

Hospitals Transformation Programme: RSH main entrance focus group

20 March 2024



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Why are we here?



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

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A reminder...



The Shrewsbury and
Telford Hospital
NHS Trust



Integrated
Care System
Shropshire, Telford and Wrekin

Where are we in the process?



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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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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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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).
- **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.



Travel and Transport

We held two travel and transport focus groups for both our sites on **28 September** and **17 November** to gather public feedback and listen to concerns. This feedback is now being worked through to inform our wider Travel and Transport plans but also feed into considerations for our HTP plans where appropriate.

Ongoing work to improve car parking for everyone:

- We know how challenging the car parking situation can be and we are committed to improving this at all our sites.
- We continue to prioritise our car parking for patients and visitors.
- Staff are being encourage to use the free Park and Ride available for colleagues working at RSH.
- We are working to maximise the existing space, in particular at our hospitals, to create additional car parking

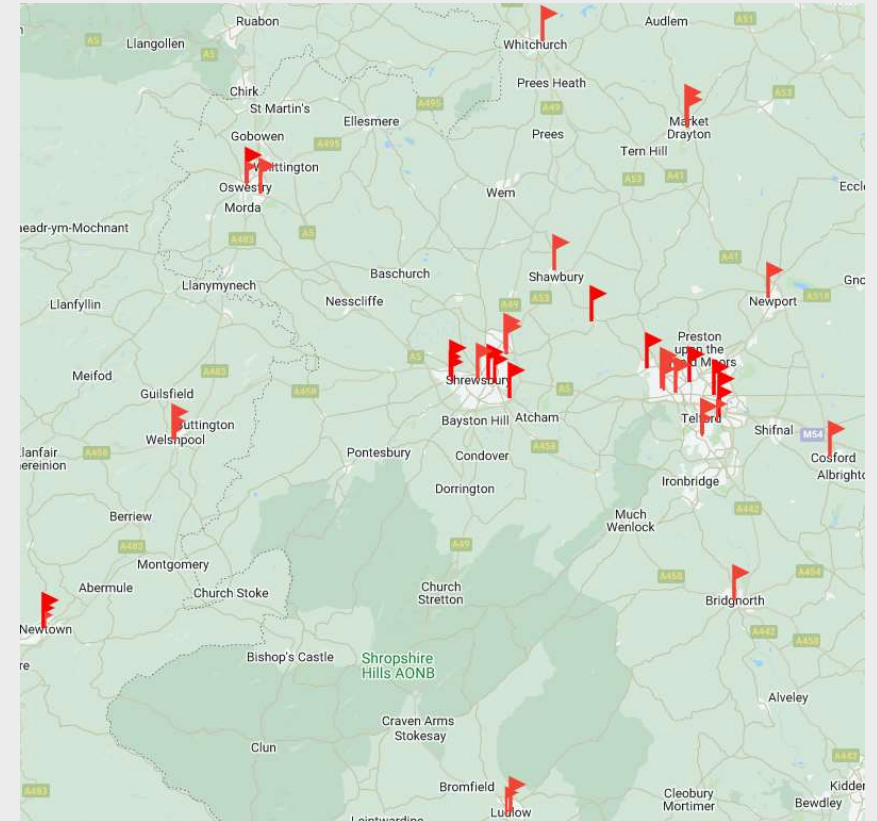


Engagement at external events Q3

Sept – Dec 2023



- We have an ongoing calendar of external meetings and events that we attend in our local communities
- All outcomes from these events are recorded on our events tracker
- The map opposite shows the 43 events we attended in Quarter 3 (Sept – Dec 2023) and discussed HTP. These meetings are important to reach out to our seldom heard communities, who may not attend Trust meetings.
- Whilst the map highlights where these meetings happened, the meetings/events often covered a wider geographical area.
- In addition, in Quarter 3 we attended 25 online meetings/events, often these meetings covered large geographical areas across T&W, Shropshire and Powys.



