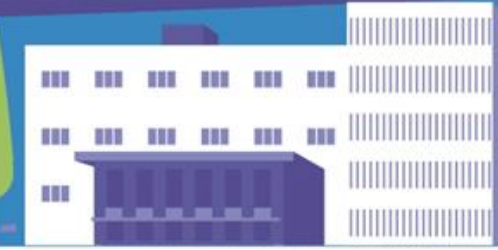
FRAIL AND ELDERLY CARE SERVICES

DIAGNOSTIC ENDOSCOPY

DAY CASE CHEMOTHERAPY

SHREWSBURY

SPECIALISING IN EMERGENCY CARE



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

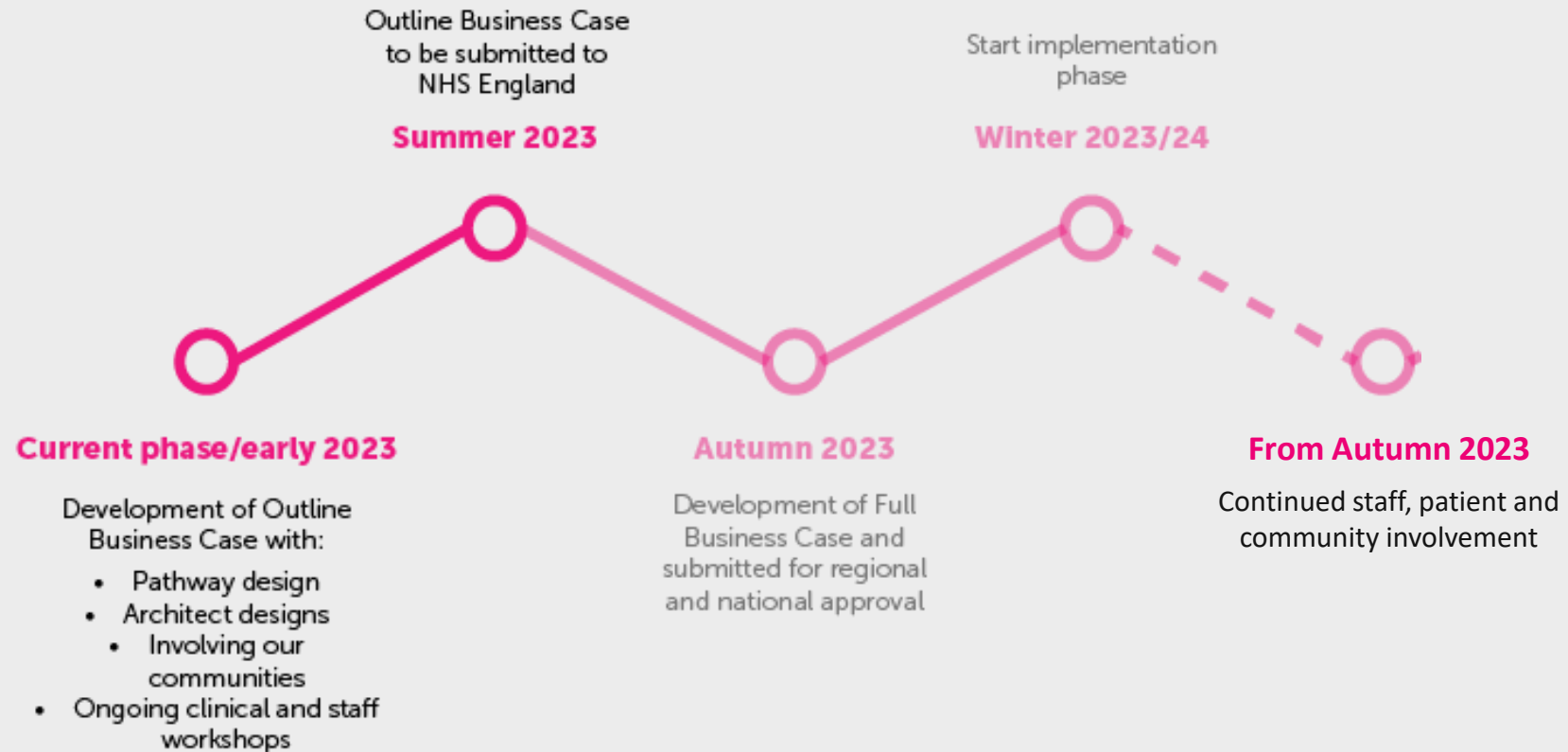
CHILDREN'S ASSESSMENT UNIT

CONSULTANT NEONATAL SERVICES

RADIOTHERAPY AND INPATIENT CANCER CARE

HEAD AND NECK INPATIENT SERVICES

Where are we in the process?



Latest developments

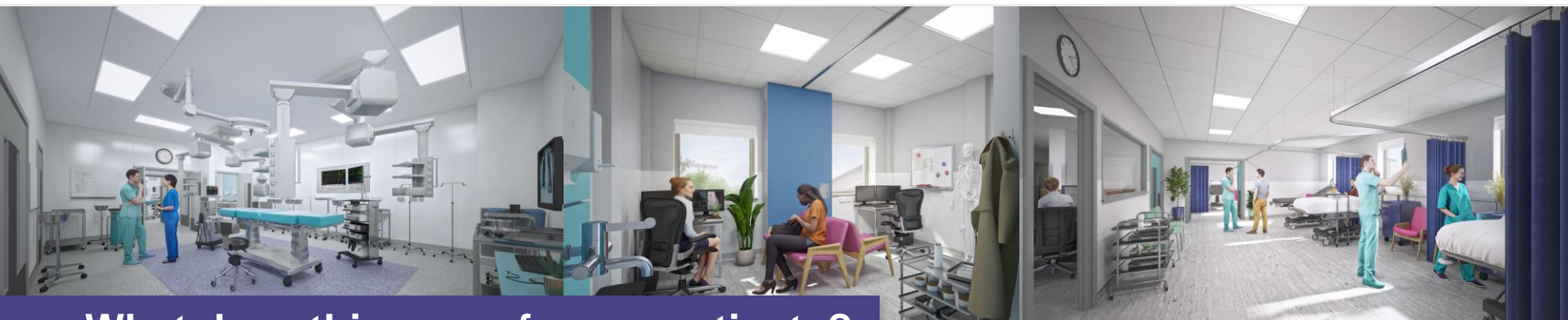


Where are we in the process?

- 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).
- Seeking **planning permission** for building works at the Royal Shrewsbury Hospital
- **Preparations underway** to be ready for the implementation phase
- 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'



**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
- Relocated helipad

**HOSPITALS
TRANSFORMATION
PROGRAMME**



HIGHER QUALITY,
SAFER CARE



IMPROVED
OUTCOMES



BETTER
ACCESS



A GREAT PLACE
TO WORK

Location of the new build at RSH



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



**The Shrewsbury and
Telford Hospital**
NHS Trust



- **Easier to access for patients**
- **Better clinical adjacencies between services**
- **Improved, modern main entrance for patients**



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:



Update from MEC & SAC Division

- 1:50 design process completed with the clinical and operational teams on 4 December. The outcomes and results of these will be shared with divisions in early 2024.



Action log from previous meeting -



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

7 September 2023

Agenda Item	Date of Meeting	Action	Lead Officer	Timescale / Deadline	Comment / Feedback from Lead Officer	Action Status
Part 2	07/09/2023	Gareth Banks (Lead Architect) to review the design guidelines for Dementia patients.	Gareth Banks	30 November		IN PROGRESS
Part 1	07/09/2023	Jenny Fullard/ Comms to provide process to update on latest developments for both sites	Jenny Fullard	31 August	Boards and posters in place on both sites. Regular updates provided to patient forums and at engagement events	IN PROGRESS



