

# Public Participation Report

## Quarter 3 (October - December 2023)

Julia Clarke – Director of Public Participation



# Highlights of Public Participation – Q3

## COMMUNITY ENGAGEMENT (for details see slides 5 – 12)

- The Public Assurance Forum met on the 15 January 2024 and the highlights of this meeting are outlined in slides 5-7
- The Public Participation Team continues to engage with the public with a regular series of virtual and face to face meetings, health lectures and email updates. Our community members (4266) and organisations (401) continue to increase
- Over the past Quarter, the Public Participation team have supported a number of HTP events with the public. These include a PRH Travel and Transport focus group (RSH was held in September) and an Autism and Learning Disability focus group. We have also attended a number of external groups including Parents Opening Doors (PODs) and Maternity and Neonatal Voices Partnership (MNVP)
- Our Social Inclusion Facilitator has been making stronger links with a number of seldom heard groups this quarter including focusing on rural communities, carers, BAME groups, veterans, looked after children, refugees as well as making links with other statutory organisation (such as Public Health). This work aligns with with our Trust and system focus on Health Inequalities (CORE20PLUS5) and EDI
- There were no questions following the public Trust Board meetings this quarter



# Highlights of Public Participation – Q3

## VOLUNTEERS (for details see slides 13 – 18)

- We have 278 active volunteers within the Trust who have provided 5,804 hours of their time this quarter across 30+ clinical and non-clinical roles.
- The Deputy Director Experience & Partnership from NHSE (national level) visited the Trust on the 14<sup>th</sup> December to find out more about our Volunteer to Career programme. We received really positive feedback around the scheme and our volunteering services.
- After a successful pilot of our volunteer role on the children's ward, we have opened this opportunity to our wider volunteer workforce
- We have held several volunteer focus groups in Quarter 3 including sessions on Hospitals Transformation Programme, Freedom to Speak Up and the Trust's draft communications strategy.
- 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.





# Highlights of Public Participation – Q3

## SATH CHARITY (for details see slides 19 – 22)

- Income for the 3 months October – December 2023 was **£139,854** compared to **£83,313** in the same period last year. Expenditure for the same period was **£76,366** compared to **£55,695** in 2022. Income was boosted by the receipt of a Legacy of £45,000 but encouragingly remains higher than the previous year at a time when charitable donations are being reported nationally of being below that of 2022.
- In Quarter 3 the charity approved 94 charitable fund requests across 14 different funds
- 1641 people are registered as SaTH Charity supporters (this includes staff and members of the public)
- Following a successful £30K grant from NHS Charities Together, we have appointed a marketing and communications officer and are on track in delivering a project to increase awareness and promote SaTH Charity
- Our supporters continue to fundraise for SaTH Charity in Quarter 3 some of which are highlighted within this report.



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

# COMMUNITY ENGAGEMENT (1): Public Assurance Forum 15 January 2024

- The Public Assurance Forum (PAF) met on 16<sup>th</sup> January 2024, 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:

- **HTP Update:** A brief update on the Hospitals Transformation Programme was given by members of the HTP team. The presentation included an update on the approval of the OBC and feedback from the IRP, a forward plan of the 'next steps', and other recent developments which are aligned to HTP (such as CDC, the planned surgery hub at PRH and the new sub-acute modular wards). An update was given to members on how our communities can get involved with HTP through regular and specialist focus groups and our About Health Events series. Engagement which took place with our communities in relation to HTP during Quarter 3 were highlighted with Engagement planned for Quarter 4 was outlined. The Forum commented positively on progress made.
- **HTP Programme Board Engagement report for Quarter 3** was discussed and positively received by PAF members. The paper outlined:
  - the engagement which has taken place during Quarter 3
  - feedback received from our local communities and any actions taken as a result of the feedback received
  - The engagement activities planned for Quarter 4
  - Appendices included action logs from the following focus groups: W&C, MEC & SAC, Learning disability and Autism, Travel and Transport