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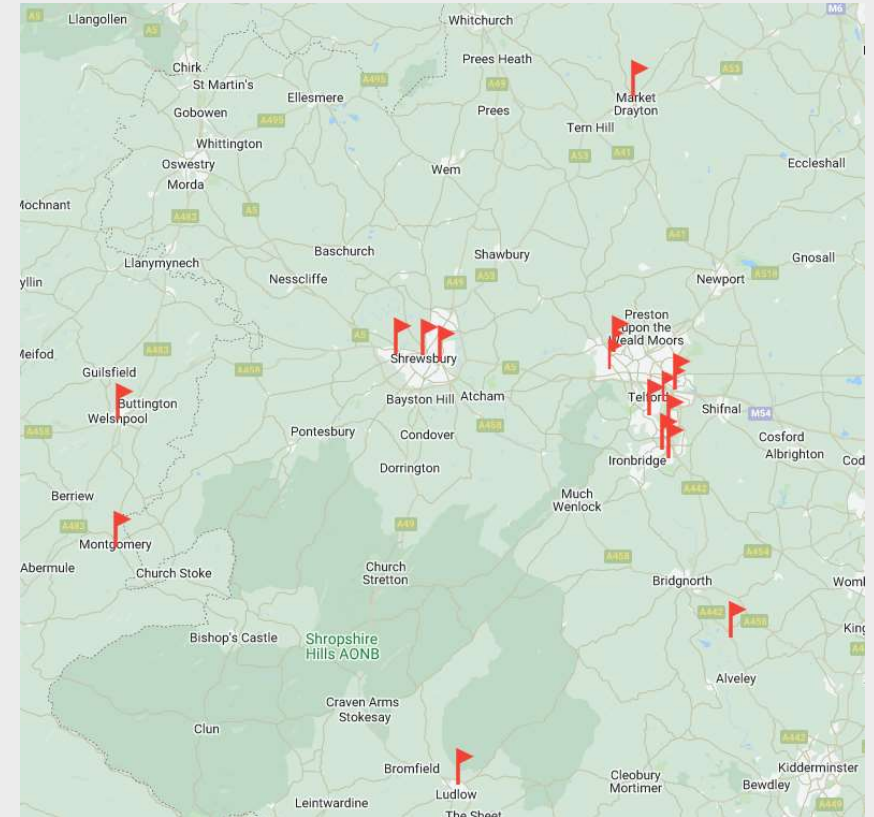


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Engagement at external events - Q4

Jan – April 2024

- The map opposite shows the 18 events we have attended or plan to attend in Quarter 4 (Jan – April 2024) and discuss HTP.
- New face to face drop-in sessions have started with a session in Sutton Hill, Telford, in February and will visit communities throughout Telford & Wrekin, Shropshire, and Powys, over the coming year with a further drop-in planned in Montgomery on March 14th.
- In Quarter 3 we have attended or plan to attend 14 online meetings/events; often these meetings cover large geographical areas across T&W, Shropshire and Powys.



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You said, we did – some examples

Please see action logs for further details - [Hospitals Transformation Programme Focus Groups - SaTH](#)