Recent public engagement

Date	Event	Outcome
14 th September	Shrewsbury & Atcham Liberal Democrats Executive Committee	Councillors, prospective councillors, and parliamentary candidate in attendance, confirmed support for HTP
20 th September	Healthwatch Shropshire Board Meeting	Presentation was well received by members of the Healthwatch Board
4 th October	Shared Lives Carers	30 carers from Telford & Wrekin updated on project, numerous questions on PRH car parking, attendees advised of PRH Travel & Transport focus group
11 th October	Oswestry Town Council Meeting	Well received presentation saw councillors willing to support project and help with messaging
17 th October	Ercall Magna Parish Council Meeting	15 councillors, including Water Upton Parish, and members of the public were very supportive and keen to see HTP progress

Date	Event	Outcome
7 th Nov	About Health Event	Regular online public session to promote HTP – approximately 28 in attendance.
14 th Nov	Learning Disability and Autism focus group	20 public approx. in attendance
16 th Nov	Maternity and Neonatal Voices Partnership	Request following our regular women and children's focus group with 14 in attendance.
17 th Nov	Travel and Transport focus groups	Focusing on PRH site, 16 in attendance. Raised issues that will be addressed as part of a wider travel plan.
20 th Nov	PODS Telford HTP briefing	Requested in light of LD&A focus group so more parents could attend.

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.



Update from AHR Architects- Gareth Banks, Regional Director



Design: Concept

All images are indicative only.

