



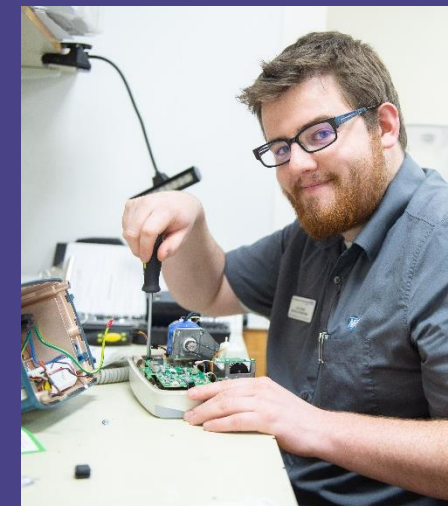
Integrated
Care System
Shropshire, Telford and Wrekin



The Shrewsbury and
Telford Hospital
NHS Trust

Hospitals Transformation Programme: Women and Children's Focus Group

7 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

Tom Jones, HTP Clinical Lead





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A reminder...



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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

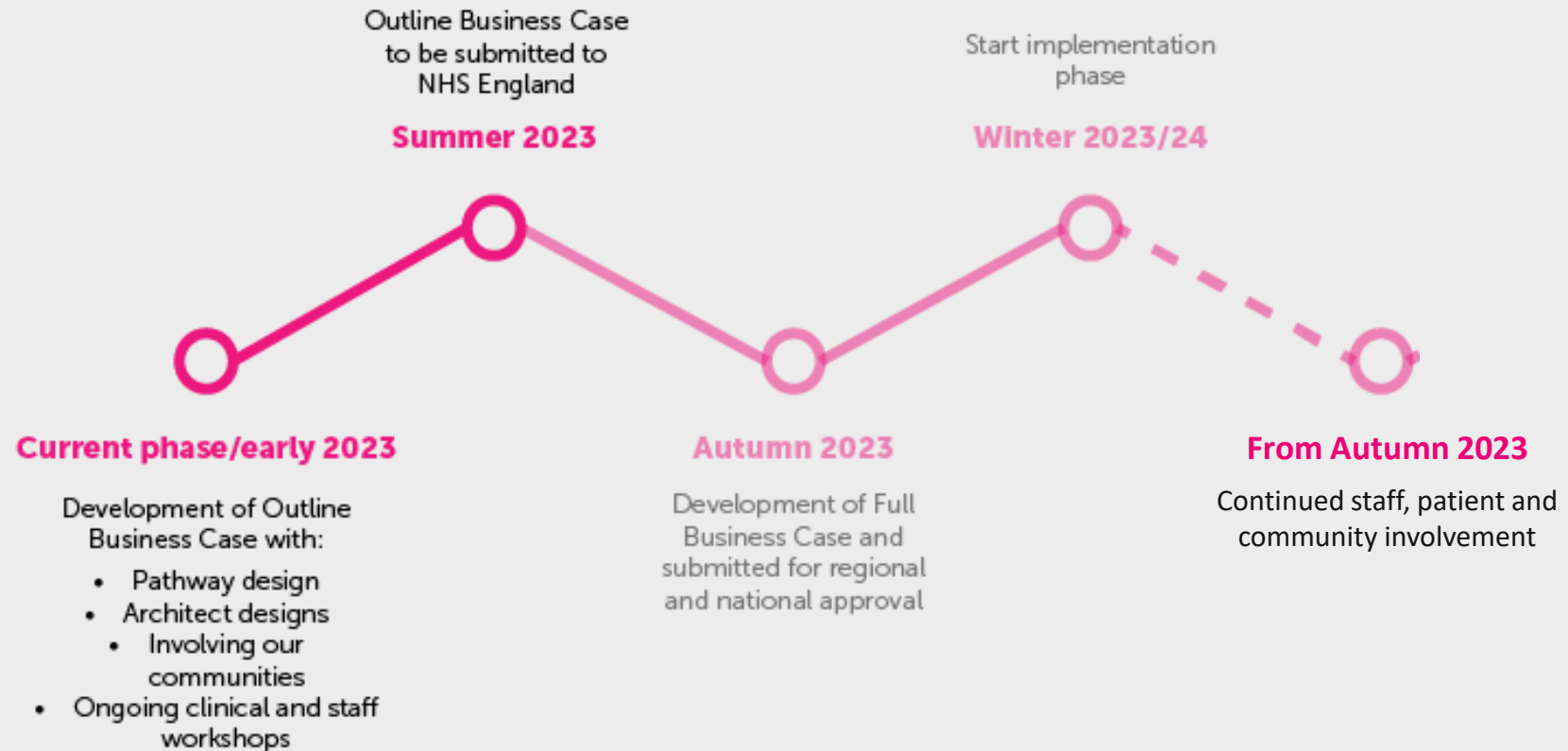
CHILDREN'S ASSESSMENT UNIT

CONSULTANT NEONATAL SERVICES

RADIOTHERAPY AND INPATIENT CANCER CARE

HEAD AND NECK INPATIENT SERVICES

Where are we in the process?





The Shrewsbury and
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Latest developments



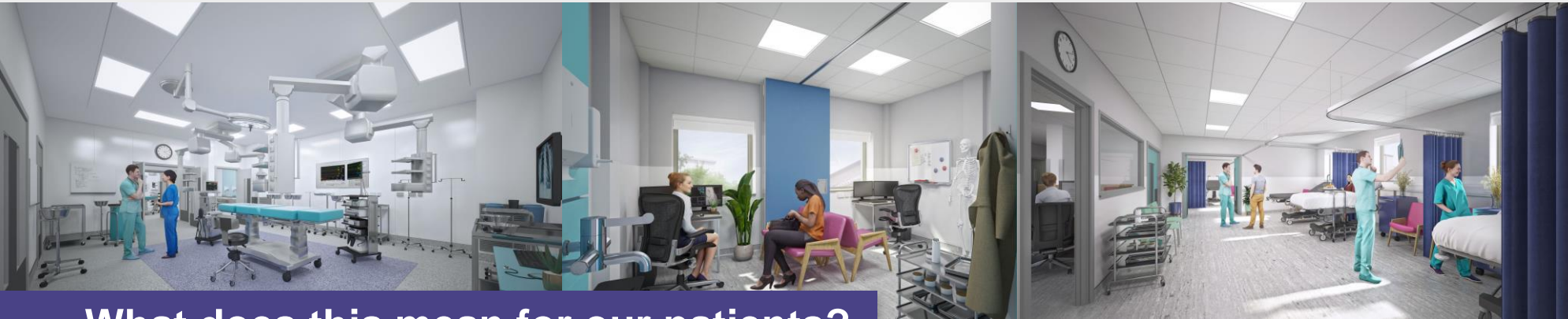
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Where are we in the process?

- 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'



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



Location of the new build at RSH



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- **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 Women and Children's Division



- 1:50 design process finished with the clinical and operational teams in December. The outcomes and results of these will be shared with divisions in early 2024.
- Met with Maternity and Neonatal Voices Partnership on Thursday 16 November
- Met with PODS on 20th November (independent parent carer forum based in Telford and Wrekin)



W&C Services within the new build at RSH

Floor	Service
Level One	Maternity Delivery
	Neonates
	Gynaecology (including EPAS)
Level Two	Maternity Inpatients
	Paediatrics (including paediatric oncology and CAU)