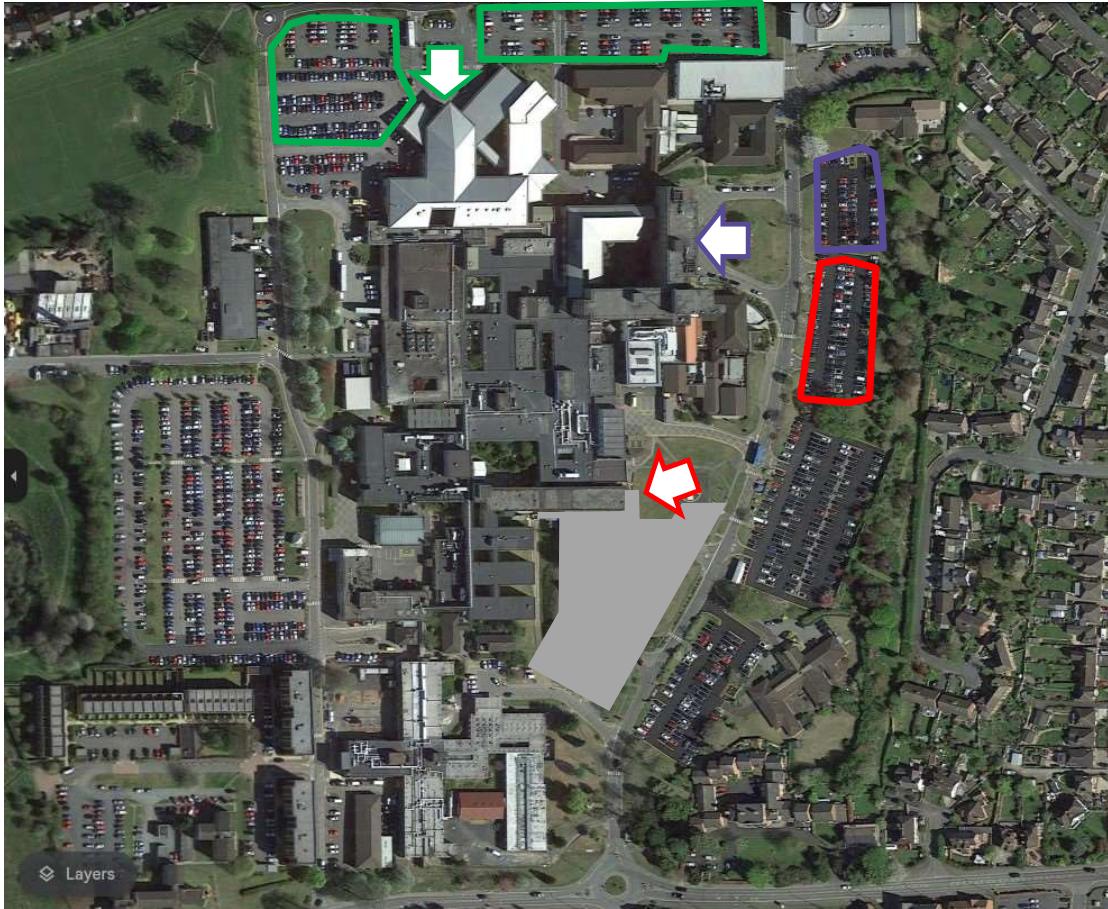


You Said	We did
<p>Currently there is one bereavement suite in the new build plus the ability to flex a room to provide a second room if required. Is it possible to have two Bereavements suites with the flexibility of a third when required?</p>	<p>We have looked at our plans and following your feedback we have incorporated a second Bereavement suite with the flexibility to have a third if required. The Bereavement suites will have their own entrance and will have a lounge area attached</p>
<p>Losing a baby is very difficult, and it can be really challenging if the sound from the post-natal ward can be heard in the bereavement suite – will you soundproof these rooms?</p>	<p>Yes definitely, we will ensure these rooms are well soundproof, as well as the areas around them. We can separate the corridor by the suites from the main ward to ensure that other patients are not using it as a throughway.</p>
<p>Hospital can be really challenging for people with neurodiverse needs, particularly the noise and sound. How will the new build accommodate for our patients who have additional needs</p>	<p>We have worked with our focus groups to look at the designs, we are looking to identify Calm spaces within the new build (areas that have retreat areas, which will reduce acoustic levels and have softer lighting). We will look at having sensory maps throughout the building, which will identify calm spaces, areas which may be busy or quieter areas – this will support our patients and carers navigate the building.</p>
<p>Would it be possible to have fold down seating in the corridors – if you are pregnant or have mobility issues the corridors can be quite a challenge and it would be really helpful to have some seating in these areas?</p>	<p>Yes, we are looking at putting permanent seating and calm areas along our corridors. Hospital corridors can often look quite bland and uninviting spaces – we are planning to put seating along our corridors to make some of them social areas, and other calm areas. It's important that all areas of the new build is designed to support our patients visiting the areas – not just the clinical space.</p>
<p>Can the public be involved in wording and wayfinding – some of the terms such as “crisis rooms” and “SDEC” can be stigmatising or too clinical for patients to know what they mean?</p>	<p>We agree, it is important that both our staff and patients understand the names of different areas. We are working with our clinicians to look at the wording, but we will also be asking our focus groups to get involved and support this piece of work.</p>
<p>Consider one more than one main entrance for the new build at RSH, due to the high level of footfall through the entrance to the building</p>	<p>Following feedback AHR have redesigned the front entrance of the new build – there will now be an entrance for emergency care and another for the rest of the building</p>
<p>Consider introducing free parking for community transport as it is often a difficult issue to manage</p>	<p>Links have been provided to community groups with our car parking team (within facilities) to action community vehicles being registered at our hospitals</p>
<p>Feedback providing a communal/open area for post-natal/ante-natal families where they can have a cup of tea or chat because it can quite isolating if in hospital</p>	<p>AHR will look to see what can be achieved in communal spaces with the maternity inpatient floor</p>

Update from AHR and Art In Site

Our ideas and concepts so far...