Retreat spaces

Locality



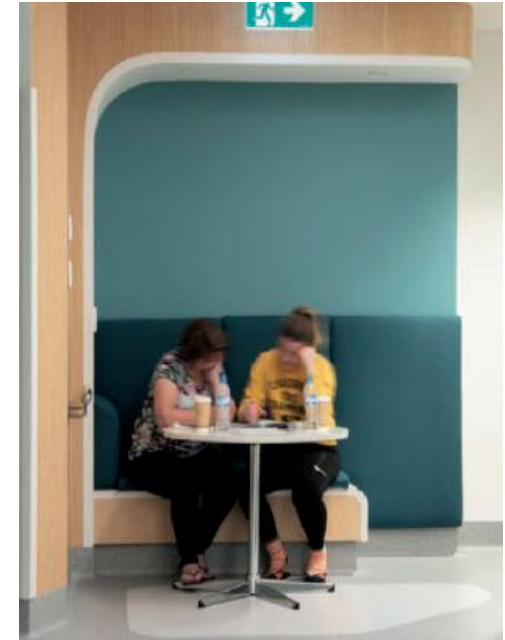
Verticality



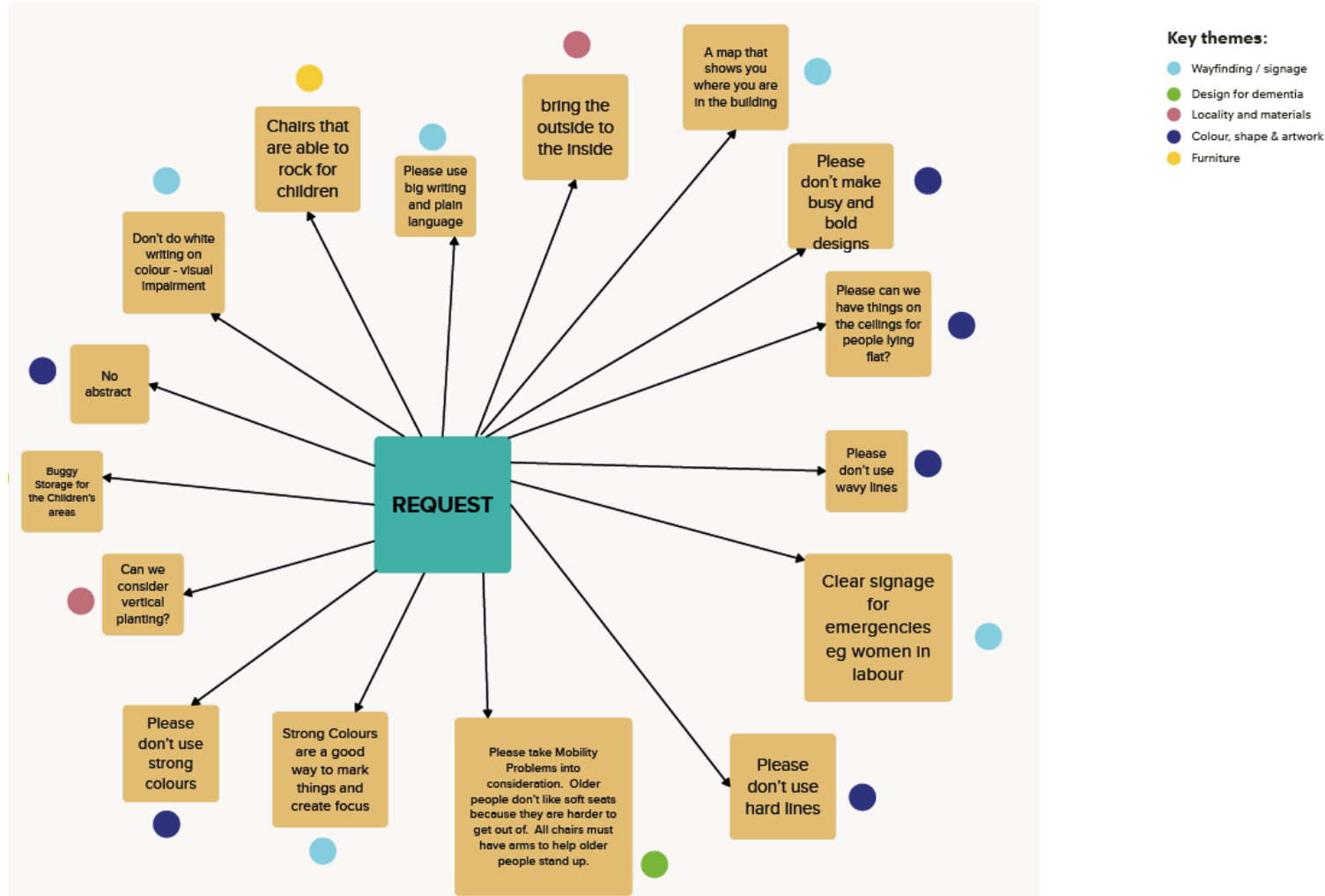
‘Trysting trees’



