

# Public Participation Report

## Quarter 2 (July – September 2023)

Julia Clarke – Director of Public Participation



# Highlights of Public Participation – Q2

## COMMUNITY ENGAGEMENT (for details see slides 5 – 12)

- The Public Assurance Forum met on the 9<sup>th</sup> October 2023 and the highlights of this meeting are outlined in slides 5-7
- 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 (4178) and organisations (360) continue to increase
- The Public Participation Department has been supporting our Trust to engage with our local communities on the Hospitals Transformation Programme (HTP). The team has organised a number of events including focus groups (aligned to the clinical workstreams) and an About Health Event
- Our Social Inclusion Facilitator has been making stronger links with a number of Seldom Heard Groups this Quarter including focusing on rurality/rural deprivation, homelessness, refugees, travellers and our farming communities.
- There were no questions following the public Trust Board meetings this quarter



# Highlights of Public Participation – Q2

## VOLUNTEERS (for details see slides 13 – 16)

- We have 214 active volunteers within the Trust who have provided 5,148 hours of their time this quarter across 30+ clinical and non-clinical roles.
- New roles have been successfully trialled in the Shrewsbury Elective Surgery Hub and the Children's Ward. These roles are now being offered to the wider volunteer workforce.
- 3 of our volunteers have successfully gained permanent employment at SaTH – two have accepted roles as HCA's at RSH ED and Ward 14, and another within the pathology department.
- Recruitment for our Youth Volunteer Scheme has opened, and we are offering 60 placements in September's cohort.
- NHS England has provided funding to implement a Volunteer to Career project. In September 15 individuals have successfully completed the first cohort. Cohort 2 is starting at the beginning of October



# Highlights of Public Participation – Q2

## SATH CHARITY (for details see slides 17 – 21)

- Income for Quarter 2 is £50,082 compared to £120,682 (includes an NHS CT grant) in the same period last year. Expenditure for the same period was is £299,216 compared to £129,819 in 2022.
- In Quarter 2 the charity approved 76 charitable fund requests across 15 different funds
- 1341 people are registered as SaTH Charity supporters (this includes staff and members of the public)
- As part of the NHS75 celebration SaTH Charity gave staff the opportunity to recognise a colleague with a specially commissioned NHS 75 daisy from British Ironworks. Over 300 nominations were received. Cards with the citations and daisies will be given to staff on 5<sup>th</sup> July during the NHS Birthday celebrations. The daisy are also available to by to raise funds for the charity



(pictured 'gravity chair' purchased for staff to relax in)

# COMMUNITY ENGAGEMENT (1): Public Assurance Forum 9 October 2023

- The Public Assurance Forum (PAF) met on 9<sup>th</sup> October 2023, with good member representation from community members and divisional teams.
- **External membership of the Forum includes representatives from: Healthwatch Shropshire, Healthwatch T&W, Community Health Council which is being replaced by Llais (Voice) from April 2023 , 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.**
- Key Items that were discussed at the Forum included:
- **HTP Update:** A brief update on the Hospitals Transformation Programme was given by Tom Jones and Rachel Webster (HTP project lead and clinical nurse lead). An overview of the HTP to date was given to PAF members, including an update on our RSH Planning Permission application (including the design and facilities in the new build), a forward plan of the 'next steps', and other recent developments which are aligned to HTP (such as CDC, the planned surgery hub at PRH and the new sub-acute modular wards). An update was given to members on how our communities can get involved with HTP through regular and specialist focus groups and our About Health Events series. Engagement which took place with our communities in relation to HTP during Quarter 2 were highlighted with Engagement planned for Quarter 3 was outlined
- **HTP Programme Board Engagement report** for Quarter 2 was discussed and positively received by PAF members. The paper outlined:
  - the engagement which has taken place during Quarter 2
  - feedback received from our local communities and any actions taken as a result of the feedback received
  - The engagement activities planned for Quarter 3
  - Appendices included Q&A's and action logs from the W&C focus group and MEC & SAC focus group

