

Board of Directors' Meeting – 8 February 2024

Agenda item	017/24		
Report Title	Public Participation Report Quarter 3 2023/24		
Executive Lead	Julia Clarke, Director of Public Participation		
Report Author	Hannah Morris, Head of Public Participation		
CQC Domain:			
	Link to Strategic Goal:	Link to BAF / risk:	
Safe	Our patients and community	√	BAF9
Effective	Our people		
Caring	Our service delivery		Trust Risk Register id:
Responsive	Our governance		
Well Led	Our partners	√	
Consultation Communication	Public Assurance Forum – 15 January 2024 Senior Leadership Committee – 25 January 2024		
Executive summary:			
Executive summary:	<p>1. The Board's attention is drawn to the following sections:</p> <ul style="list-style-type: none"> • Community Engagement (slides 5-12) • Volunteers (slides 13-18) • SaTH Charity (slides 19-22) <p>2. The risks are:</p> <ul style="list-style-type: none"> • Failure to deliver the Public Participation Plan, resulting in lack of confidence of our communities • Failure to deliver statutory duties (s242) to engage with the public <p>3. We have the following actions:</p> <ul style="list-style-type: none"> • A detailed five-year action plan with progress being reviewed at each meeting by the Public Assurance Forum • Continue to support our Divisions to ensure they meet their Statutory Duties. 		
Recommendations for the Board:	<p>The Board is asked to:</p> <p>NOTE the current activity in Quarter 3 across the Public Participation Team.</p>		
Appendices (within Public Information Pack):	Appendix 1: Quarterly Public Participation Full Report to Board		

1.0 Public Participation Team

The Public Participation Team consists of three main inter-related public-facing services

- Community Engagement
- Volunteering
- Charity management

Under the banner of Get Involved – Make a Difference the team <https://www.sath.nhs.uk/about-us/get-involved/get-involved-public-participation/> there are lots of different ways to Get Involved and we've listened to feedback from our communities and made it easier to do. We reach out to engage with the public and the emphasis is on everything we do directly linking to our local communities.

2.0 Community Engagement (slides 5-12 in accompanying presentation)

The accompanying slides contain more information on:

- 2.1 The Public Assurance Forum which consists of representatives from the Divisions and public members from Healthwatch Shropshire, Healthwatch T&W, Llais (Voice), 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 met on 15 January 2024 and details of the meeting are on slides (5-6). Key items discussed at the Forum was a HTP engagement, SaTH Transformation Team Update, SaTH Strategy and partnership update, Patient Safety Incident Response Framework and service development update.
- 2.2 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. (Slide 7 details)
- 2.3 The Public Participation Department has also 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 public focus groups (aligned to the clinical workstreams) and About Health Events. (See slides 8-10) For more information please see our website: [HTP Focus Groups - SaTH](#)
- 2.4 Our Social Inclusion Facilitator has been making stronger links with a number of Seldom Heard Groups this Quarter 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) (Slide 11). The annual report on our equality work is available on our website and a recently published report on our social inclusion work [Our Equality Work - SaTH](#)
- 2.5 There was one question following the Trust Board meeting in December 2023 (slide 12). All eligible questions submitted to the Trust Board from the public are published on our website [Public Questions Log – SaTH](#)

3.0 Volunteers (Slides 13-18)

- 3.1 We currently have 278 volunteers, who have given over 5804 hours of volunteer time in Quarter 2 across a wide range of activities (see Slide 13). There are over 30 different role descriptions across all areas on the Trust including non-clinical support roles
- 3.2 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.
- 3.3 The volunteer team have successfully been awarded a £25K grant to develop a Volunteers to Careers Programme (slide 17-18). The programme is focusing on careers within Midwifery. NHS England has provided funding to implement a Volunteer to Career project. The Deputy Director Experience & Partnership visited the Trust on the 14th December to find out more about our Volunteer to Career programme. We received really positive feedback around the scheme and our volunteering services.

4.0 SaTH Charity (Slides 19-22)

- 4.1 Income for the 3 months of Q3 2023 was £139,854 and expenditure for this period was £76,366. (Slide 19)
- 4.2 To date we have 1641 SaTH Charity Supporters and 923 members of staff are now playing the staff lottery (from zero when it was started four years ago) and half the funding is paid out in winnings to staff and half re-invested in the staff Small Things Big Difference Trust Fund.
- 4.3 The Trust has had a successful bid application approved by NHS Charities Together for £30K. The grant is to support the development of SaTH Charity by raising awareness around fundraising and improving the visibility of the charity. With funding from the grant, a Charity Marketing and Communications Officer has been appointed and are on track in delivering a project to increase awareness and promote SaTH Charity (Slide 20).
- 4.4 In Quarter 3 the charity approved 94 charitable fund requests across 14 different funds. Some of the items of expenditure in Quarter 3 are shown on Slide 22 along with the impact statements from staff showing the benefit for patients and hospital staff alike. It illustrates the benefit that can be created through fundraising and donations made to SaTH Charity.

5.0 Q2 Forward Plan (summarised slides 23-25)

5.1 General activity


- The Public Assurance Forum will next meet on 15 April 2024 (last met 15 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

5.2 Dates for your diary – please contact sath.engagement@nhs.net or visit our website for more information [Public Participation - SaTH](#)

COMMUNITY ENGAGEMENT MEETINGS

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

HOSPITAL TRANSFORMATION PROGRAMME FOCUS GROUPS

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 th March	10:00 – 12:00	Women’s and Children’s Focus Group	Via email
Thursday 22 nd February	10:00 – 12:00	Mental Health Focus Group	Via email
Friday 1 st March	10:00 – 12:00	Dementia Focus Group	Via email

7. Recommendations

The Board of Directors is asked to:

NOTE the current activity in Quarter 3 across the Public Participation Team

Julia Clarke
Director of Public Participation
 January 2024