

Hospitals Transformation Programme: Mental Health Focus Group

22 February 2024



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Why are we here?



- Where are we in the process?
- Latest developments
- Your feedback
- Questions

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Introduction

PRH will become the site specialising in 'Planned Care'



- ✓ Diagnostic endoscopy
- ✓ Vibrant planned care site, planned inpatient surgery with medical and surgical inpatients on a planned pathway of care
- ✓ Adult and child outpatients
- ✓ Day case surgery centre
- ✓ Midwife led unit
- ✓ 24/7 urgent treatment service, which would enable c.65% of patients who would have attended the traditional accident and emergency medicine department to be seen at PRH
- ✓ Dedicated procedure suite for local anaesthetics
- ✓ Enhanced rehab facilities and new therapy led wards
- ✓ Respiratory diagnostic and treatment centre
- ✓ Cancer treatment day unit

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Princess Royal Hospital dedicated planned care hub – aligned with HTP



Work is progressing on our £24million Planned Care Hub at PRH. This purpose-built facility will consist of four theatres and a dedicated recovery area for elective care.

The hub will enable us to deliver day case operations all year round which means that:

- Our patients will face **fewer delays** for treatment, improving outcomes
- We are **far less likely to postpone procedures** due to winter and bed pressures
- Able to deliver more procedures per year

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RSH will become the site specialising in Emergency Care



- ✓ Emergency Department
- ✓ Urgent Treatment Centre
- ✓ Critical Care Unit
- ✓ Consultant-led Maternity Care
- ✓ Children's Inpatient Services
- ✓ Emergency and Trauma Surgery with complex, planned and Children's Surgery
- ✓ Emergency Medicine, including Cardiology, Stroke, Respiratory and Acute Medicine
- ✓ Consultant Neonatal Services
- ✓ Head and Neck Inpatient Services
- ✓ Radiotherapy and inpatient and day Cancer Care and treatment

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At both sites....



- ✓ 24 hour urgent care services
- ✓ Midwife led maternity services
- ✓ Outpatient Adult
- ✓ Day case chemotherapy
- ✓ Outpatient Child
- ✓ Frail and elderly care services
- ✓ Diagnostics
- ✓ Diagnostic Endoscopy



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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).
- **OBC approval** has been given
- The IRP report has been **published** with the overall **conclusion** that *“subject to the recommendations in the report the Hospitals Transformation Programme (as described in the NHS Trust’s outline business case) is the best way forward to improve acute hospital services for the whole population served in Shropshire, Telford and Wrekin, and mid Wales”*.
- **Preparations underway** to be ready for the implementation phase
- **Full planning permission** has been granted for our new healthcare facilities at RSH
- Public feedback is continuing to inform the development of our proposals. This **involvement will continue and increase** 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.



Mental health update: Our considerations so far...



- We currently have 2 adults mental health rooms (one at both sites), 2 paediatric rooms (one at both sites) - to facilitate private assessment and consultation to support patients.
- We have been working closely with MPFT on our plans and designs for public and clinical spaces to improve facilities in new build at RSH.
- Consideration has been given to designs and plans of the new Emergency Department, which includes safe spaces for people in crisis (including adults and children).
- We have continued to work with our main focus groups and from these helpful discussions, we have held and are holding the following sessions.
 - 14 November: Learning Disability and Autism Focus Group
 - 20 November: Parents Opening Doors (PODS) Telford
 - 1 March: Dementia Focus GroupAll actions from these meetings are fed back into our main focus groups.

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Update from our architects: AHR

Mental Health Consultation

What we heard...

Waiting areas

- Make waiting areas generally more friendly and welcoming.
- Consider the distribution of seating within the ED waiting area. For example, pulling stools out to create clusters.
- Consider sight lines vs privacy.
- Consider a designated area for children who are accompanying adult patients waiting to be seen (there will be designated children's waiting area for patients who are children).

Crisis rooms

- The design for these rooms needs to consider the wide range of patients using them.
- Seating configurations and the storage of fixtures, fittings and equipment.
- Lighting - could we borrow from corridor light but enable controllable lighting within the rooms themselves?
- The design of our windows is really important to consider for both paediatric and adult patients and in the layout of our crisis rooms.