# COMMUNITY ENGAGEMENT (2): Public Assurance Forum 9 October 2023

- **SaTH Improvement Hub and Public Involvement:** James Owen, Deputy Director of Education and Improvement, gave a presentation on the SaTH Improvement Hub and the current work they are undertaking and to update PAF members on increasing engagement and the involvement of patient/public in improvement projects. James outlined a new process that the improvement team have implemented since July 2023 which identify the process within each project for identifying patient and public engagement. Improvement Projects that have included public representatives include Hydration test of change and Self-Administration of medication. Future projects include diabetic Feet Project and neonatal Feeding position.
- **SaTH Strategy and Partnership Update:** An update was provided by Nigel Lee, Interim Director of Strategy and Partnership. The paper and discussion outlined the work which SaTH has undertaken in partnership with the Integrated Care System around key operational and strategic priorities. There was a focus on Health Inequalities and the Core 20 plus 5 for adults and children and the work we are doing around this in partnership with the wider ICS. Members were asked to note that the Trust Strategies Webpages were now live (internally and externally) to support greater understanding of our strategies and longer-term ambitions
- **Service Changes** - The Forum welcomed the comprehensive update on the service changes in Q4 supported by the Public Participation team, including:
  - PRH renal dialysis relocation
  - Fetal Medicine
- **Supplementary information:**
  - **A supplementary information pack was provided to PAF members for information and included:**
    - Divisional updates
    - 'Plan on a Page' for community engagement, volunteers and SATH Charity was presented to the Forum with an update on Quarter 2 in relation to the actions.
    - Draft Quarterly Board report presented

# COMMUNITY ENGAGEMENT

The Community Engagement team hold a series of community events where the public across Shropshire, Telford & Wrekin and Powys are invited to join us virtually to find out more about their hospitals, which includes:

- **Monthly email update** – An email update to our 3600+ members and organisations
- **Community Cascade** – this is delivered twice a month following feedback from the public requesting an additional session in the evening
- **About Health Events**– There is an ongoing series of virtual health events for staff and the public.
- The team have a number of community events which they are planning to attend over October-December, providing the public the opportunity to find out more about SaTH and ways they can get involved
- Many of these events will focus on HTP and provide communities with information on how they can get involved in shaping the delivery of the agreed clinical model



## Community Members

Total at 28/09/2023 **4178**

Joined in Q2 **512**



## Organisations

Total at 28/09/2023 **360**

Joined in Q2 **15**



## Community Event

Held in Q2 **19**

Attended in Q2 **13**

# Getting Involved with HTP

The Public Participation Department has 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:

- **Quarterly focus groups** which are aligned to our clinical workstreams. Workstream focus groups have been planned over the next two years which will inform the plans as they develop towards implementation.
- We are also arranging a series of focus groups for specialised groups – carer's of adults and children with special needs, patients with mental health issues, children, adolescents and with the Maternity and Neonatal Voices Partnership
- In September we held our **first hybrid focus groups**, with attendees being able to attend in person with the HTP team and Architects or via MS Teams
- **Two focus groups** were held in early September for Medicine and Emergency Care with Surgery, Anaesthetics and Cancer and another group for Women & Children's services
- In September we also held our first **Travel and Transport Focus Group**, which enable the Trust and our partners to hear the concerns of the public. Q&As from both focus groups are published in the public domain and can be found here with the Q&As from the focus groups held in March: [HTP Focus Groups – SaTH](#)
- PAF members are now allocated as public representatives on the 1:50 Clinical Design workstream meetings with the Architects and clinical teams
- **Quarterly *About Health* HTP events have been delivered** - our third event for HTP was delivered in July. Future sessions have been arranged on a quarterly basis. The next About Health event is on the evening of **Tuesday 7 November 2023**

# Getting Involved with HTP

- We have supported the Divisions to develop their Equality and Health Inequality Impact Assessments as part of the Outline Business Case
- We have also updated our 4000 community members and 360 community organisations each month through our #GetInvolved Newsletter and at Community Cascade sessions
- Events we have organised in Quarter 2 relating to HTP are:

Date	Event
4 July	Hadley Parish Council Meeting
25 July	About Health Event – HTP
3 August	HTP Planning Focus Group
15 August	Shropshire Patient Group
6 September	Shropshire County Council
14 September	Executive Liberal Democrats Shrewsbury and Atcham
20 September	Healthwatch Shropshire
22 September	People’s Academy

# Social Inclusion

- A visit was made to Leighton Arches traveller's Site in Welshpool. This was a joint visit with the North Powys CC Housing Manager and the Deputy Regional Director of Llais.
- We attended the Bishop's Castle Carnival in rural South Shropshire. This well attended annual event attracted over a thousand visitors from the local area.
- There was a joint visit with Public Health to Shrewsbury Smithfield livestock market to talk with members of the farming community.
- We have arranged meetings with Afghan and Syrian refugee groups in Newtown and Welshpool through our connection with Ethnic Youth Support Team (EYST) advocate for BAME groups in Wales
- We visited Shrewsbury Smithfield livestock market to talk with members of the farming community and agreed with Public Health to explore future collaborative events.
- We visited Maninplace in Telford and Shrewsbury Homes For All. Both organisations work to break down the existing barriers preventing homeless people from accessing accommodation and support services.
- The Southeast Shropshire Community Connectors meeting was held in Small Woods in Coalbrookdale. These meetings are an invaluable opportunity to exchange information and insight with our Voluntary Sector partners.



# COMMUNITY ENGAGEMENT: Questions from Trust Board meetings

We look to identify any trends in questions to the Trust Board so that we can be responsive in planning future engagement events with our local communities. All eligible questions submitted to the Trust Board from the public are published on our website - [Public Questions Log – SaTH](#)

- During Quarter 2 **no eligible\*** questions were submitted to the Trust Board
- All eligible questions submitted to the Trust Board from the public are published on our website - [Public Questions Log – SaTH](#)

\* i.e. relevant to an agenda item and within 10 days of the meeting



# VOLUNTEERS - Volunteers' Highlights

We currently have 214 active volunteers at the Trust.

- The volunteer team has created a new online induction for new Volunteers. This means we can run the induction more regularly and at different times in the day (and possibly weekends) to accommodate the volunteers schedules.
- The Children's Ward will be trialling having volunteers help on the Ward w/c 18<sup>th</sup> September. Seven experienced volunteers will undertake a shift and give feedback before offering the role to the wider volunteer workforce.
- Volunteers have trialled a new role in Shrewsbury Elective Surgery Hub (SESH) and we have received positive feedback so far and the role is now being opened up to the wider volunteer workforce
- **A big congratulations to 3 volunteers have successfully been accepted for permanent positions at SATH.**
  - Two volunteers have accepted roles as Healthcare Assistants in RSH ED and PRH Ward 14
  - One volunteers has been accepted for a job in pathology after volunteering for 128 in just 3 months.

## Quarter 2

New applications received

88

Volunteers completed the application process

33

Total Active volunteers

214

Total hours

5148

# VOLUNTEERS - Volunteers' Highlights

- Response Volunteers will be helping our estates team with their 'Walking Aid Return & Reuse Scheme'. The scheme is part of the NHS's commitment to reach a net zero NHS supply chain. Volunteers will check the condition of returned crutches and, if in good condition, clean them and take them to A&E to be reused
- Volunteers in A&E were praised highly on the I Support SaTH Facebook group, 3 members of staff reached out to say what a great job they were doing

*"I would like to thank our lovely volunteers that come around A&E, helping out, and for also serving drinks for our patients, family and staff (who are sometimes too busy to remember to drink). It's very much appreciated, you all go around with beautiful, happy faces and definitely cheer me up when I see you all. Thank you all so, so, much"*

**NHS**

**Return Reuse Recycle**

We want you to return crutches, sticks and frames when no longer needed. We will check and clean them to help future patients.

Your local hospital could save up to £46,000 and carbon emissions the same as 5,670 car trips from Bristol to London a year.

For more information visit: [recyclenow.com/walking-aids](https://recyclenow.com/walking-aids) or scan the QR code.