Site Entrances



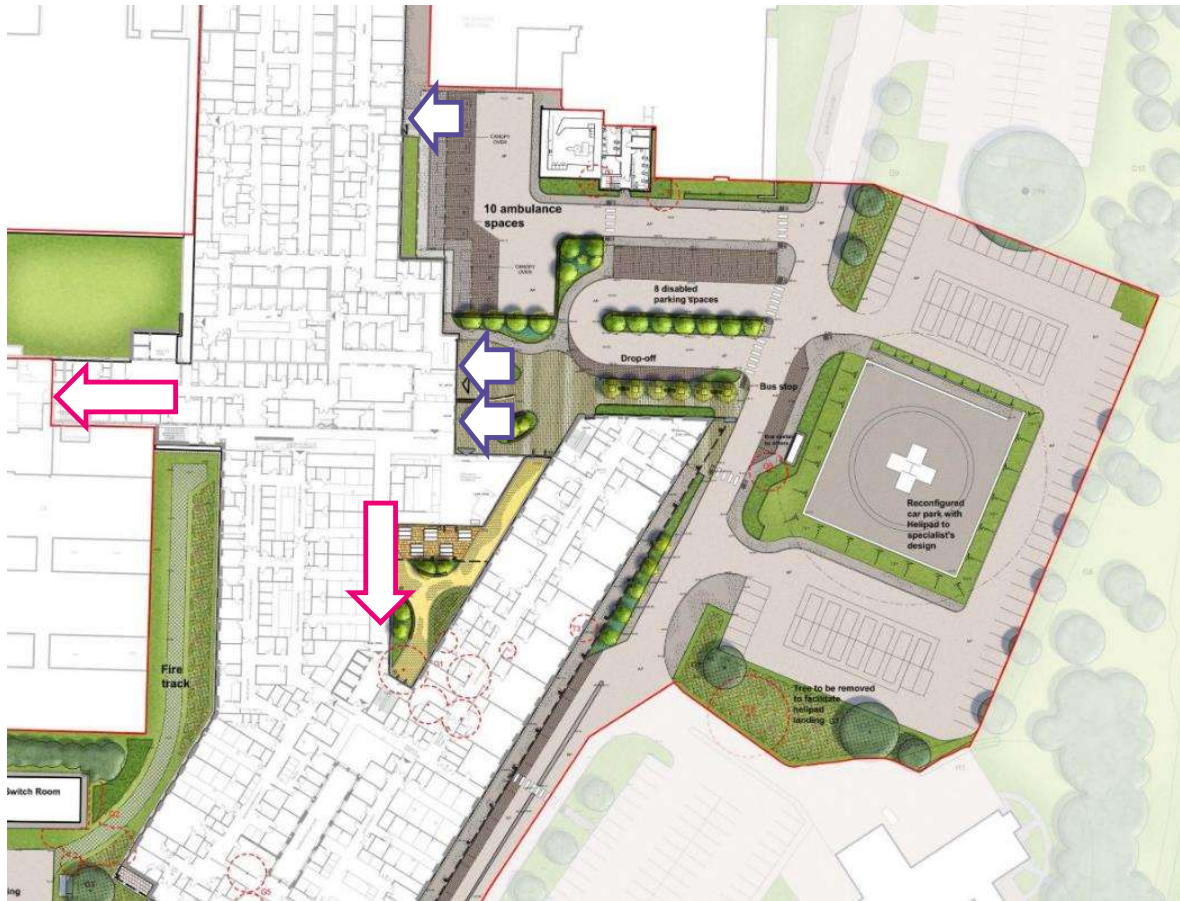
3 current Principal entrances

- Treatment Centre
- Inpatient Tower
- Outpatients

Opportunity to colour code entrances and car parks



New “Main Entrance”