# COMMUNITY ENGAGEMENT (2):

## Public Assurance Forum 15 January 2024

- **SaTH Transformation Team Update:** Mary Aubrey, Improvement Director and gave a presentation on the SaTH Getting to Good programme and the current work they are undertaking. Mary outlined the current projects under the Getting to Good programme, including key highlights and performance trends. Members noted the positive progress that SaTH had made through this work.
- **SaTH Strategy and Partnership Update:** An update was provided by Nigel Lee, Director of Strategy and Partnership. The paper and discussion outlined the work which SaTH has undertaken in partnership with the Integrated Care System around key operational and strategic priorities.
- **Patient Safety Incident Response Framework (PSIRF)** – Pete Jeffries, Patient Safety Specialist, provided an update on the implementation of PSIRF, which went live on 1<sup>st</sup> December 2023. Pete reported that whilst it is early on, there has been gains in terms of identifying incident's themes and trends. Further work being undertaken in relation to engaging with patients/family regarding incidents and a new post within the Trust has been approved to support this work.
- **Service Changes** - The Forum welcomed the comprehensive update on the service changes in Q3 supported by the Public Participation team, including:
  - PRH renal dialysis relocation
- **Supplementary information:**

A supplementary information pack was provided to PAF members for information and included:

  - Divisional updates
  - 'Plan on a Page' for community engagement, volunteers and SATH Charity was presented to the Forum with an update on Quarter 3 in relation to the actions.
  - Draft Quarterly 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 4200+ 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.
- Over the past Quarter, the Public Participation team have supported a significant number of HTP events with the public. These include a Travel and Transport focus group at PRH to complement the RSH group held in September and an Autism and Learning Disability focus group. We have also attended a number of external groups including Parents Opening Doors (PODs) and Maternity and Neonatal Voices Partnership (MNVP)
- The community engagement team continue to attend a number of external events, listening to our local communities and sharing opportunities for them to get involved.



## Community Members

Total at 19/12/23 **4266** ↑

Joined in Q3 **241**



## Organisations

Total at 19/12/23 **401** ↑

Joined in Q3 **6**



## Community Events

Held in Q3 **14**

Attended in Q3 **31**



# Getting involved with HTP

The Public Participation Team 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 our clinical workstreams. Workstream focus groups have been planned over the next two years which will inform the plans as they develop towards implementation. We hold the focus groups every 3 months, and members can attend in person or via MS Teams. Two focus groups were held in early December for Medicine and Emergency Care with Surgery, Anaesthetics and Cancer and another focus group for Women & Children's services
- We are holding a series of specialised focus groups for example children and adolescents, mental health, dementia, RSH front entrance etc
- In November we also held our second **Travel and Transport Focus Group (PRH)**, which enabled the Trust and our partners to hear the concerns of the public, many of which are wider than HTP and will be taken forward by colleagues in Estates.
- **Q&As and action logs** from our 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](#)
- PAF members are now allocated as public representatives on the 1:50 Clinical Design workstream meetings with the Architects and clinical teams
- **Quarterly *About Health* HTP events have been delivered** - The next About Health event is on the evening of **30 January 2024 at 6.30pm**



# 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 <a href="#">The People's Academy at SaTH</a>
SaTH website and intranet	Webpages which support public engagement and Latest HTP meetings/feedback <a href="#">Public Participation - SaTH</a>

