

# Welcome to Hospital Update

March 2024



# Our hospitals: Caring for our patients



## Our performance

- Working towards reducing 65 week wait patients by end of March
- Ahead of trajectory for our 62-day backlog and will achieve our Fair Shares target by end of March
- Patients being diagnosed faster, and we will achieve Faster Diagnosis Standard (FDS) cancer performance by end of March
- DMO1 performance improving month on month with MRI, CT and non-obstetric ultrasound over-achieving on the national standard set
- We continue to have long waits for patients in ED departments. We are now in Tier 1 for urgent and emergency care
- Time to initial assessment in ED remains above regional average



## Next steps

- Teledermatology service launched at CDC to support cancer pathway
- We are working with GIRFT colleagues to improve patient flow and the urgent and emergency care pathway
- Easter Multi Agency Discharge Event (Let's Crack It!) now until 22 March with focus on discharge
- Medicine Transformation Programme launched alongside the Emergency Care Transformation Programme
- More pathways now in place for Virtual Ward

## Investing in cancer care



- Investment secured for new linear accelerator for radiation treatment for patients with cancer
- This will be a replacement for one of our current machines
- New purpose-built bunker is being constructed at RSH
- Part of our strategic plan to enhance capacity and ensure continuity of treatment

# Getting to Good: Elective recovery, increasing capacity

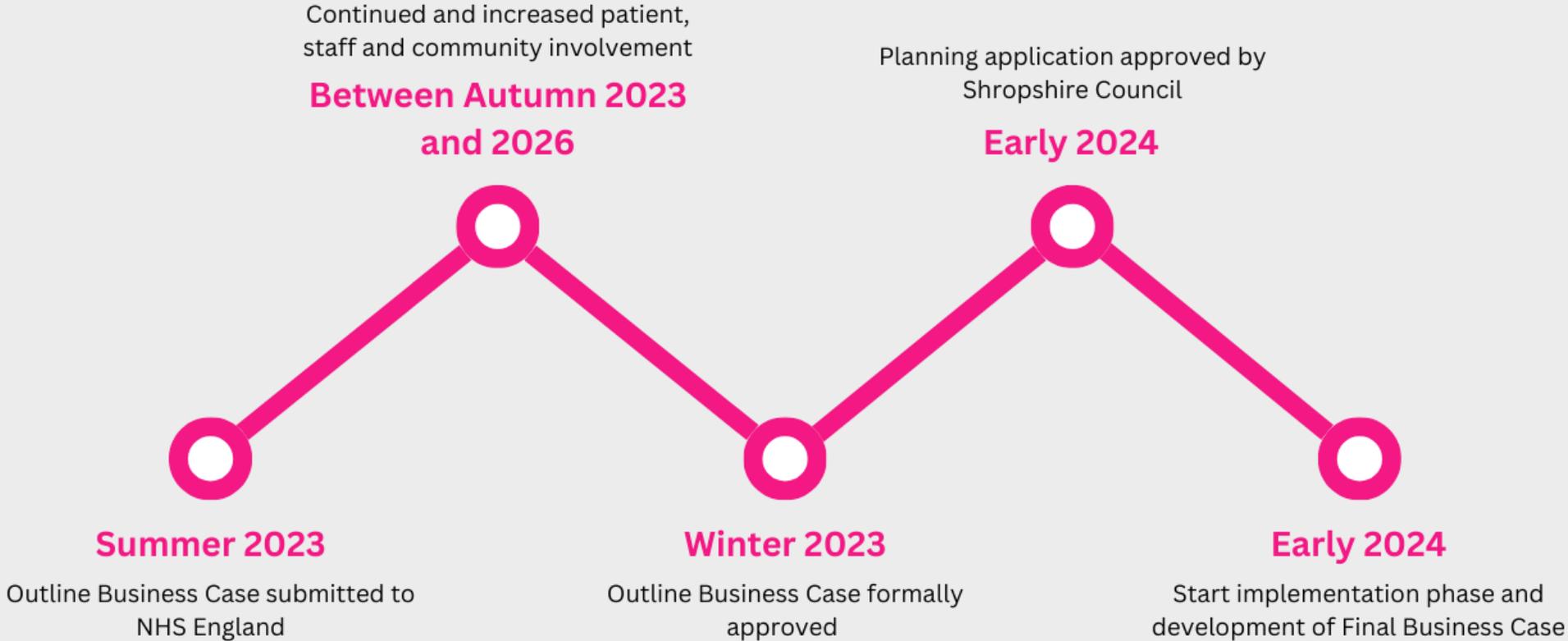
Work continues on our elective recovery programme which aims to help us achieve our vision of providing excellent care for the communities we serve