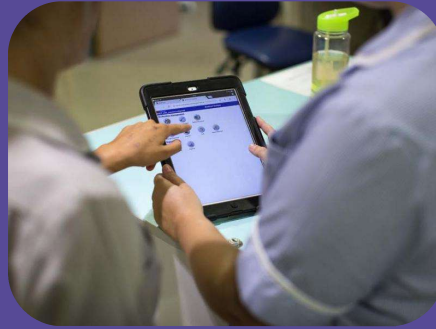


Crisis Rooms

Multi Sensory Design: Important features



Multi-sensory environments can help reduce patient anxiety during challenging moments.



Reduce anxiety for patients and families by exploring new communication engagement platforms

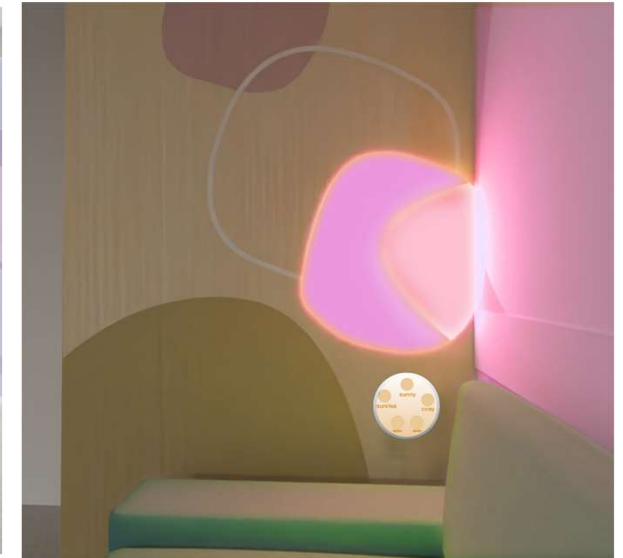


Patient flow through hospital, particularly ED, ensures patients are seen by the right clinician at the right time



Crisis Rooms (example 1)

Precedent Designs

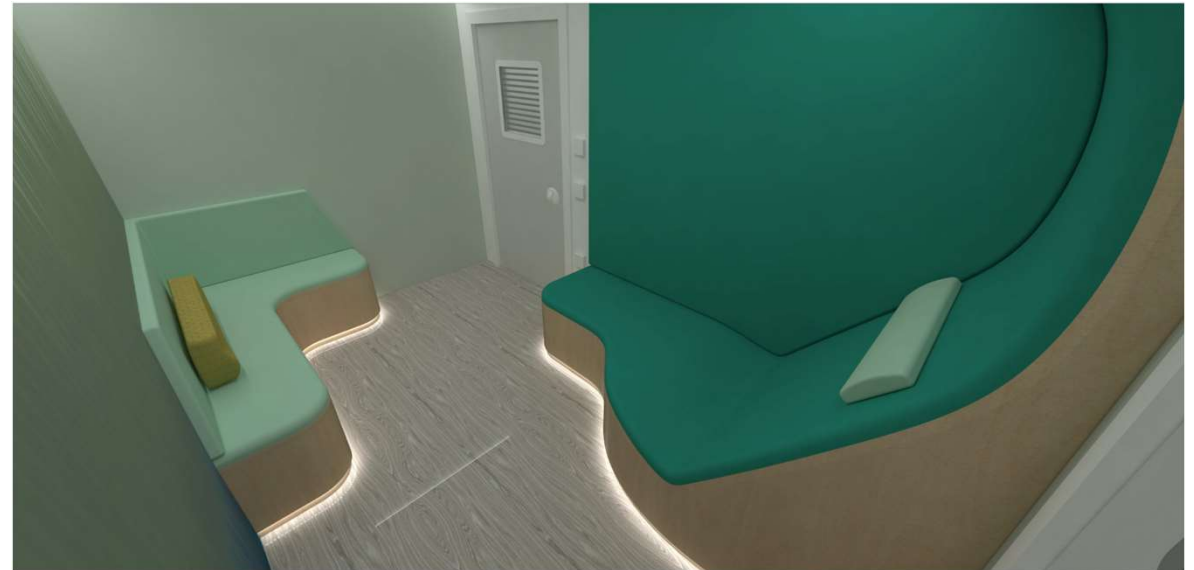


Giving patients control over different programs for colour changes and brightness