# HTP Engagement in Quarter 3 & planned engagement in Quarter 4

## Engagement in Quarter 3 (October – December)

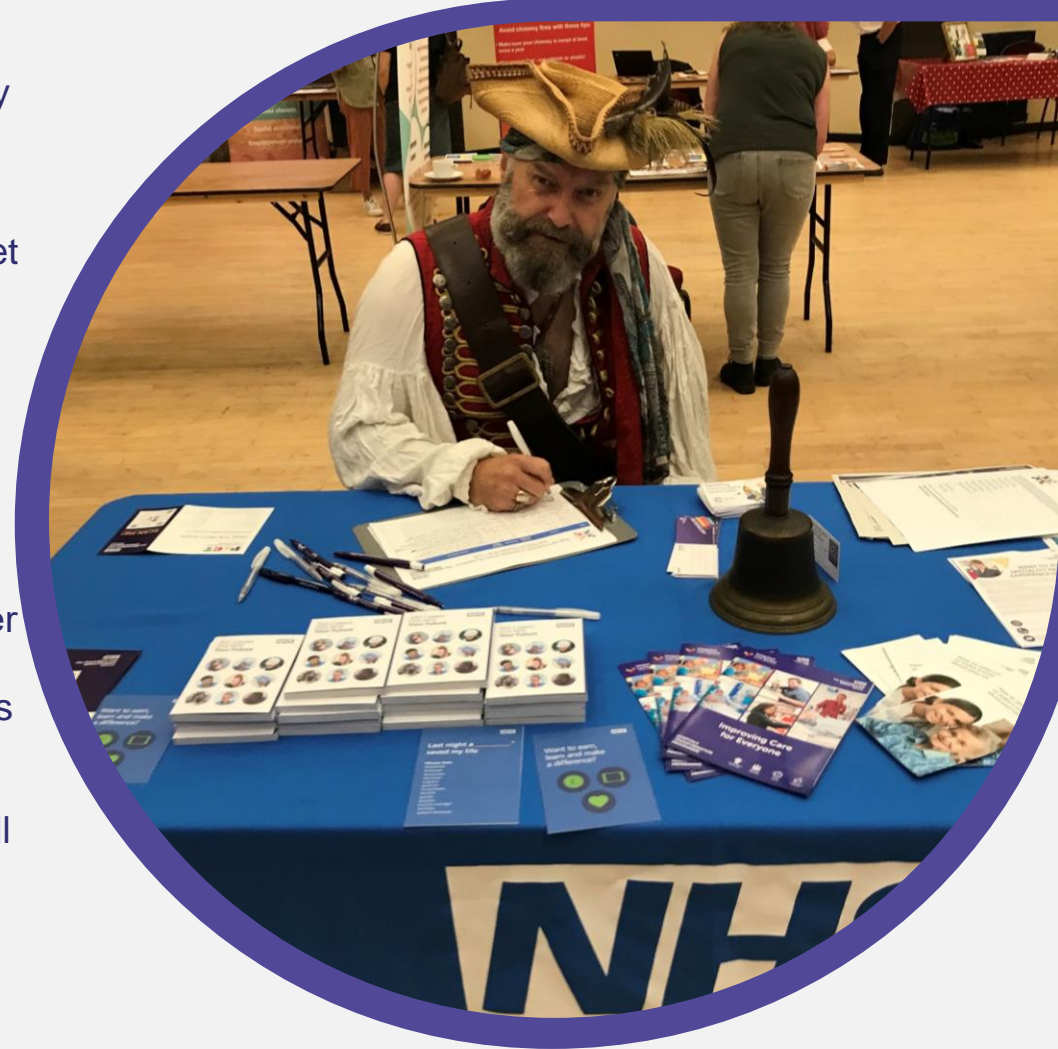
- 4<sup>th</sup> October – Shared Lives Carers
- 4<sup>th</sup> October – Volunteer Focus Group – HTP
- 9<sup>th</sup> October – Public Assurance Forum
- 11<sup>th</sup> October – Oswestry Town Council
- 13<sup>th</sup> October – Llais Scene setting
- 17<sup>th</sup> October - Ercall Magna & Waters Upton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

## Engagement Planned for Quarter 4 (January-March)

- 15<sup>th</sup> January - Public Assurance Forum
- 18<sup>th</sup> January - Wrekin Area Committee (Shropshire Association of Local Councils)
- 30<sup>th</sup> January – About Health HTP Update
- 15<sup>th</sup> February – Young People’s Academy (PRH)
- 5<sup>th</sup> March – Women & Children’s Focus Group
- 8<sup>th</sup> 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
- Date TBC – Specialist focus groups (Children and Young People, Mental Health, Dementia)

# Community engagement - Social inclusion

- The bi-annual Market Drayton Health & Wellbeing Festival was held in 4 October. Offering information on health and fitness this event is always well attended by the public and a wide range of organisations. This gives us a really good opportunity to talk to our local communities about things important to them.
- We attended the “Meet Your Health Providers” event in Whitchurch where we gave information to the public and other organisations about how they could get involved with their local hospitals.
- We attended a meeting of the Credu Carer’s Support group in Welshpool, Powys on the 21 November. They were very interested in getting involved in the HTP, particularly the Learning Disability and Autism focus group planned in November.
- We were present at the Shropshire Council Public Health Department Community Engagement event in Ludlow 24 November. This is part of the partnership working we have developed with Public Health in Shropshire.
- We are visited Telford After Care Team (TACT) Women’s Group on 1 December to listen to their view and talk about ways they can get involved at SaTH.
- We are exploring ways of developing partnership working with Ethnic Minorities & Youth Support (EYST) the Wales based minority ethnic support service.
- A visit was made to Shropshire Supports Refugees to discuss potential volunteering opportunities and wider involvement opportunities at SaTH as well as dealing with any concerns or access issues.
- We accepted an invitation to attend an Armed Forces Veterans event in Wellington (27 November) and another at RAF Shawbury (29 November), where we discussed a variety of relevant issues with the attendees.