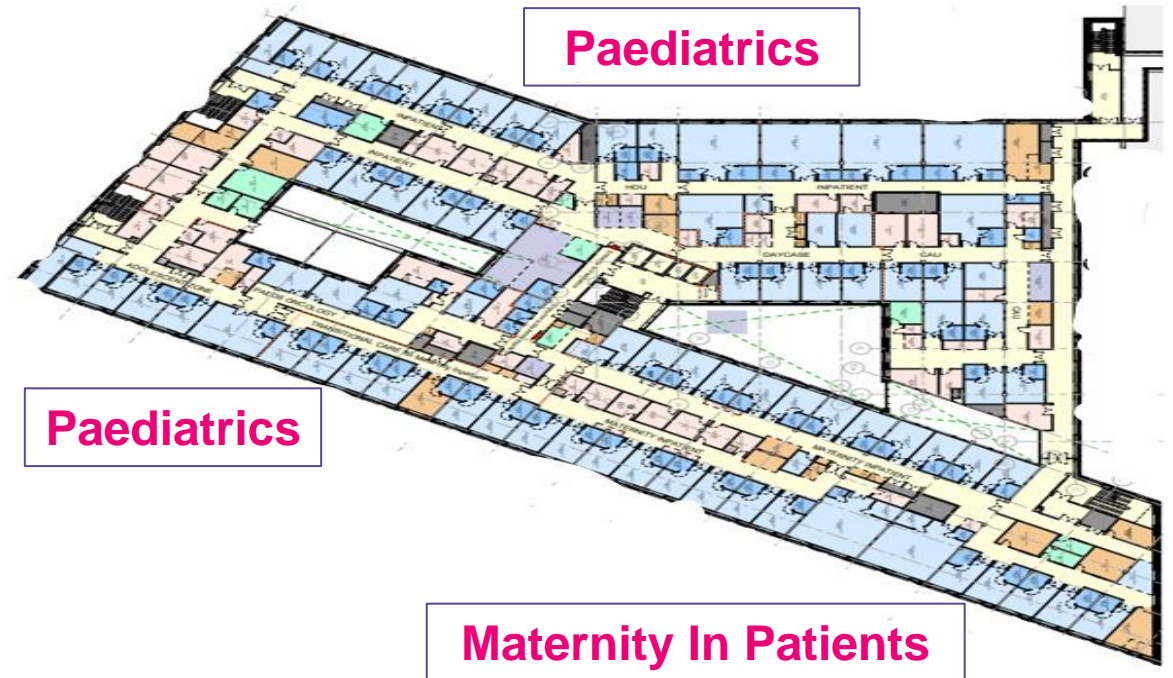
Designs

High level floor plans and artist's impressions – site location

Level 1



Level 2



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.



Action log from previous meeting



14 September 2023

Agenda Item	Date of Meeting	Action	Lead Officer	Timescale / Deadline	Comment / Feedback from Lead Officer	Action
Part 1	14/09/2023	Dates to be arranged for specialist focus groups (Carers, Mental Health and Children & Young People) These will be shared with focus group members.	Hannah Morris	30/11/2023	A specialist focus group has been organised on Learning Disabilities and Autism for the 14th November. A children's and young people's focus group is being organised for March 2024	IN PROGRESS
Part 1	14/09/2023	The Trust will link with MNVP to arrange a focus group with service users that they link with to gain their feedback.	Hannah Morris	30/11/2023	Meeting organised and took place 16 November 2023.	COMPLETED



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 hospital, 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



Update from AHR Architects- Gareth Banks, Regional Director



Design: Concept

All images are indicative only.