- We have launched the new **teledermatology service** at the Community Diagnostic Centre (CDC)
- Patients will receive **faster diagnosis and treatment** for skin cancer
- The tele dermatology service is part of Phase 3 of the CDC and is operating from the first floor while building work is completed. Work on Phase 3 is expected to be finished this **spring/summer**
- Work is progressing on the **gamma camera** unit at RSH - it will enhance scanning facilities and improve patient experience. Expected to be in use from this **summer**



The CDC also offers blood tests, X-ray, NOUS, CT and MRI. So far more than 10,285 patients have been seen at the CDC and more than 18,655 have had blood tests since October. Services at the CDC have already led to an improvement in appointment times and our DM01 Imaging Performance

# Hospitals Transformation Programme: Where are we in the process?



# 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.

# You said, we did – some examples

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

You Said	We did
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?	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
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?	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.
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	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.
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?	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.
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?	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.
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	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
Consider introducing free parking for community transport as it is often a difficult issue to manage	Links have been provided to community groups with our car parking team (within facilities) to action community vehicles being registered at our hospitals
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	AHR will look to see what can be achieved in communal spaces with the maternity inpatient floor

# 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](mailto:sath.engagement@nhs.net)

## Drop in sessions

Age Uk Office, Shrewsbury:  
Wednesday 15 May

Wellington Market, Telford:  
Thursday 23 May

Mayfair Centre, Church Stretton:  
Thursday 13 June

## Focus group sessions

Children & Young People focus group:  
Saturday 18 May

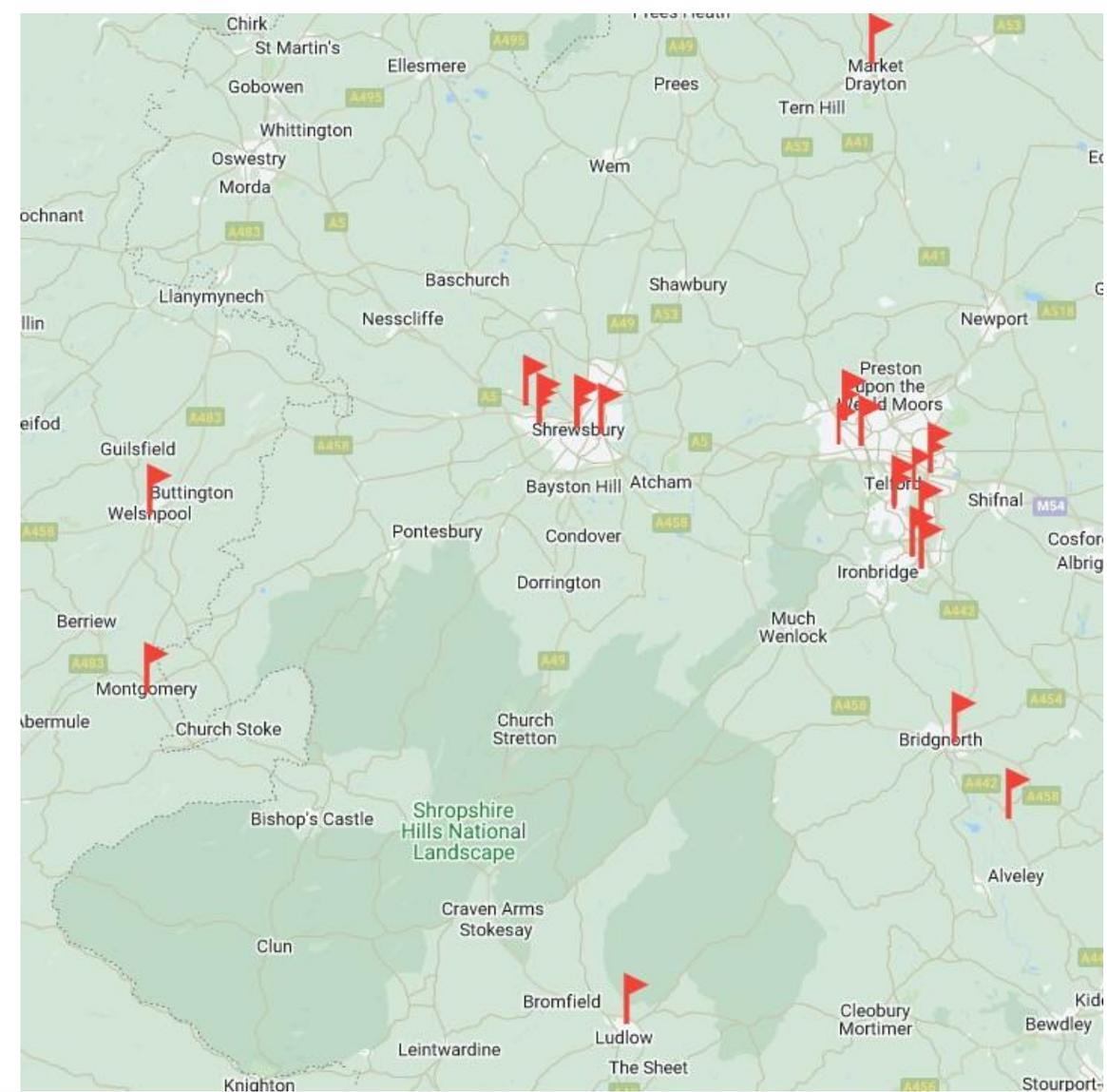
MEC & SAC focus group: Monday 3 June,  
10am – 12pm

