

Hospitals Transformation Programme: Women and Children's Focus Group

5 March 2024



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

**HOSPITALS
TRANSFORMATION
PROGRAMME**



HIGHER QUALITY,
SAFER CARE



IMPROVED
OUTCOMES



BETTER
ACCESS



A GREAT PLACE
TO WORK

A reminder...



The Shrewsbury and
Telford Hospital
NHS Trust



Integrated
Care System
Shropshire, Telford and Wrekin

Where are we in the process?



HOSPITALS
TRANSFORMATION
PROGRAMME



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

HOSPITALS
TRANSFORMATION
PROGRAMME



HIGHER QUALITY,
SAFER CARE



IMPROVED
OUTCOMES



BETTER
ACCESS



A GREAT PLACE
TO WORK

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

HOSPITALS
TRANSFORMATION
PROGRAMME



HIGHER QUALITY,
SAFER CARE



IMPROVED
OUTCOMES



BETTER
ACCESS



A GREAT PLACE
TO WORK

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



**HOSPITALS
TRANSFORMATION
PROGRAMME**



HIGHER QUALITY,
SAFER CARE



IMPROVED
OUTCOMES



BETTER
ACCESS



A GREAT PLACE
TO WORK

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.



Enabling works: Ward 30



Our contractors, IHP, have now located their teams onsite at RSH and have begun enabling works in preparation for the main build within Ward 30. This space will be used for a larger, modern resuscitation area in our new Emergency Department.



Update from Women and Children's Division



- The focus over the next few months will be the completion of the designs for the new build components of the programme at RSH including Emergency Department, Acute Medicine, Women and Children's, Critical Care and Oncology and Haematology

**HOSPITALS
TRANSFORMATION
PROGRAMME**



HIGHER QUALITY,
SAFER CARE



IMPROVED
OUTCOMES



BETTER
ACCESS



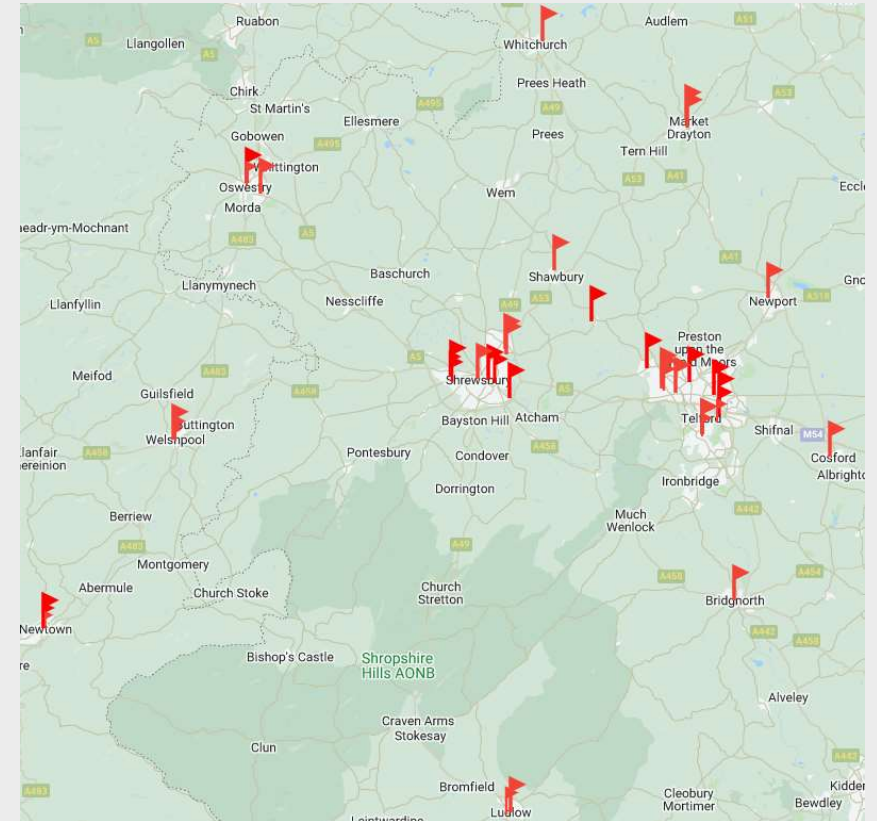
A GREAT PLACE
TO WORK

Engagement at external events - Q3

Oct – 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 mid Wales.