Retreat spaces

Locality



Verticality



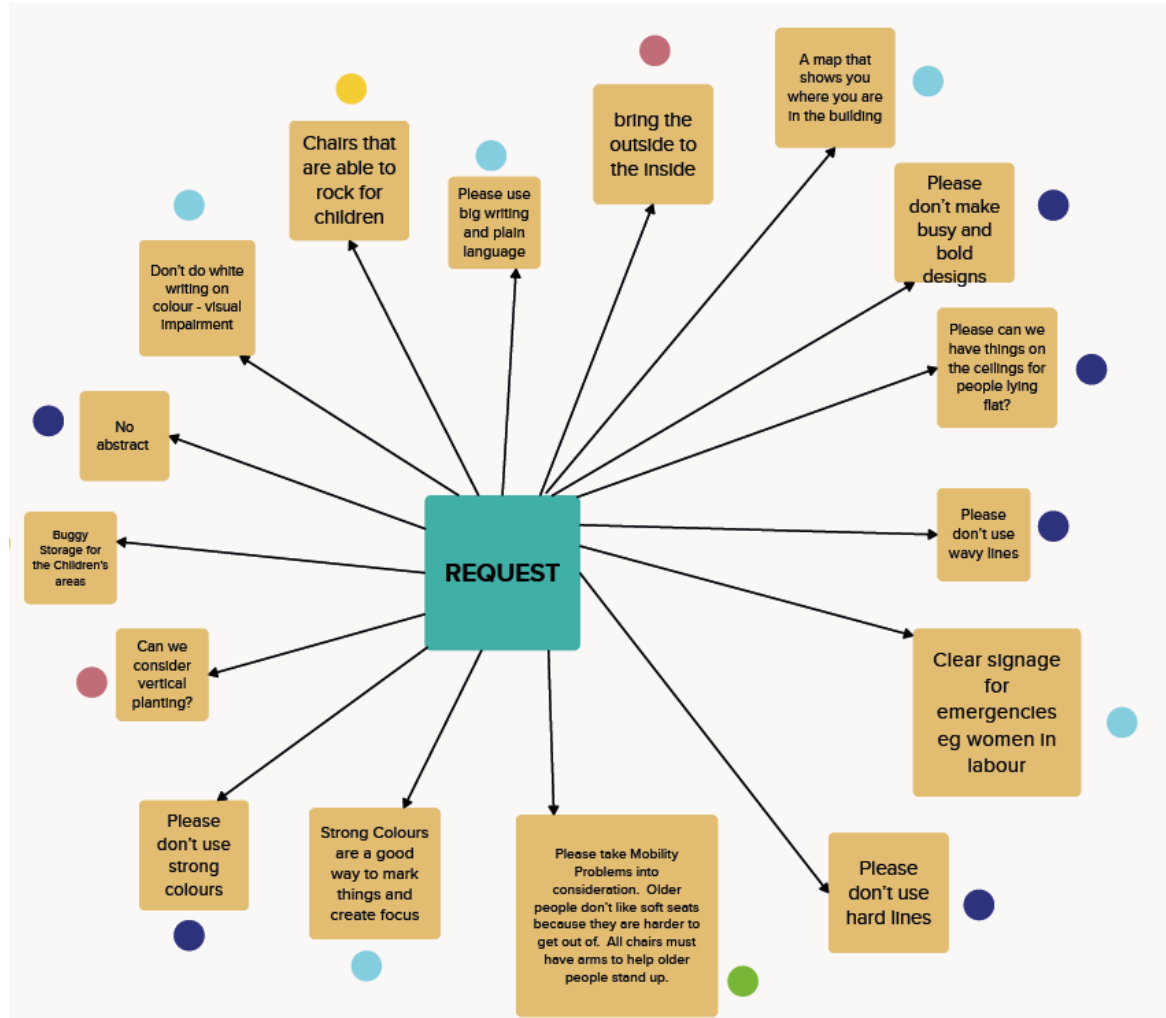
'Trysting trees'



Canopies



Feedback - what we heard you say



Key themes:

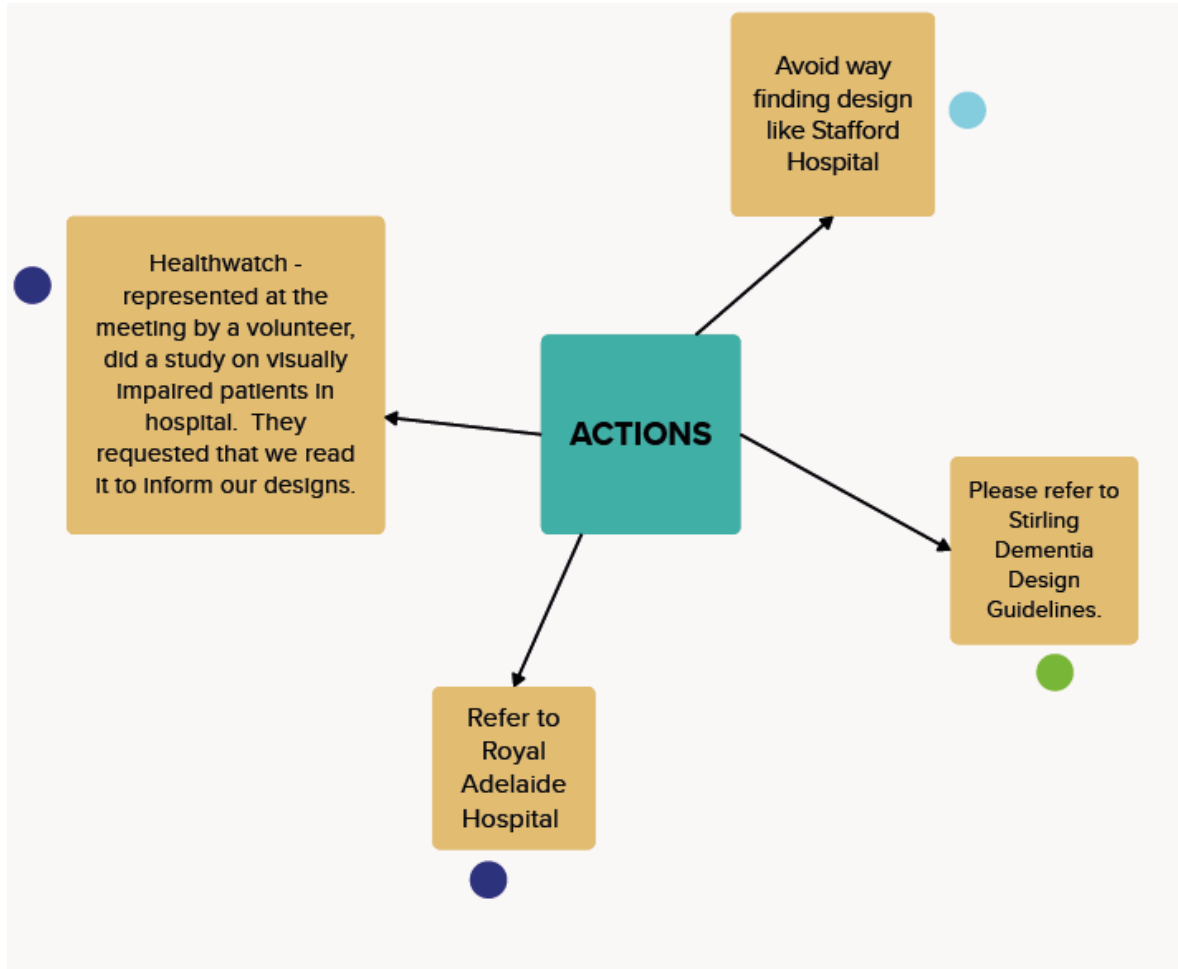
- Wayfinding / signage
- Design for dementia
- Locality and materials
- Colour, shape & artwork
- Furniture



Feedback - what we heard you say

Key themes:

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



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 .