# 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.

- During Quarter 1 **eligible\* question** was submitted to the Trust Board following the Board meeting on 14 December
- There are three questions relating to Agenda item 150.23 Infection Prevention and Control and cleaning in the Emergency Department – which states deep cleans not being undertaken in the ED due to overcrowding. The Director of Nursing is coordinating the response and an update will be given at the February Board meeting
- The question is published in full 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 278 active volunteers** at the Trust.

- The Deputy Director Experience & Partnership from NHSE (national level) visited the Trust on the 14<sup>th</sup> December to find out more about our Volunteer to Career programme, which we have developed following a successful grant from Health Education England. Feedback included:

*“thank you again for organising such a fantastic day today. I was so impressed by all of the volunteers that I met today. They are clearly all so passionate about what they do and I learned so much from them all.*

*It's clear from the staff I spoke to just how much the volunteers are all valued by them as well.”*

- After a successful pilot of our new volunteer role on the children's ward we have now made this volunteer available to our wider volunteer workforce
- We have held several volunteer focus groups in Quarter 3 including sessions on Hospitals Transformation Programme, Freedom to Speak Up and our draft Trust communications strategy

## Quarter 2

New applications received

77

Volunteers completed the application process

68

Total Active volunteers

278

Total hours

5804

# Volunteer Highlights

- Volunteers Helen Shakespeare and Alison Westley took part in the official opening of the new front entrance at PRH in November by cutting the ribbon to this new development.
- 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 on 29 November, to promote the Youth Volunteer scheme and received 21 new applications.
- Volunteers helped 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)





# Volunteer Highlights – Trust Awards

In November we held our annual Volunteers Celebration event as part of the Trust Awards. We celebrated with our volunteers at a Volunteer Recognition Lunch Event which was held at the Albrighton Hussey Hotel. At the event we heard from four volunteers who spoke about their volunteering experience. Messages of thanks were given by Louise Barnett (CEO), Nigel Lee and Julia Clarke (Directors).





# Volunteer Highlights – Trust Awards

- The amazing work of our staff and volunteers were recognised through our Trust Awards.
- Judi and John Anderson were winners in the Volunteer of the Year Category, with Mel Amore and Peter Hicking as runners up.
- Patient Experience Volunteer, Lynn Pickervance, was runner up in the Partner of the Year Category.
- Volunteers Paul Baskerville and Rebecca Barker were runners up in the Sustainability/Green Awards for their work as Response Volunteers recycling walking aids (crutches etc).
- The work of Public Participation Team was also recognised in the Trust Awards as Poppy Horrocks, Public Participation Facilitator, took the prize as winner of the 'Ambitious' category for her work on the NHS Charities Together, Volunteers Future Fund project (developing our youth volunteering scheme)



Lynne Pickavance, Patient Representative



RSH Volunteers



Poppy Horrocks, Public Participation Facilitator

# Volunteer to Career (VtC Programme)

The aim of the clinically-led pathway is to provide volunteers with career support and interventions including career conversations, mentoring, guidance on career pathways, employability support and mock interviews and skills. Alongside this the volunteers also get the chance to volunteer for 50+ hours in a department or clinical area – currently the opportunity is on a postnatal/antenatal ward over a 6 month period.

**The programme is focussed on building a skilled potential workforce for The Shrewsbury and Telford Hospital Trust.**

## Feedback

*"I look forward to my shift every week, and only wish I could do more; however I cannot fit any more shifts in at present, but if this changes in the future, I'll definitely be putting my name down for more shifts. The staff are lovely, really pleasant, and accommodating, and some are even beginning to recognise me now, and I feel like a member of the team."*

*"I'm loving the shifts on postnatal, everyone is really helpful and friendly. They all seem to look out for each other, offering help. I've been shadowing both maternity support workers and women's services. It's amazing the range of roles on maternity!"*

*"Really enjoying postnatal at the moment, feeling like I'm learning a lot being there"*

- NHSE visited the Trust on 14<sup>th</sup> December to find out more about the VTC programme and met with volunteers and staff.
- In October 17 volunteers from Cohort 2 joined us for the first of the pre-employability/ pre-education support session at PRH - this session was delivered by the maternity educator facilitators and covered home births, birth preferences and a simulated birth, with (simulated) baby being safely delivered by Bailey!
- The volunteers have also been accessing their mentor, Rachel Armstrong (Clinical Lead) for career coaching calls throughout November & December.