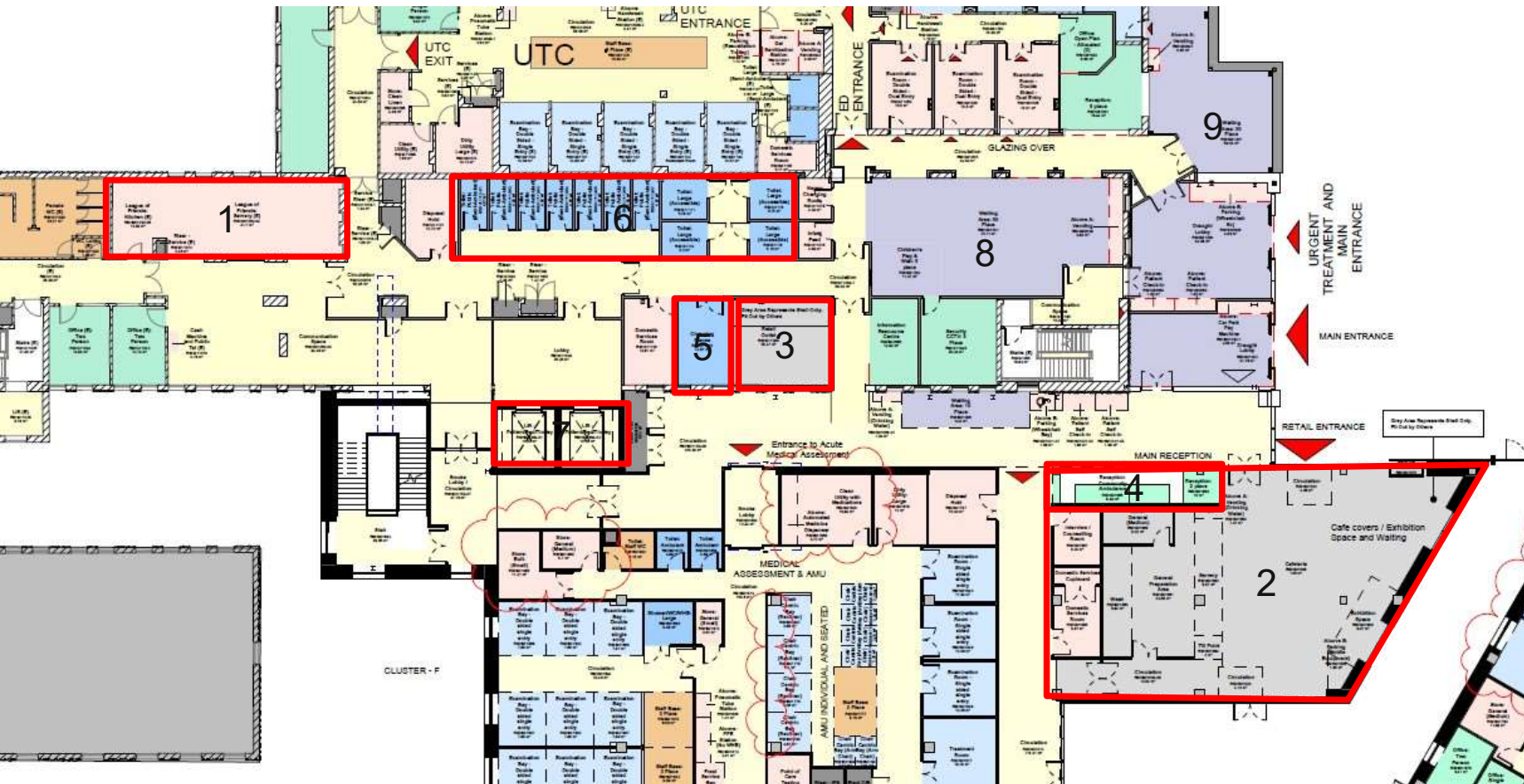
Enhanced arrival

- Separate Emergency entrance
- 10 ambulance parking bays
- 8 disabled spaces
- Drop off
- Bus stop
- Pedestrian Plaza
- Enclosed courtyard

- Link to Outpatients and rest of hospital
- Access to new Women's and Children's centre



Entrance facilities



Amenities

1. League of Friends shop (existing)
2. New Café / Waiting (concession)
3. Retail Outlet
4. Large reception
5. Changing Places facility
6. toilets
7. Dedicated patient lifts
8. Adult Emergency waiting
9. Children's Emergency waiting



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Art in Site Engagement



- **Engaged with visually impaired groups around signage and colour.** We've had engagement with RNIB. Referred to the RNIB guidelines for designing and are planning focus groups with visually impaired groups later in the Spring
- **Engaged with SaTH's Dementia Care and Learning Disabilities lead.** We also held a focus group for Dementia on the 1st March
- **Engaged with the bereavement midwives around the bereavement suite.** We also held a focus group with Maternity & neonatal Partnership on 16 November who raised similar points.
- **Engaged with SaTH's mental health lead around crisis rooms and waiting areas**
- **Engaging with Occupational Therapists and Speech and Language Therapists.** We also have a Children and Young People's focus workshop organised for later in Spring
- **Reaching out to different councils and groups.** We have a full programme (available on our website and most recently met with Parish Councils in Telford & Wrekin as well as the full council. We are setting up similar meeting in Shropshire and Mid-Wales for late Spring
- **Design concepts for paediatrics being printed and displayed** in the hospital atrium and on digital information screens. CEO of Age UK has confirmed that designs can be put up in the window display in Shrewsbury Town Centre.



Main Entrance



The building will have its own character and identity because it's new. How can our design support this, while being continuous with the rest of the hospital buildings?

Linking the biophilia and 'sheltering trees' motif with signs, and artwork
Naming is important, and to be addressed ASAP



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Main Entrance



Is it important to clearly distinguish between Emergency and other services in the new building?