CHARITY, Set

**I support SaTH**  
Tina Smart · 2 d · 🌐

I would like to thank our lovely volunteers that come around A&E helping out and for also serving drinks for our patients, family and staff (who are sometimes too busy to remember to drink), it's very much appreciated, you all go around with beautiful, happy faces and definitely cheer me up when I see you all. Thank you all so so much xxx

👍❤️ 63 2 comments

All comments ▾

**Staci Wojda**  
The volunteers are amazing 😊  
1 d Like Reply 1 ❤️

**Donna Louise Buckley**  
Awesome job!!! They do wouldn't be without them on discharge always smiling and happy to help biggest shout out to John and Emma xx  
22 h Like Reply 2 🗨️

# Youth Volunteer Programme

- We are now recruiting for our Youth Volunteers (16 and 17 years old) and are looking for people from a wide range of backgrounds who are looking at careers in the healthcare sector
- We will be working with our colleagues in Public Participation team (Engagement) to attend colleges Freshers events to let students know about the options for volunteering
- We will also be working closely with colleges where we have close relationships to ensure the scheme is open to students looking at all health careers
- We aim to recruit 60 volunteers in September to this programme and a further 60 volunteers in February 2024

**Impact statement from a previous Youth Volunteer:** *“Being a volunteer has taught me so much . It has helped me to become a more open and outgoing person . It has taught me so much about the different roles that staff are involved in . It has helped guide me into becoming more of the person I am now . It has been quite an eye-opening experience for me, seeing all the different roles and how it helps the community as well as the individuals in it .*



# Volunteer to Career (VtC)



## Volunteer to Career

**Background:** The project, funded by NHS England, aims to create a career pathway for volunteers at the Trust. The project is being jointly led by the volunteer team and a clinical lead. This programme will start by focusing on careers within Midwifery.

As part of the programme, the volunteers will receive a number of bespoke sessions on interview skills, completing a successful NHS application and CV as well as writing a great supporting statement, all to encourage them on the next stage of their journey to becoming part of SaTH and the NHS.

Talks are in progress about continuing the programme outside of the NHS England scheme and making it a permanent programme within SaTH Volunteering.

*“I really enjoy being in a hospital and getting experience by speaking with the midwives and patients. I’m starting to pick up on terminology used in the wards and understand procedures that are taken day to day. It’s given me very good experience and I also enjoy helping out within the ward and making patients stay as pleasant as possible”*

### COHORT 1

- **Cohort 1** is coming to an end, we are celebrating the success with a presentation evening on 14<sup>th</sup> September. 15 individuals started the programme with 13 completing it.
- We have seen early career and employment outcomes with 63% saying they would be **extremely likely** to recommend the programme. 63% said they their volunteering experience was **‘better than expected’**

### COHORT 2

- **Cohort 2** are being welcomed on 5<sup>th</sup> October to provide more information about what the programme entails. We expect 20 individuals to join the second cohort.
- The programme of dates for the employability support for Cohort 2 have been decided with Rachel Armstrong as our Clinical Lead.

# SaTH CHARITY - Highlights

- Income for Quarter 2 is £50,082 compared to £120,682 (includes an NHS CT grant) in the same period last year. Expenditure for the same period was is £299,216 compared to £129,819 in 2022. This is a very positive comparison as it demonstrates funds are being spent promptly and not sitting in accounts. Divisions have been supported by the Charity team to enable this

## During Quarter 2 the Charity had:

- 257 monetary donation entries registered on the charity database across 22 different funds
- 46 donations were marked as 'In Memory' donations
- 852 members of staff are now playing the staff lottery
- 1341 people are registered as supporters (this includes staff and members of the public)
- The Staff Fund (The Small Things Make a Big Difference) had 47 requests for support to enhance the experience of staff at work.



Shrewsbury and  
Telford Hospital  
Charity

# SaTH Charity Supporting NHS 75

SaTH Charity led an opportunity for staff to recognise a colleague with a specially commissioned NHS 75 daisy from British Ironworks. Over 300 nominations were received. Cards with the citations and daisies will be given to staff on 5<sup>th</sup> July during the NHS Birthday celebrations. The daisies are also available to buy for £5 each to raise funds for SaTH Charity

SaTH Charity's "Thank you" campaign put huge smiles on the faces of many of our staff.