**HOSPITALS
TRANSFORMATION
PROGRAMME**



HIGHER QUALITY,
SAFER CARE



IMPROVED
OUTCOMES



BETTER
ACCESS



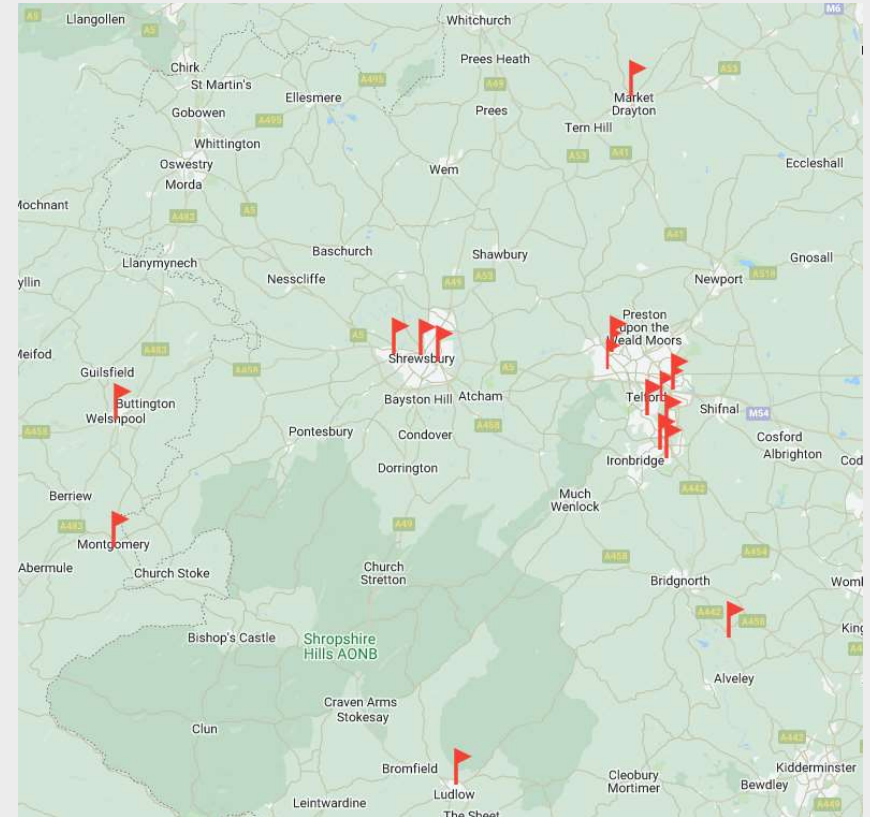
A GREAT PLACE
TO WORK

Engagement at external events - Q4

Jan – March 2024



- The map opposite shows the 18 events we have attended or plan to attend in Quarter 4 (Jan – April 2024) and discussed 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 and Wrekin, Shropshire, and mid Wales, 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 mid Wales.