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

# HTP Engagement

- The map displays the 27 events we have attended in Quarter 4 (Jan – April 2024) and discussed HTP with the public.
- In April we have the following events planned:

4 April 2024	HTP drop-in event, Wem Town Hall
11 April 2024	SALC- HTP presentation to Central Shropshire
15 April 2024	Public Assurance Forum
16 April 2024	SALC- HTP presentation to North Shropshire
17 April 2024	Market Drayton Health and Wellbeing Festival
18 April 2024	Brookside Big Local Resident Meeting
23 April 2024	Telford HOSC presentation
26 April 2024	One Voice Telford
30 April 2024	About Health Event – HTP



# Our estate: Car parking

We recognise car parking remains an ongoing issue. Together we are developing plans to improve parking and sustainability

- Following staff feedback, we are pleased to share that a Park and Ride at PRH will launch on **Tuesday 2 April**
- Staff who wish to park at RSH or PRH must register their car details by **Sunday 31 March 2024**
- Parking charges will be reinstated from **Monday 1 April**, in a two-phased approach. Initially the charges will remain as they were pre-COVID-19, whilst we review the charging structure over the next 6-12 months. The charges will be reduced proportionately for part-time workers
- While we work on the pay-as-you-go system, staff who do not sign up for a **parking permit** will be required to pay the daily rates for using the public car parks
- If staff plan to use the **Park and Ride** exclusively, then they do not need to sign up to the permit system at this time



# Getting to Good: Staff Survey

The NHS Staff Survey results 2023 are out. Thank you to everyone who has taken part

Although we remain below average, we have significantly improved in all nine elements of the People Promise and themes.

## We have improved in the following areas:

We are safe and healthy  
We are a team  
We work flexibly  
Divisional year-on-year results  
Supporting inclusion, equality and diversity

## Areas we need to focus on:

Compassionate culture  
Ensuring all colleagues have access to a Talent Conversation  
Supporting wellbeing



## What are we doing to improve our culture?

Continuing our cultural and leadership improvement journey  
Focusing on health and wellbeing  
Staff retention  
Working closely with divisions and teams to develop action plans  
Collaborating with the system to scale up in areas such as education and training  
Listening to your ideas and suggestions

# Developments in our teams: **Welcome to new colleagues**



**Sara Dunnett**  
*Non-executive Director*

Sarah's background is clinical, and she will be joining the Quality & Safety Assurance Committee. She has also replaced Dr Tim Lyttle (who left at the end of February) as Maternity & Neonatal Non-Executive Safety Champion



**Simon Crowther**  
*Non-executive Director*

Simon's background is in business and finance, and he will join the Finance & Performance Assurance Committee



**Hugh Adams**  
*Head of Capital*

Hugh has been appointed as Head of Capital. Hugh has previously worked in the construction industry in various roles including Project Manager, Quantity Surveyor and Commercial Director



**Steve McKew**  
*Deputy Medical Director*

Dr McKew has been appointed to the role of Deputy Medical Director, alongside Dr Jenni Rowlands. Steve has worked in various roles including as Consultant Haematologist, Cancer Lead and Divisional Medical Director

# Recognising our colleagues: Your great achievements

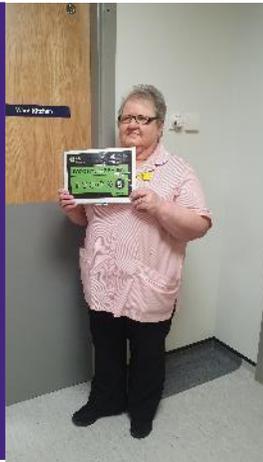


Congratulations to two recent graduates of the Developmental Aspirant Leaders programme. Asha Nair created awareness for colleagues around the recent CQC inspection. Bindu Rajesh carried out a study into the retention and wellbeing of International Nurses at SaTH. Well done to both of our wonderful colleagues.



Over the last five months, the SaTH staff flu vaccinators have recycled every cardboard and plastic vaccine package – that's over 16kg of bulky waste that has not gone to landfill. It has also saved a considerable disposal bill for the Trust.

The Dialysis Unit at Hollinswood House have had their first Environmental Health Officer inspection. The ward kitchen was spotless and safety procedures working well. Christine Palfrey accepted the 5-star award on behalf of the unit. A huge well done to everyone working on the unit.