# Volunteer to Career (VtC)



*It has been great to meet all our volunteers in Maternity and see the enthusiasm for Midwifery. I hope this experience has been valuable for them and given them a taste of the rewarding and privileged job we get to do as Midwives and Maternity Support Workers. - Maternity Educator Facilitator*



*It has been a pleasure and privilege to be part of the pilot project for this initiative and support and guide our healthcare workforce of the future. - Clinical Lead*

*I would definitely recommend the VTC project to others and it has helped steer my future career into place- VTC Volunteer*



*The team have all been honest and passionate about their roles which just makes me incredibly excited to hopefully get a place next year. You have been amazing to work with and it has provided us all with many opportunities for learning and developing our skills. Thank you, I'm really glad I signed up. - VTC Volunteer*



# SaTH CHARITY - Highlights

- Income for the 3 months October – December 2023 was **£139,854** compared to **£83,313** in the same period last year. Expenditure for the same period was **£76,366** compared to **£55,695** in 2022. Income was boosted by the receipt of a Legacy of £45,000 but encouragingly remains higher than the previous year at a time when charitable donations are being reported nationally of being below that of 2022.

## During this period SaTH Charity had:

- 362 monetary donation entries registered on the charity database across 26 different funds
- 31 donations were marked as 'In Memory' donations
- 923 members of staff are now playing the staff lottery
- 1641 people are registered as a supporter/donor/fundraiser (this includes staff and members of the public)
- The Staff Fund (The Small Things Make a Big Difference) had 58 requests for support to enhance the experience of staff at work, which also promotes the work of the Charity.



Shrewsbury and  
Telford Hospital  
Charity

# NHS CT Development Grant

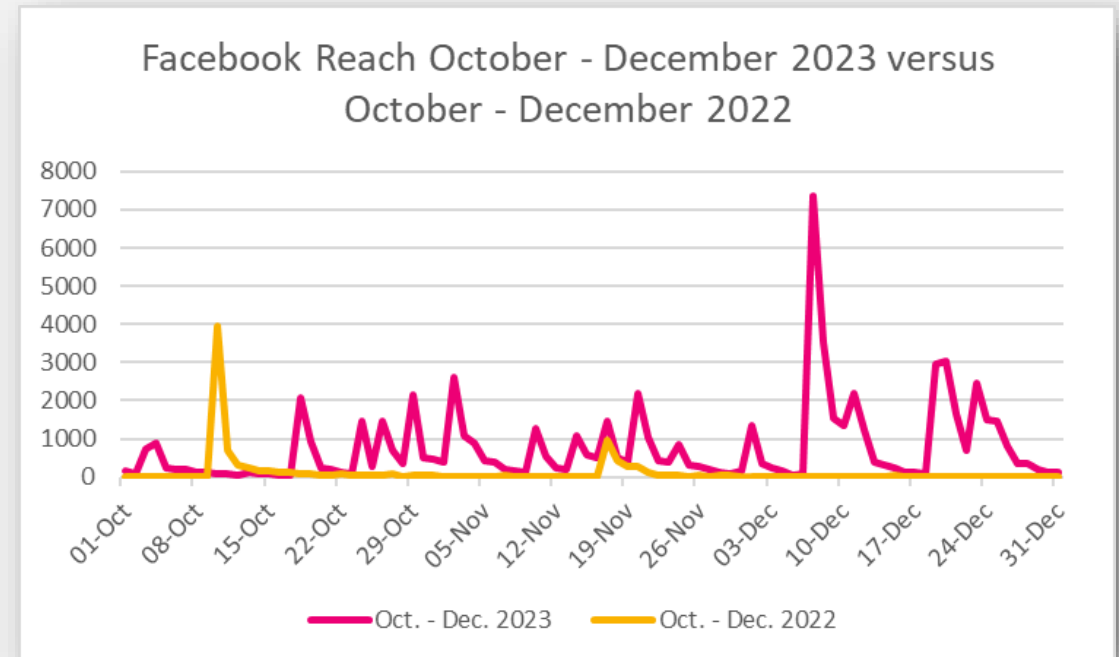
NHS CT have provided £30,000 of funding to support a Charity Marketing/Communications Officer with the aims of building the Charity brand, developing Social Media content and engaging with potential supporters and fundraisers.