HOSPITALS
TRANSFORMATION
PROGRAMME



HIGHER QUALITY,
SAFER CARE



IMPROVED
OUTCOMES



BETTER
ACCESS



A GREAT PLACE
TO WORK

You said, we did – some examples

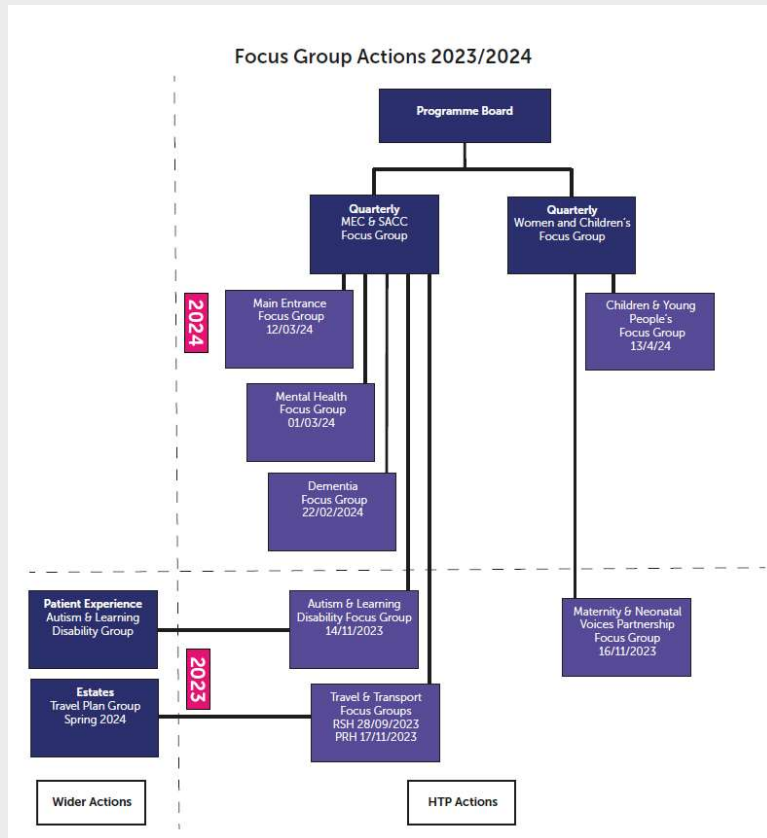


Please see action logs for further details - [Hospitals Transformation Programme Focus Groups - SaTH](#)

You Said	We Did
<ul style="list-style-type: none"> Consider one main entrance for the new build at RSH, due to the high level of footfall through the entrance to the building 	<ul style="list-style-type: none"> Following feedback AHR have redesigned the front entrance at to the new build – there will now be an entrance for Emergency care and another for the rest of the building.
<ul style="list-style-type: none"> 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 be quite isolating if in hospital 	<ul style="list-style-type: none"> AHR will look to see what can be achieved in the communal space within the maternity IP floor.
<ul style="list-style-type: none"> For families and carers to be involved with the development of HTP, specifically around the care of children and young people with Learning Difficulties 	<ul style="list-style-type: none"> A focus group on Learning Disabilities and Autism was held 14th November 2023. We also held sessions with PODS and Shared Lives.
<ul style="list-style-type: none"> Following our focus group on Learning Disabilities and Autism, a number of issues were raised around patient’s experience at SaTH 	<ul style="list-style-type: none"> Ruth Smith (Lead for Patient Experience) to develop a Learning Disabilities and Autism Patient Experience Group to develop processes and support for people with LD and autism, including developing wayfinding videos
<ul style="list-style-type: none"> Consider symbols (and not just words) for wayfinding around the new build? 	<ul style="list-style-type: none"> We are linking with the Makaton Society to get their input for symbols we can use as part of our wayfinding around the new build.
<ul style="list-style-type: none"> Incorporate those with neurodiverse needs into design e.g. quiet areas, low lighting etc 	<ul style="list-style-type: none"> The Trust is looking at developing retreat areas within the new build which could provide quieter/low level lighting areas. We are looking at having a sensory map which will be able to highlight the different areas.
<ul style="list-style-type: none"> Ensure that the designs of the new build are dementia friendly 	<ul style="list-style-type: none"> Gareth Banks (Lead Architect) to review the design guidelines for Dementia patients.
<ul style="list-style-type: none"> Consider introducing free parking for community transport as it is often a difficult issue to manage? 	<ul style="list-style-type: none"> Links have been provided to communities’ groups with our car parking team (within facilities) to action community vehicles being registered at our hospitals.
<ul style="list-style-type: none"> Following the RSH Travel and Transport focus group, arrange a focus group looking at Travel and Transport at PRH? 	<ul style="list-style-type: none"> A Travel and Transport group focusing on PRH was held on the 17 November