Canopies



Feedback - what we heard you say



Feedback - what we heard you say

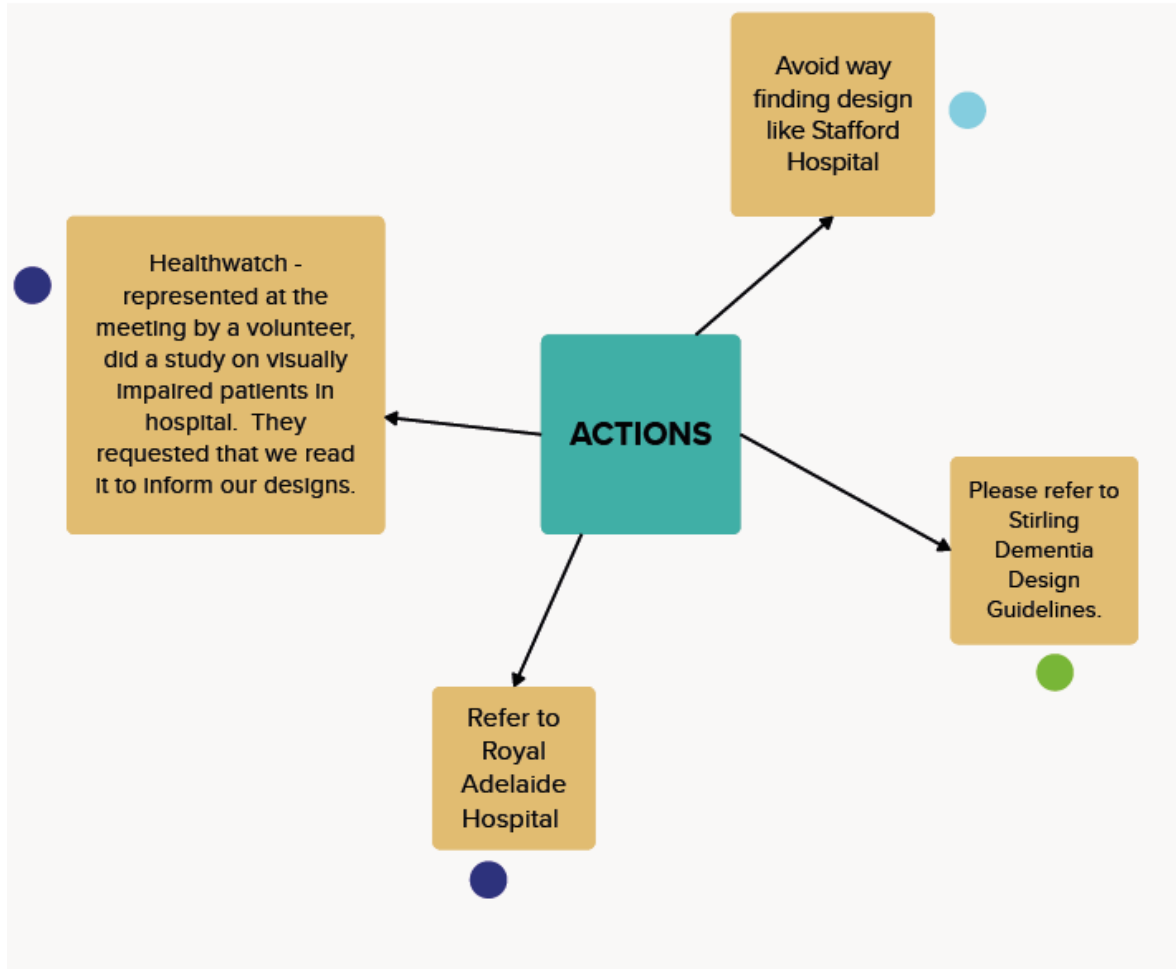


**Integrated
Care System**
Shropshire, Telford and Wrekin

NHS
The Shrewsbury and
Telford Hospital
NHS Trust

Key themes:

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



**HOSPITALS
TRANSFORMATION
PROGRAMME**



HIGHER QUALITY,
SAFER CARE



IMPROVED
OUTCOMES



BETTER
ACCESS



A GREAT PLACE
TO WORK

Feedback - what we heard you say

Taken from Healthwatch Shropshire:

Info Slices

The Acute Medical Floor is a horseshoe shaped unit comprising AMA, AMU and Ward 22 Short Stay. We entered through AMU which was signposted from the Main Wards entrance. There was no signposting to AMA from this entrance. There was small text on the sign for the seated area saying 'Welcome to AMA seated area'.

Posters on the wall in this area tell people what to expect although the writing on these is quite small so they may not be easily read by all.

AMA has an open area with 12 comfortable, clean, reclining padded chairs in situ. At the time of our visit this area was quiet and we saw 3 of the chairs in use, however, if it were busy then privacy could be an issue. There is a nurse's station within this area where staff were completing paperwork.

When we first entered AMU it felt a busy and stressful environment. There were a lot of staff rushing around and it was noisy. About 30 minutes into our visit these activity levels had calmed down and it became much quieter.



Privacy

- Patients can be assessed and start their treatment in the chair area. On the day of our visit this area was very quiet, but we were told by Ward Managers and other staff that it can often be busy with patients waiting there over 24 hours sometimes due to lack of beds in the hospital.
- There could be an issue with privacy in the seating area when it is busy, and assessments need to be undertaken there .

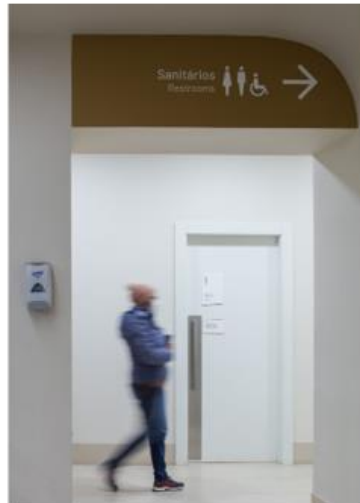


Design: Wayfinding

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.