The project is on track to deliver and all the pre-launch and planned Quarter 3 activities have been achieved. The delivery plan was updated in December to build on the learnings of the first 3 months to maximise opportunities through the areas of most success.

The Charity's Marketing/Communications officer continues to build relationships with the fundholders and other stakeholders, including actively engaging with fundraisers to make their activities even more successful and ensure exposure is gained to build the SaTH Charity brand.

Facebook and Instagram continue to see increased levels of reach\*, the graph opposite shows Facebooks reach from 01 October to 31 December 2022 versus the same period in 2023. Anecdotally staff are also commenting on the increased levels of activity and have stated they have enjoyed the recent posts.

The graph shows a more consistent posting schedule for the charity. Facebook and Instagram both reward accounts that post on a regular schedule.



\* Hootsuite defines reach as the following: "On Facebook, Reach defines how many people saw content from your Facebook Page, or about your Facebook Page (for example, a post you were tagged in)... Instagram defines Accounts Reached as the number of unique accounts who have seen your content on-screen at least once"



# SaTH CHARITY - Expenditure

In the three months to and including November there were **94** approved requests for charitable funds across **14** different funds. Examples of approved funding included:

- Endoscopy equipment to support the early diagnosis of cancer, funded from the Shropshire Blood Trust Fund.
- Wheelchair friendly picnic benches to support Ward 15 and their rehab work with patients.
- Ultrasound equipment in support of the Trust's Breast cancer activity
- Medical compliant gaming cart to support children during long stays in the Children's unit at PRH.
- Renal treatment chairs that provide a more comfortable experience for patients whilst they are undergoing treatment within Renal services.
- Plants to enhance outdoor areas for both patients and staff.

## Impact Statements:

*"Just to confirm the TV has arrived and is now fitted on the wall.*

*The children are just watching Elf 😊  
Thank you to everyone who made this possible"*

Lisa Henry – Children's unit

*"Exciting news that our request to the SaTH Charity Small Things Big Difference Fund has been successful. This is fantastic news and as a team we are incredibly grateful for this support. It really will make a big difference and be very much appreciated"*

Fiona Richards – Corporate Nursing

# SaTH Charity Support

Our supporters continue to fundraise on behalf of SaTH Charity, in this quarter some of the highlights included:

- Family of the much-loved, local butcher, William Dodd, have raised over £6287 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.
- £2329 has been raised by family and friends of Michael Phillppou, who sadly passed away in June raised money for the Chemo Day Care Unit in his memory.
- The neonatal ward at PRH marked World Prematurity day by raising funds for SaTH Charity to fund memory boxes for parents. Making memories on the neonatal until helps parent's bond with their babies, which has a positive effect on the whole family's physical health and wellbeing. The neonatal team raised over £800 at the raffle.




# PUBLIC PARTICIPATION - Forward Plan

- The Public Assurance Forum to meet on 15 April (last met 15<sup>th</sup> January 2024)
- 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 specific interest groups (Learning disabilities, Young people and children, Mental Health)
- A Young People's Academy and a People's Academy to start in Q4
- To continue to support staff wellbeing through SaTH Charity
- Attendance at community events to engage with the public





# Dates for your diary

Date	Time	Event	Booking
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	
Wednesday 12 March	11am-12pm	Community Cascade	
Tuesday 19 March	18:30 – 19:30	<i>About Health Event</i> – PALs and Complaints	
Wednesday 10 April	11am-12pm	Community Cascade	

**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
Friday 8 March	10:00 – 12:00	Medicine and Emergency Care/Surgery, Anaesthetics and Cancer Focus Group	Via email
Tuesday 5 <sup>th</sup> March	10:00 – 12:00	Women's and Children's Focus Group	Via email
Thursday 22 <sup>nd</sup> February	10:00 – 12:00	Mental Health Focus Group	Via email
Friday 1 <sup>st</sup> March	10:00 – 12:00	Dementia Focus Group	Via email

If you are interested in joining a Focus Group please email [sath.engagement@nhs.net](mailto: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