Process for speciality focus groups



- 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



Open Actions from previous meetings

Action No	Date of meeting	Action	Lead Officer	Timescale/ Deadline	Comment/ Feedback from Lead Officer	Action
16th November 2023 MNVP Focus Group						
MNVP 4	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	Ongoing	This can be reviewed as part of the final design proposals over the coming months.	IN PROGRESS
MNVP 5	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)	Ongoing	AHR will look to see what can be achieved in the communal space within the maternity IP floor.	IN PROGRESS
MNVP 6	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	Ongoing	We have recommenced tours for expectant parents under our care. The antenatal package is still being worked up to ensure it is a universal offer as currently it would not be delivered across all of ST&W which cannot happen.	IN PROGRESS



Closed Actions from previous meetings

Action No	Date of meeting	Action	Lead Officer	Timescale/ Deadline	Comment/ Feedback from Lead Officer	Action
W&C 7th December 2023						
15	07/12/2023	(JC) to email (CN) Dianne Lloyd (Acting Deputy Divisional Director of Operations – Clinical Support Services) details, Dianne can liaise with all therapies - Occupational Therapists and include them within the focus groups.	Julia Clarke	14/12/2023	Email sent to Dianne Lloyd 7/12/23 and Mandy Taylor (Acting Therapy Centre Manager) introduced to AHR (Chloe and Gareth)	COMPLETED

Action No	Date of meeting	Action	Lead Officer	Timescale/ Deadline	Comment/ Feedback from Lead Officer	Action
MNVP 16th November 2023						
MNVP 1	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	Ongoing	There have been two occasions in the last 18 months in which a third bereavement room may have been required. Architects, clinical team, and patient representatives are reviewing the design in 1:50 meetings, this might be incorporated in quieter areas of the department.	COMPLETED
MNVP 2	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	Ongoing	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.	COMPLETED
MNVP 3	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	n/a	There will be an increase of parenting rooms on the neonates floor (from 3 to 8).	COMPLETED

Action No	Date of meeting	Action	Lead Officer	Timescale/ Deadline	Comment/ Feedback from Lead Officer	Action
W&C 14th September 2023						
13	14/09/2023	Dates to be arranged for specialist focus groups (LD Carers, Mental Health and Children & Young People) These will be shared with focus group members.	Hannah Morris	30/11/2023	A specialist focus group took place for LD & Autism Carers on the 14 th November. Mental Health Focus group has been organised for 22 Feb 2024 and Dementia focus group on 1st March. Children's focus group being arranged for April.	COMPLETED
14	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 for the 16 th November 2023	COMPLETED



Update from AHR and Art In Site

Ideas and concepts so far...



The Shrewsbury and
Telford Hospital
NHS Trust



Integrated
Care System
Shropshire, Telford and Wrekin

Engagement

What we heard from RNIB

Things that are confusing when entering a hospital:

- Busy spaces
 - Fluorescent overhead lighting
 - Sensory overload
 - Not knowing if you are in the main hospital or the A&E?
-
- Think about points around the hospital that are easy to describe.
 - Patients may often have family or carers travel with them the first time that they visit somewhere new to pick out obvious visual cues and describe them to help with orientation and markers for returning visits.
 - A retreat space could be a good location for a wayfinding refresher sign.
 - A sensory tactile map at the entrance and at various points would be helpful with supporting navigation. Somewhere to sit nearby as you might spend a while looking at it.
 - Diffused lighting is far better to process



Engagement

What we heard SaTH's Midwifery staff say about the Bereavement Suite



“This is the one chance to make memories with their baby”

The new bereavement suite should feel:

- homely
- less intimidating
- cocooned, valued, safe
- sound proofed
- adjustable lighting that can be dimmable
- place to put their belongings - hanging space
- 'Hotel like' storage
- Drawers in toilet with charging point for electric toothbrush
- a space not far from the main bed that a partner can sleep when the birth bed is there.
- 2 TVs if possible
- A sofa which has less of a plastic feel
- Look at Birmingham Pregnancy and baby loss centre - Woodland House
- music facility (bluetooth?)