Crisis Rooms (example 2)

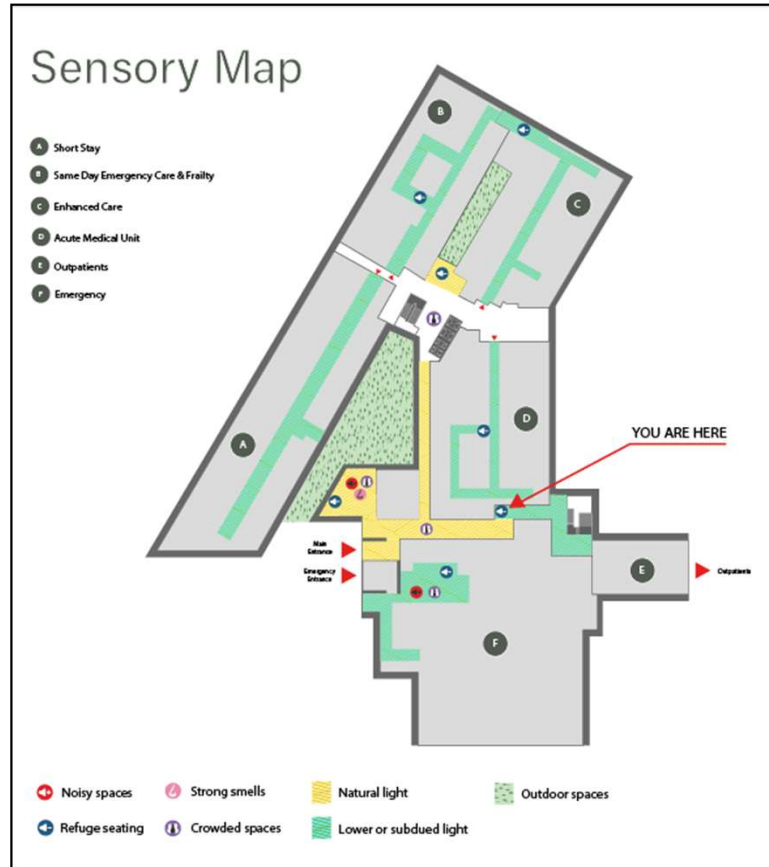
Precedent Designs



Lowering light levels and providing focal points that give the impression of looking out of a window