Lobby of new building



Important to show the way through to Outpatients and the rest of the existing hospital. (a design challenge)





4

Emergency Inpatient
Maternity
Additional Care

3

Birth Suite
Gynaecology
Neonatal

2

Same Day Emergency Care
Enhanced Care
Short Stay and Frailty Clinic



1



Lift &
Stairs

Emergency

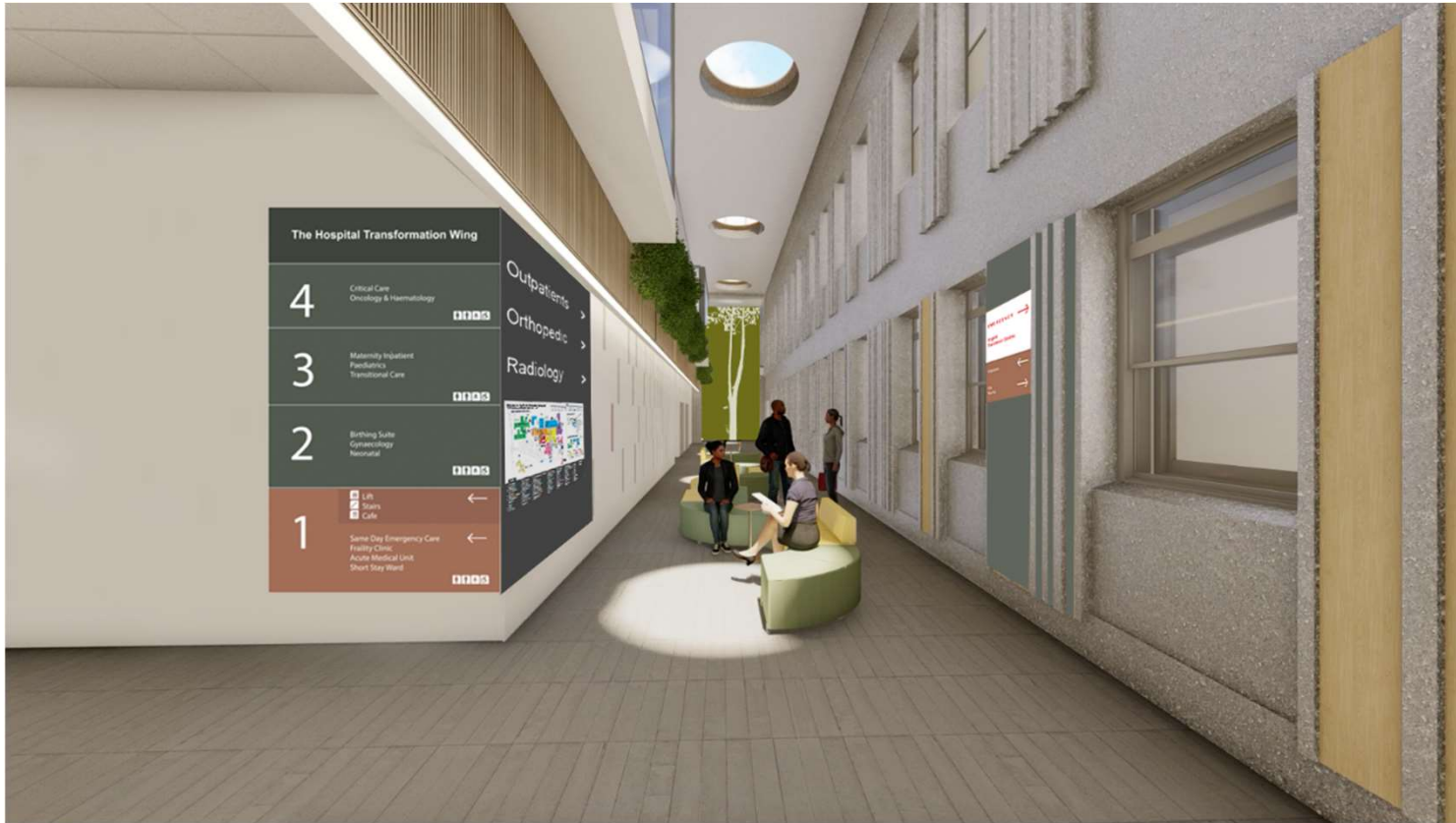


Urgent
Treatment Centre

Cafe
Way Out



Decision point for direction to Outpatients and Main Hospital, and New Wing



Continuity with existing hospital way finding in the Atrium access to Outpatients, Radiology, Orthopedics and the rest of the hospital.

Importance of Art as a landmark.



Decision point for direction to Outpatients and Main Hospital, and New Wing



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Threshold design - inside and out



Can we make our design ideas for thresholds consistent inside and outside the building?

Arched thresholds link to biophilia (sheltering trees).