Engagement

Bereavement Room Moodboard

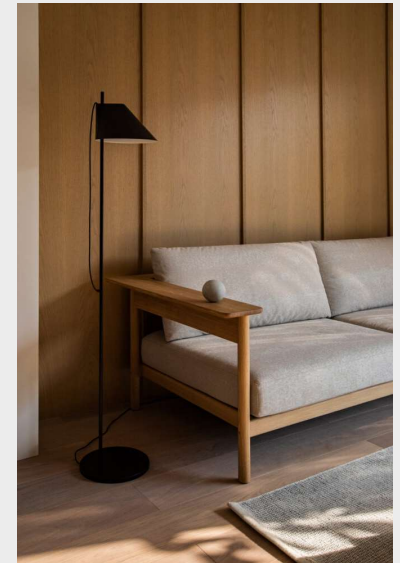


Softening the space with curves and textures found in nature



Controllable warm lighting

Cosy home aesthetic



Neat storage solutions - places to put belongings and ways to hide medical equipment



Furniture and Lighting

Emergency Department Enhancements for neurodiversity



Upholstered sides, back and seat to reduce the acoustic levels from within the nooks. We need to change the design so clinicians can see into the corner

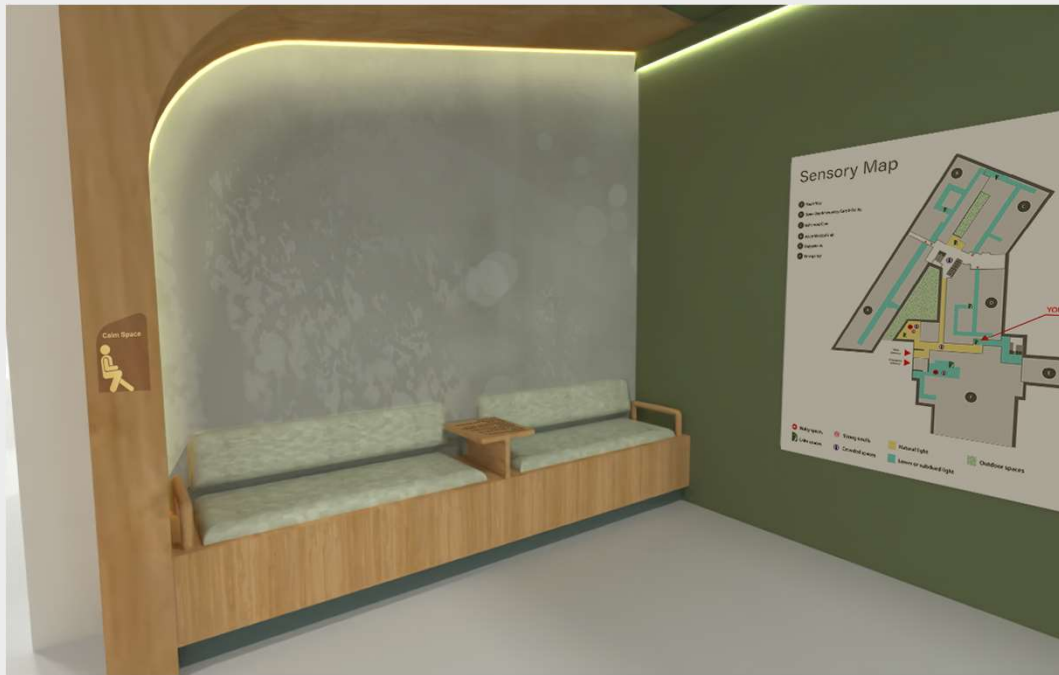


Pull out stools mean families can form supportive clusters.