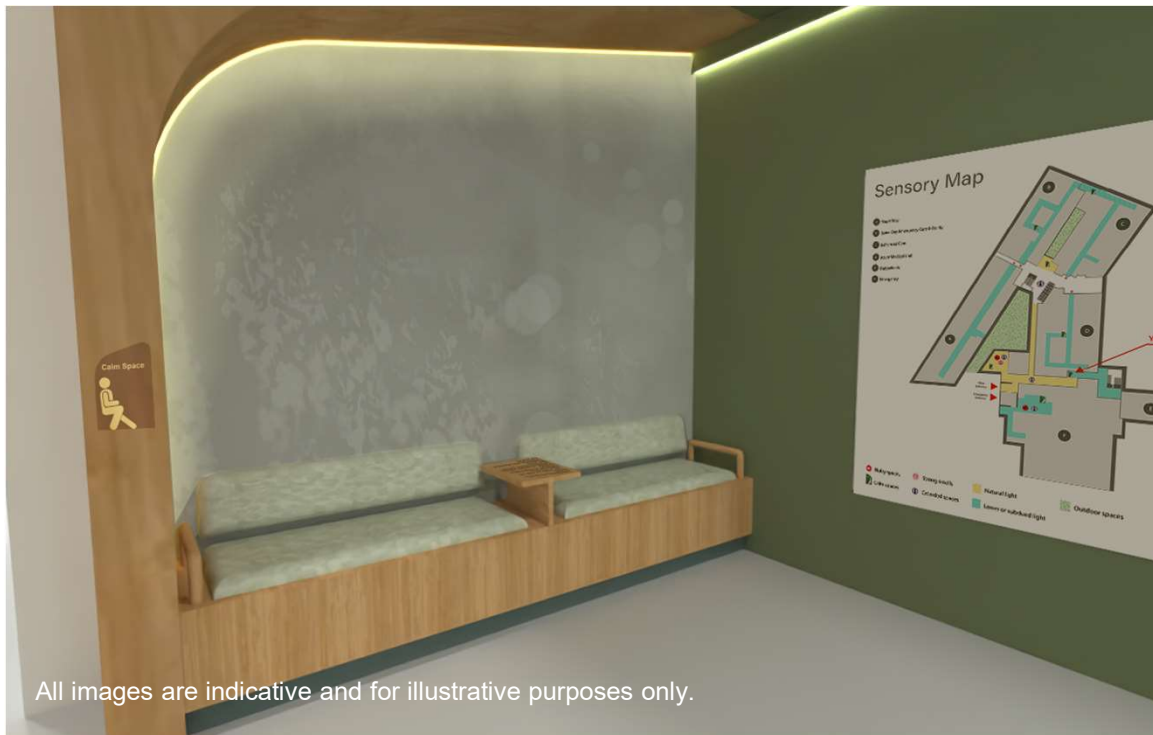
Sensory Map



Exploring distinctive Calm Space icons to look out for!

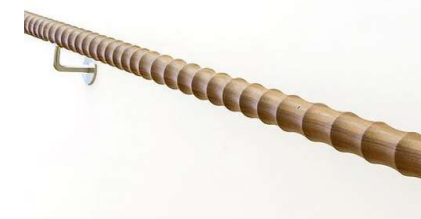
Calm Spaces

Circulation Corridors



All images are indicative and for illustrative purposes only.

Calm Spaces to have iterations of the sensory map



Tactile 'fidget' surfaces built into furniture to help lower anxiety for service users with autism and dementia, subject to any IPC considerations. Opportunity to incorporate lightly engraved poetry.



Slide 16

LH0 Check in with Adam - but potentially remove fidget surfaces
HUGHES, Lydia (THE SHREWSBURY A, 2024-02-19T17:02:41.498)

Calm Spaces

A&E



Following feedback on designs we are now considering how we can improve line of sight for staff in our waiting areas.



How can you remain involved...



The Shrewsbury and
Telford Hospital
NHS Trust



Integrated
Care System
Shropshire, Telford and Wrekin

Public Involvement – focus groups



We are entering an exciting phase for the programme as we design the detailed patient pathways. We will continue to ramp up engagement and communications, working closely with our local communities, patients and colleagues to ensure we improve the experience for all the communities we serve.

- **Women's and Children focus group: Tuesday 5 March, 10am – 12noon**
- **MEC & SAC focus group: Friday 8 March, 10am – 12noon**
- **We have three specialised focus groups coming up: Dementia - March 1st, 10:00-12:00; RSH main entrance – 20 March, 10:00 – 12; Children and Young People – April 13th, 10:00-12:00**
- **HTP About Health 30 April 18.30-19.30 MS Teams**
- **All focus groups have the presentation, Q&As and action logs uploaded onto our website for complete transparency**

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

sath.engagement@nhs.net

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Public drop-in roadshows



Tuesday 27 February

Hub on the Hill, Sutton Hill, 3pm – 6pm

Thursday 14 March

Montgomery Market, 10am – 2pm

Thursday 4 April

Wem Town Hall, 9am – 12noon

We will continue to engage and work closely with our local communities, patients and colleagues every step of this journey to improve the experience for all our communities.

Over the coming months, we will be holding drop-in style roadshows across Shropshire, Telford and Wrekin, and mid-Wales.

These informal sessions will be an opportunity to hear more about the programme, latest developments and most importantly what it means to our patients and the communities we serve.

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Thank you



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