When themes and motifs are chosen they will inform decoration and art.



Signage Differences



Emergency Department:
Red text on a white background



Main hospital:
White text on coloured background



Signage Plan

1. Floor directory
+ sensory map

3. Directional
floor directory

5. Floor directory +
sensory map

2. Reception
welcome sign

4. Door
threshold sign

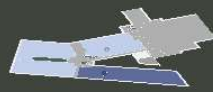
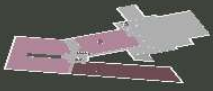


6. Large floor number



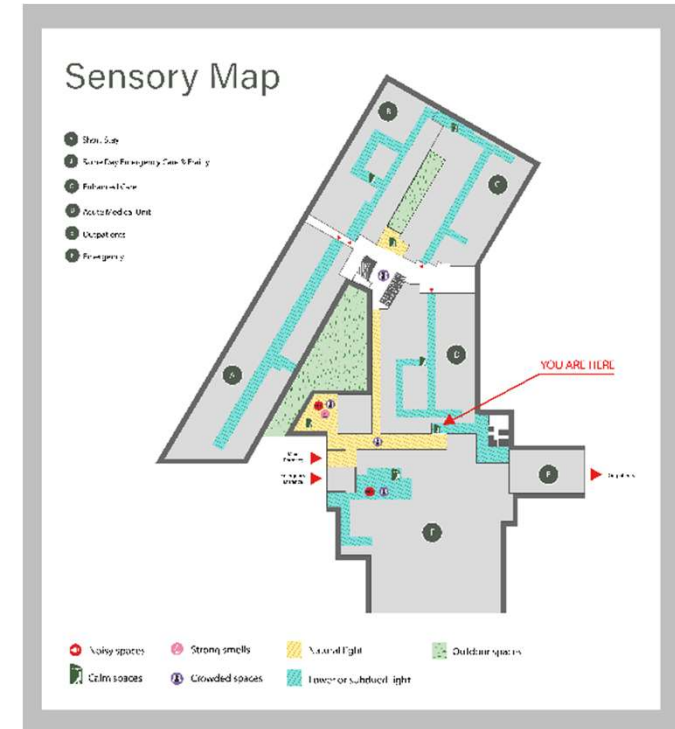
Floor Directory + Sensory Map

(lift lobbies and calm spaces)

A different colour for each floor - a signifier at this stage of the journey, but decorative and varied on arrival.

4	<ul style="list-style-type: none"> CC Critical Care OH Oncology & Haematology 
3	<ul style="list-style-type: none"> MI Maternity Inpatient P Paediatrics 
2	<ul style="list-style-type: none"> BS Birthing Suite G Gynaecology N Neonatal 
1	<ul style="list-style-type: none"> AMU Acute Medical Unit E Emergency EC Enhanced Care FC Frailty Clinic O Outpatients SDEC Same Day Emergency Care SSW Short Stay Ward 

Signage is supported by sensory maps showing safe quiet spaces, including outdoor spaces.



Floor Directory, sensory map + large floor number



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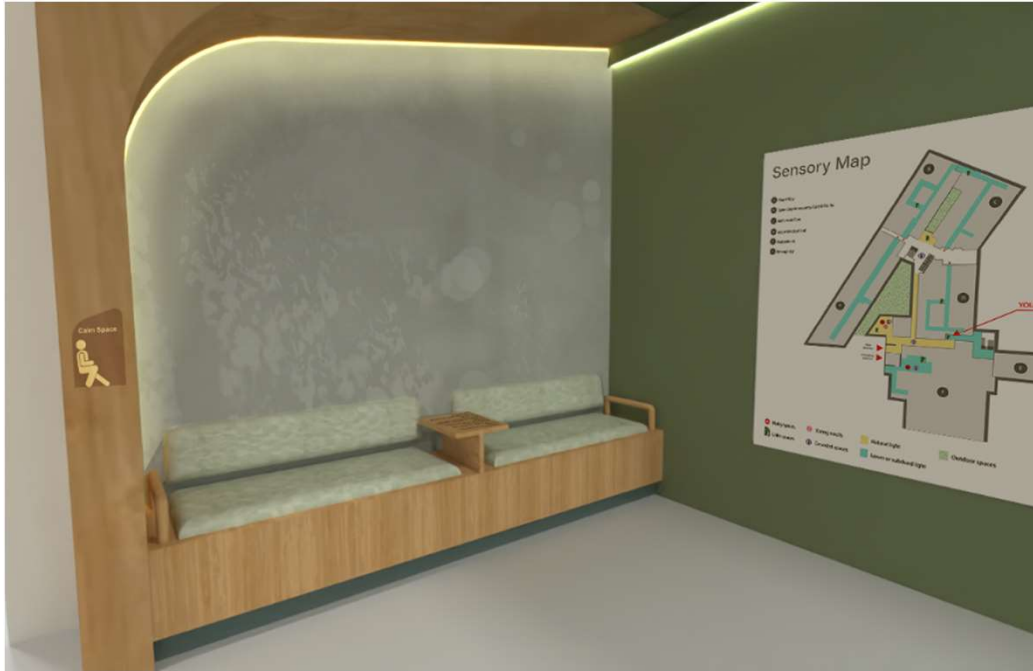