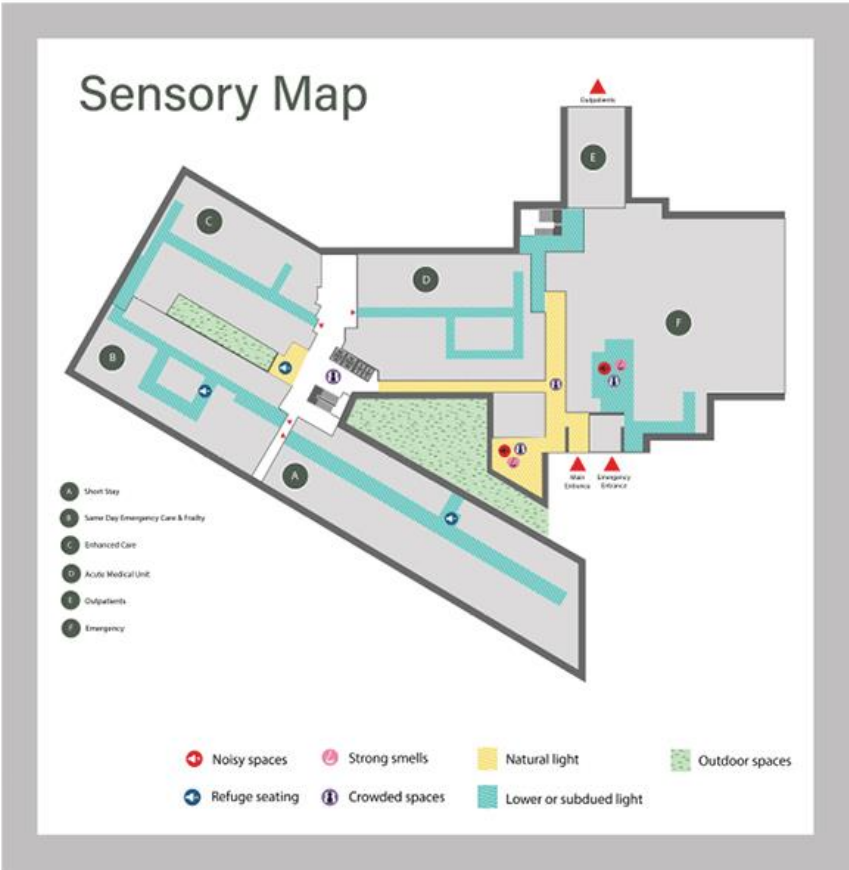
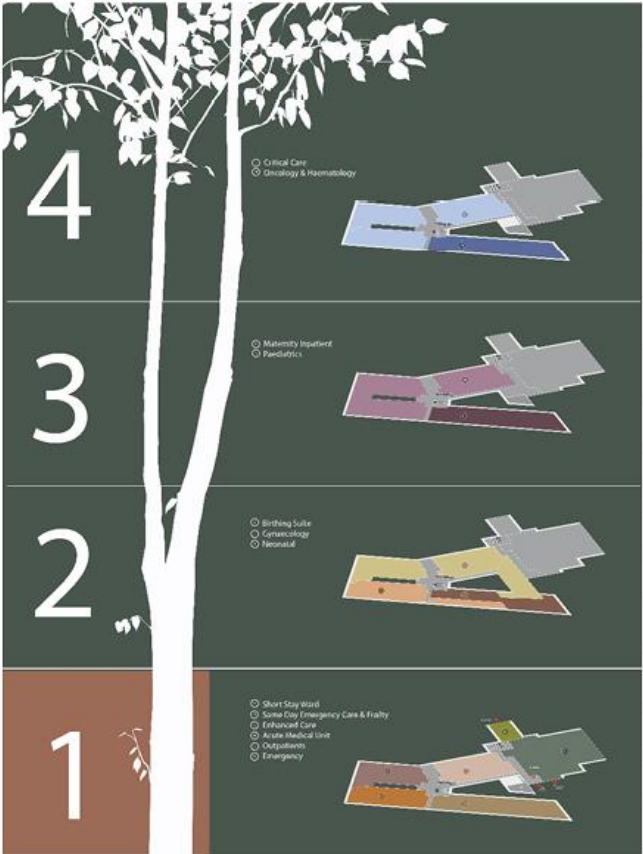
All images are indicative only.