360 staff were nominated by colleagues to receive a free "Thank you" NHS daisy. Each daisy came with a very special Thank you card that had the text of why they had been nominated and by whom.

"It was very moving to give out the daisies and share with the recipients the comments made about them. Some were in tears as they realised how much they were valued by their colleagues" Julia Clarke, Director of Public Participation.

On social media there were several posts of delighted staff, many had over 200 likes and one had 35 congratulatory comments, so this annual event is a great boost for staff morale



# SaTH Charity – NHS 75 – Thank you daisies



The Shrewsbury and  
Telford Hospital  
NHS Trust



# SaTH CHARITY - Expenditure

In Quarter 2 were **76** approved requests for charitable funds across **15** different funds. Examples of approved funding included:

- Support for the Trust's new patient safety initiative involving Trust and ICB partners.
- A skylight to enhance the patient experience in one of the Trust's Swan Rooms, a dedicated space to support End of Life care.
- Patient furniture for the renal supportive care suite
- IT equipment for the Paul Brown Unit to support specialist training for staff supporting stroke patients.
- Hot water flasks, fridges and freezers, microwaves and coffee machines to support staff utilising our staff fund.
- Planters for the gardens at RSH to enhance the experience of all on site.

## Impact Statement:

The Charity's automated systems are making it easier for our community to provide support. Plans are ongoing to improve supporter contact through our Supporter Relationship System.

*"Many thanks, that's absolutely brilliant and thanks again for looking after him. I know we all very much appreciate your commitment in this instance. I shall use your online system to post my donation to ensure safe and efficient delivery"*

CG  
Patient relative  
July 2023

# NHS Charities Together Development Grant

SaTH Charity successfully applied for a £30,000 development grant to raise awareness of SaTH Charity through a focus on effective communication. The grant is funding a Charity Marketing and Communications Officer Rachel Slawson and supporting materials.

The object of the grant is focussed on 3 areas following the completion of an assessment tool to understand the current market position of the charity. Areas of focus are:-