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Calm Space Furniture



Atrium



Integrated art and poetry - tactile surfaces built into furniture armrests and tables to help lower anxiety for service users with autism and dementia.



Calm Space Furniture



A&E Waiting Area



Department Corridors



Exterior Furniture



Next Steps



- Resolution of car parking and entrances
- Naming of departments
- Agreement to colour coding and pallet
- Continuity and Regeneration



How can you remain involved?



The Shrewsbury and
Telford Hospital
NHS Trust



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Shropshire, Telford and Wrekin

Public Involvement



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. **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

General engagement sessions

Community drop-in: **Wem Town Hall,**
Thursday 4 April, 9am – 12pm

Telford One Voice: **Friday 26 April, 4pm**
– 6pm

About Health session (Online): **Tuesday**
30 April, 6.30pm – 7.30pm

Focus group sessions

Children & Young People focus group:
Date TBC

MEC & SAC focus group: **Monday 3**
June, 10am – 12pm

Women and Children's focus group:
Friday 7 June, 10am – 12pm



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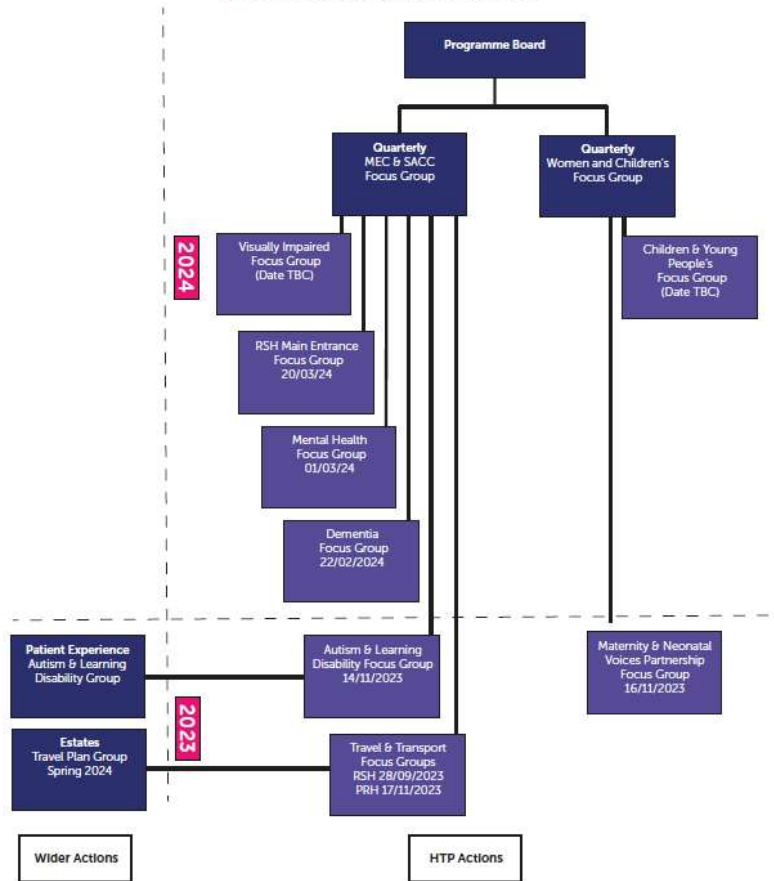
SHORTER
WAITING TIMES



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Process for speciality focus groups

Focus Group Actions 2023/2024



- Speciality focus groups are additional sessions on topics that warrant further exploration for the HTP project
- All the speciality focus group actions are fed back into the quarterly focus groups as detailed in opposite diagram



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IMPROVED OUTCOMES



SHORTER WAITING TIMES

Additional engagement routes



Event & Date	Subject
Hospital Update	Monthly Trust News Update including update on HTP
#GetInvolved – Monthly email update - sent to our 4000+ community members	Update from Public Participation team including HTP update and details on how to get involved
Quarterly Public Assurance Forum (next one April 15th) 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

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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

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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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