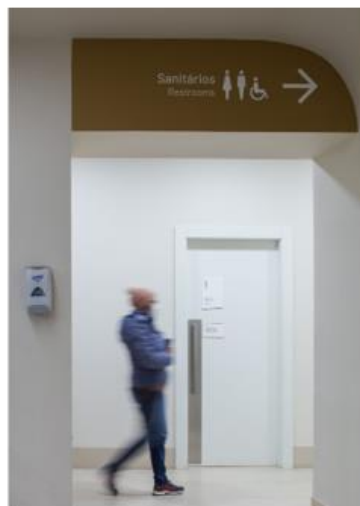


Design: Wayfinding

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

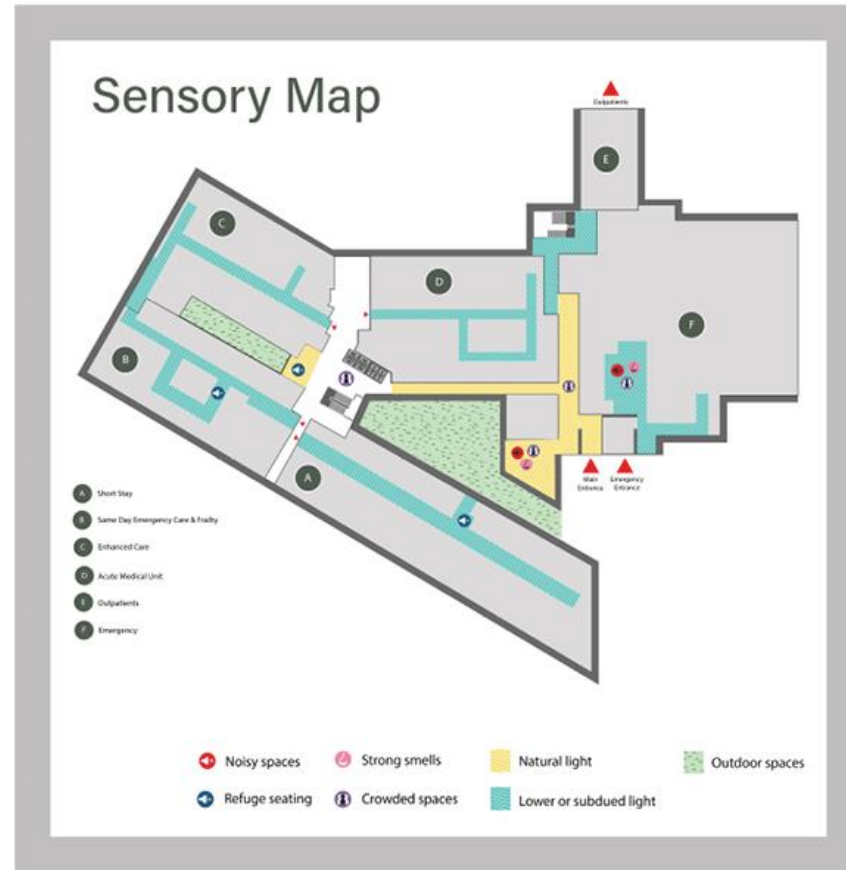
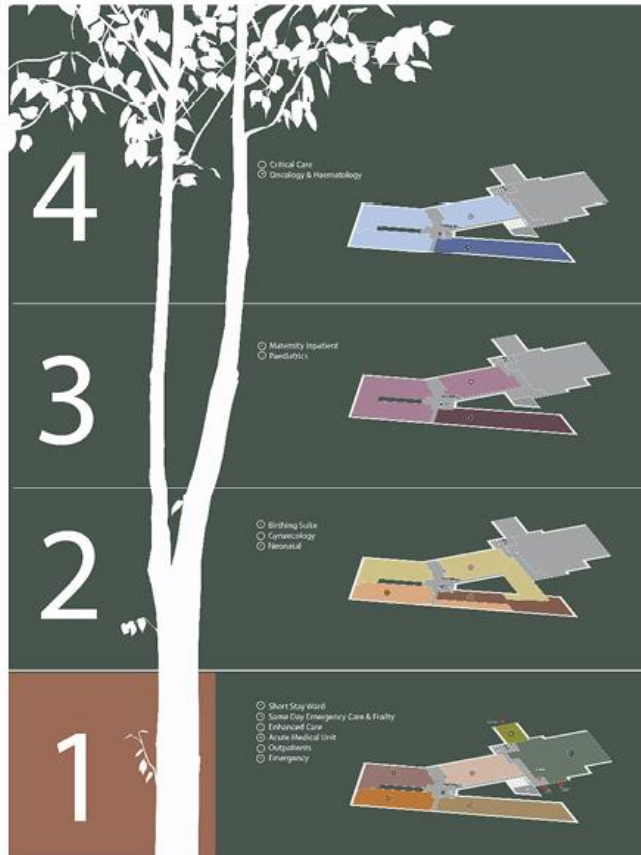


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- Indicate direction
- Offer reassurance
- Identify the destination

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Design: Atrium Junction



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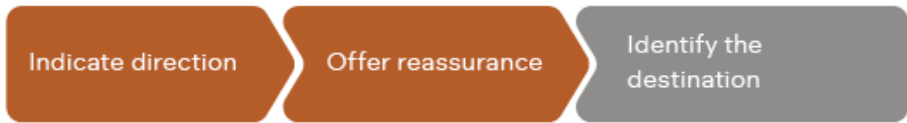