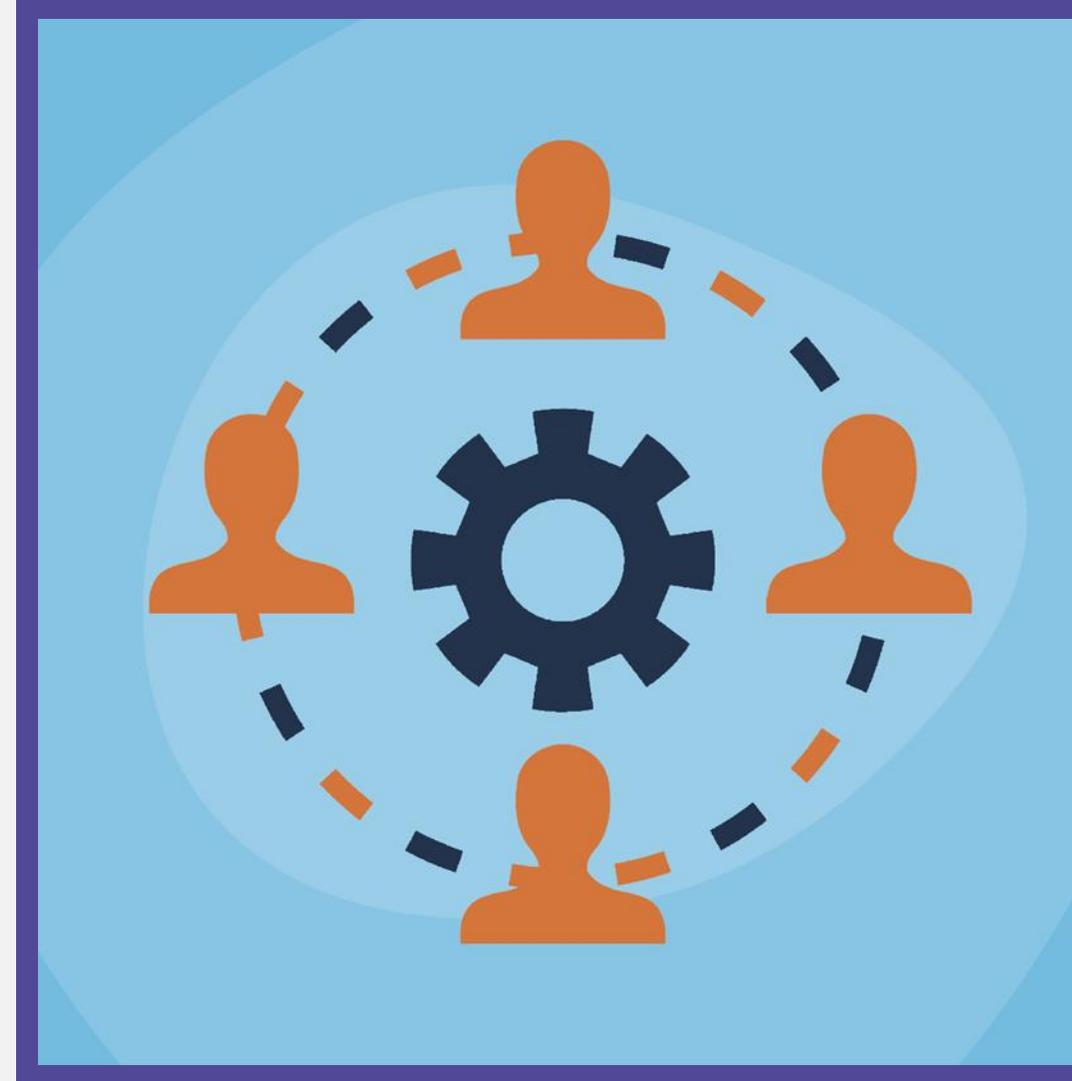
- Developing a clear and consistent SaTH Charity Brand through new branded material, information downloads and e-newsletters.
- Digital marketing, raising the profile of the charity through social media channels. Monitoring success and implementing strategic changes.
- Engagement, building a greater understanding within our local communities at events with the public and local organisations.



Rachel Slawson joined SaTH in August 2023

# PUBLIC PARTICIPATION - Forward Plan

- The Public Assurance Forum to meet on 15<sup>th</sup> January 2024 (last met 9<sup>th</sup> October 2023)
- 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 Q3
- To continue to support staff wellbeing through SaTH Charity
- Attendance at community events to engage with the public



# Dates for your diary

Date	Time	Event	Booking
Tuesday 17 October	18:30 – 19:30	<b>About Health</b> – Menopause Update	Via Eventbrite
Tuesday 7 November	18:30 – 19:30	<b>About Health</b> – HTP update	Via Eventbrite
Wednesday 8 November	11:00 – 12:00	Community Cascade	Via Eventbrite
Thursday 9 November	18:30 – 19:30	Evening Cascade	Via Eventbrite

Please register for all events online at: <https://sathnhs.eventbrite.co.uk/>



Hospitals Transformation Focus Groups			
Date	Time	Event	Booking
Tuesday 14 November	18:30-20:30	Learning Disability and Autism focus group	Via email
Friday 17 November	10:00-12:00	Travel and Transport (PRH) focus group	Via email
Tuesday 5 <sup>th</sup> December	10:00 – 12:00	Medicine and Emergency Care/Surgery, Anaesthetics and Cancer	Via email
Thursday 7 <sup>th</sup> December	10:00 – 12:00	Women’s and Children’s	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



Thursday 15 February	PRH Education Centre
Wednesday 22 May	SECC
Wednesday 24 July	PRH Education Centre
Wednesday 30 October	SECC

Thursday 14 March	PRH Education Centre
Wednesday 26 June	SECC
Wednesday 25 September	PRH Education Centre
Wednesday 27 November	SECC