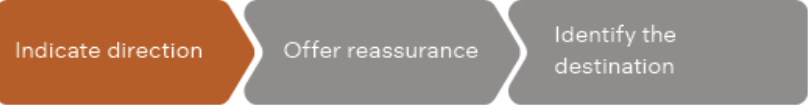
Design: Entrance Lobby

- Indicate direction
- Offer reassurance
- Identify the destination

All images are indicative only.



Design: Atrium Junction



All images are indicative only.



Design: Lift Lobby



All images are indicative only.



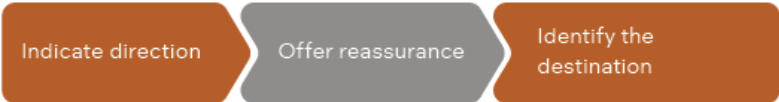
Design: Lift Lobby



All images are indicative only.



Design: Department Entrance



All images are indicative only.



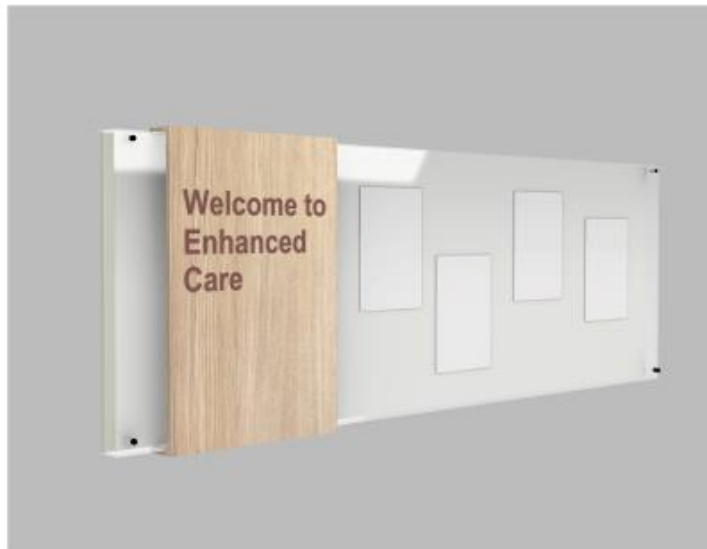
Design: Notice Boards

Indicate direction

Offer reassurance

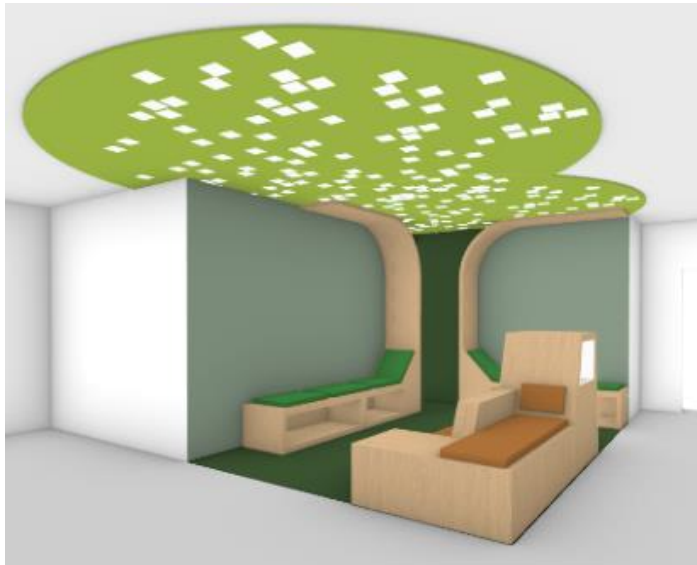
Identify the
destination

All images are indicative only.



Design: Paediatric Waiting Areas

All images are indicative only.



Design: Department Corridor



All images are indicative only.



Design: Department Junctions



All images are indicative only.