BETTER
ACCESS



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Design: Lift Lobby



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Design: Lift Lobby



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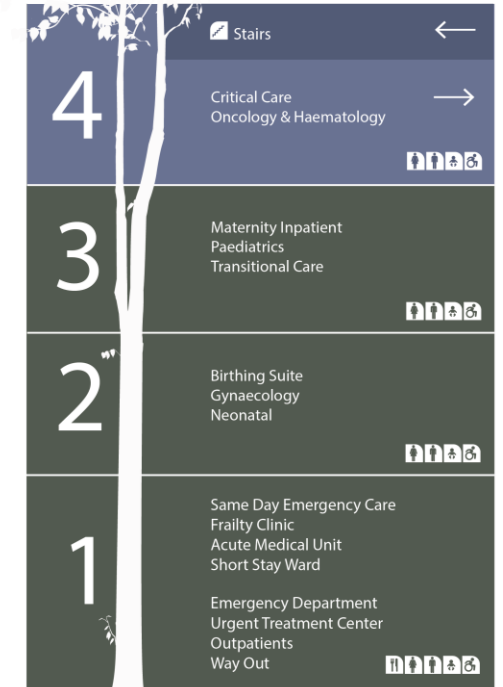
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Indicate direction

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Design: Department Entrance



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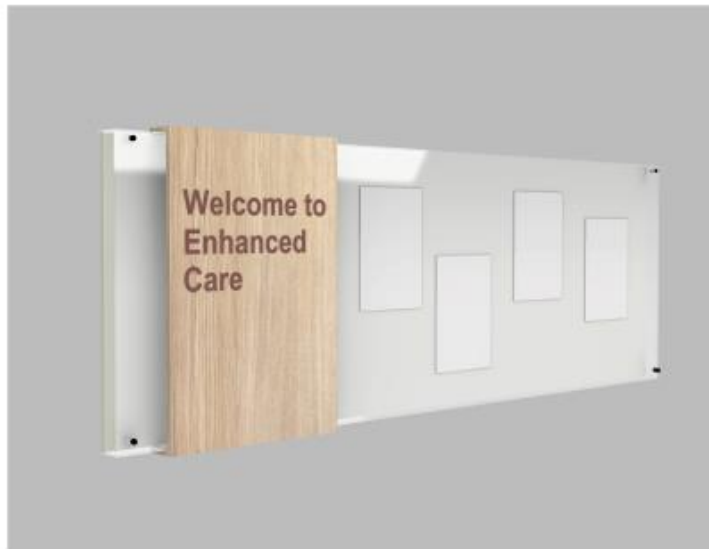
Design: Notice Boards

Indicate direction

Offer reassurance

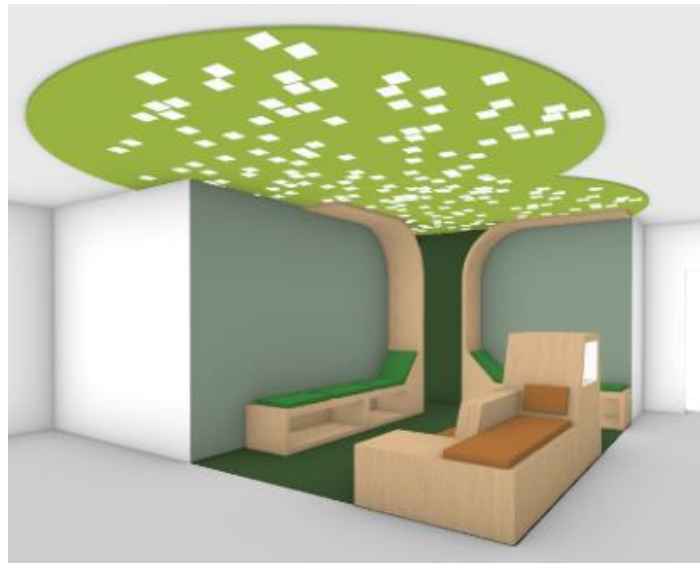
Identify the
destination

All images are indicative only.



Design: Paediatric Waiting Areas

All images are indicative only.



Design: Department Corridor

Indicate direction

Offer reassurance

Identify the destination

All images are indicative only.



Design: Department Junctions

Indicate direction

Offer reassurance

Identify the destination

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





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How can you remain involved?



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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



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





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Questions



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Thank you



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