Furniture and Lighting

Circulation Enhancements for neurodiversity



Calm spaces could be a location for a sensory map



Exploring distinctive Calm Space icons to look out for!



Furniture and Lighting

Circulation Enhancements for neurodiversity



Tactile surfaces built into furniture armrests and tables to help lower anxiety for service users with autism and dementia. Opportunity to incorporate lightly engraved poetry.

Tactile panels integrated within calm space seating



Furniture and Lighting

Corridor Enhancements for neurodiversity



A typical hospital corridor provision



A design for a corridor 'calm space'



Furniture and Lighting

Waiting Area Enhancements for Paediatrics



USB charging points



Stools that can pull out to form seating clusters

Acoustic LED ceiling panels remove the need for harsh overhead lighting in waiting areas and help to reduce noise.

Flexible sitting positions

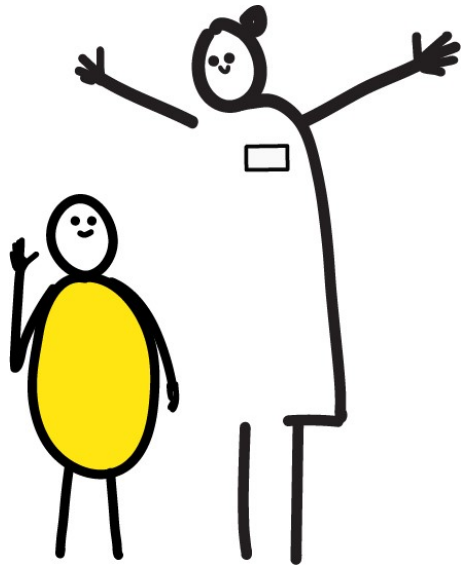
Table for drawing and playing



Wayfinding

Symbols, signs and voice control for Paediatrics

Examples of Art in Site work completed at Great Ormond Street Hospital



'Hello and welcome' makaton symbols



Paper print out maps



Interactive floor directory



How can you remain involved?



The Shrewsbury and
Telford Hospital
NHS Trust



Integrated
Care System
Shropshire, Telford and Wrekin

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.

- MEC & SAC focus group on MS Teams and face to face: **8 March 2024, 10am – 12pm**
- New Main Entrance (RSH) focus group on MS Teams: **20th March, 10am - 12pm**
- Children and Young People, 2 groups covering ages 7-17, in person at PRH: **13th April, 9:30am - 12pm**
- 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 April 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

**HOSPITALS
TRANSFORMATION
PROGRAMME**



HIGHER QUALITY,
SAFER CARE



IMPROVED
OUTCOMES



BETTER
ACCESS



A GREAT PLACE
TO WORK

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

HOSPITALS
TRANSFORMATION
PROGRAMME



HIGHER QUALITY,
SAFER CARE



IMPROVED
OUTCOMES



BETTER
ACCESS



A GREAT PLACE
TO WORK

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

**HOSPITALS
TRANSFORMATION
PROGRAMME**



HIGHER QUALITY,
SAFER CARE



IMPROVED
OUTCOMES



BETTER
ACCESS



A GREAT PLACE
TO WORK

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 using 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

HOSPITALS
TRANSFORMATION
PROGRAMME



HIGHER QUALITY,
SAFER CARE



IMPROVED
OUTCOMES



BETTER
ACCESS



A GREAT PLACE
TO WORK

Questions



The Shrewsbury and
Telford Hospital
NHS Trust



Integrated
Care System
Shropshire, Telford and Wrekin

Thank you



The Shrewsbury and
Telford Hospital
NHS Trust



Integrated
Care System
Shropshire, Telford and Wrekin