## JAG

**Joint Advisory Group**  
on GI Endoscopy

The GI Endoscopy team have been awarded Joint Advisory Group accreditation for 2024. JAG accreditation is awarded to high-quality gastrointestinal endoscopy services, by the Royal College of Physicians. Dr Mark Jarvis, Accreditation Chair said he would like to congratulate the team for the high standard of achievement, and for their hard work during the accreditation process.

Thank you to all involved in the essential generator test, 'Black Start', at RSH - especially our colleagues in Estates. An incredible amount of work went into this test as part of our Emergency Preparedness, Resilience and Response

# Engaging with our Local Communities

- Community and organisational membership continues to increase. All members receive a monthly email update which gives an update on what is going on in the Trust as well as ways to **#GetInvolved**.
- In March, the Community Engagement team supported the Hospitals Transformation Programme with a number of events and focus groups. This included face to face (F2F) engagement at a roadshow event in Montgomery. Many local residents took the opportunity to find out more about HTP while they were shopping at the market, and future events are planned across the county and mid-Wales. We also held a number of specialist focus groups on Mental Health, Dementia and the new RSH Front entrance
- We're trying new ways of contacting our Community Members, and in March we trialled a quick reminder email about our About Health – PALS and Complaints event. This resulted in our best ever open rate (47%), and an attendance of more than 30 members of the public on the night.

## Community Engagement Team Statistics



# Volunteer Highlights

- **New PRH Volunteer-led Information Desk installed.** There is now a new volunteer-led Information Desk in the main entrance of PRH (previously known as the Response Desk). The Information Desk is a place where people can come to ask for help, as well as promoting ways for the Public to #GetInvolved with the hospital
- **Volunteer drop-ins.** Following feedback from our annual volunteer survey the volunteer team have organised monthly drop ins. We held our first catch up with volunteers at RSH. 10 volunteers attended and had coffee and cake with the team. Feedback from the volunteers was that it was lovely to see the team and catch up with other volunteers
- **Volunteers are supporting the big Electronic Patient Record (EPR) switch over to Careflow on the weekend of 19<sup>th</sup> April.** We already have 8 volunteers signed up to support and expect more to sign up closer to the time
- **Volunteers week 2024 1 – 7 June.** Plans are well underway to celebrate volunteers week 2024. The celebration event is booked for 29<sup>th</sup> May which is in school holidays to allow for our young volunteers to attend
- **Volunteer team out volunteering.** Following feedback from our volunteer survey the volunteer team have been buddying up with volunteers on their volunteer shifts. In March, Rachel Higgins volunteered in Phlebotomy.



# SaTH Charity Fundraising

Our long-time supporter Sally Jamieson ran another exciting event. This time she organised a charity bunny trail for children, alongside a memory walk for adults in aid of our Dementia Fund and Alzheimer's Research UK Shropshire Fundraising Group.

The walk took place on Good Friday, 29 March between 10:00 – 15:00, in the Quarry Park in Shrewsbury.

The event raised £1000 for the Dementia Appeal



The media are keen to engage with our Charity Supporters, Sally was invited to talk on Shropshire Radio and it is hoped the Shropshire Star will feature photos being submitted.

# SaTH Charity at Easter

Local organisations and businesses engaged with SaTH Charity to support children as inpatients or as visitors to our young people's assessment units within our busy A&E depts.

The Charity received support from local businesses and organisations including Tesco, Morrisons, Newtown Cricket Club, Sainsburys and Babcock International. A very big thank you!



# Dates for your diary

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Date	Time	Event	Booking
Wednesday 10 April	11:00 – 12:00	Monthly Hospital Update (formerly Community Cascade)	
Tuesday 30 April	18:30 – 19:30	<i>About Health Event</i> – Hospitals Transformation Programme	
Wednesday 08 May	11:00 – 12:00	Monthly Hospital Update (formerly Community Cascade)	
Thursday 30 May	18:30 – 19:30	<i>About Health event</i> – Operational Update	

Hospitals Transformation Focus Group			
Date	Time	Event	Booking
Monday 03 June	10:00 – 12:00	Medicine and Emergency Care/Surgery, Anaesthetics and Cancer Focus Group	Via email
Friday 07 June	10:00 – 12:00	Women’s and Children’s Focus group	Via email
Saturday 18 May	10:00 – 12:00	Children/Young People 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



## THE YOUNG PEOPLE'S ACADEMY



## THE PEOPLE'S ACADEMY

### Young People's Academy

Date	Location
Wednesday 22 May	SECC
Wednesday 24 July	PRH Education Centre
Wednesday 30 October	SECC

### People's Academy

Date	Location
Wednesday 26 June	SECC
Wednesday 25 September	PRH Education Centre
Wednesday 27 November	SECC