Design: Retreat Spaces

All images are indicative only.

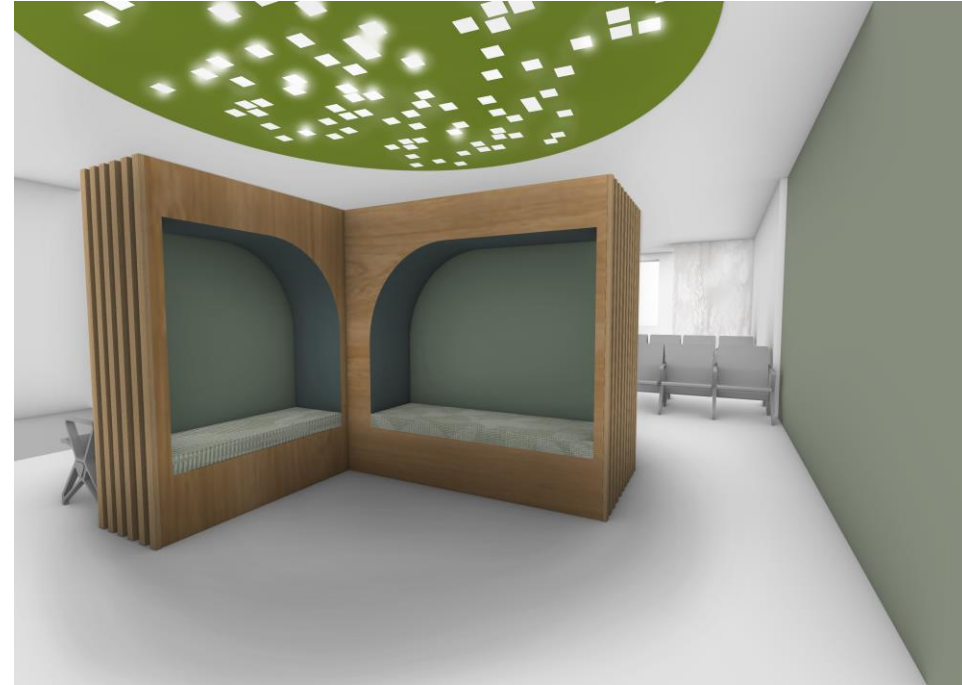


Design: Retreat Spaces

All images are indicative only.



Outside retreat



Inside retreat



Feedback - focus groups

Wayfinding / signage

- Further design development for high contrast easy to read signage
- Location map
- Differentiation between main hospital and emergency

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

- Information boards that remove the clutter and confusion and have a decorative element to work alongside the artwork
- Explore how the seating can feel more private but remain wheelchair accessible
- Furniture for different user groups - children through to elderly and identify their needs



Feedback - focus groups

Design for Paediatrics

- Explore makaton for paediatric signage
- Info slices to help with demystification in waiting areas
- Work with local schools to identify aspects of design that will feel familiar to patients
- Area to display artwork and information

Design for Neurodiversity

- Spaces specifically for learning disabilities and autism for adults in the ED waiting area
- Furniture that considers self injurious behaviour eg rounded corners and upholstered sides
- Sensory map

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
- Clear icons to support text on signage
- Signage on wards/ bed bays that tells people where they are to support patients with delirium
- Explore how to display clocks on wards
- Places to sit and stop along corridors

How can you remain involved?



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.

- Women and children's focus group on MS Teams and face to face: **7 December, 10am – 12pm, 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; RSH 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.
- Our next HTP About Health event will be held on MS Teams on **30 January 2024 at 6.30pm**

If you would like us to attend an existing meeting or join you at an event, please email:

sath.engagement@nhs.net



BETTER, SAFER
CARE



IMPROVED
OUTCOMES



SHORTER
WAITING TIMES

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



Additional engagement routes

Event & Date	Subject
Community Cascade	Monthly Trust News Update including update on HTP
Monthly newsletter email update - 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

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



Questions





The Shrewsbury and
Telford Hospital
NHS Trust

Thank you



Integrated
Care System
Shropshire, Telford and Wrekin