

# Hospitals Transformation Programme

26 September 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

**Julia Clarke**, Director of Public Participation

**Rachel Webster**, HTP Nursing, Midwifery and AHP Lead

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# Where are we in the process?

Enabling works taking place at RSH  
site with contractors IHP

**Spring 2024**

Early works begin on new  
healthcare facilities at RSH

**Summer 2024**

Begin main build of new  
healthcare facilities

**Autumn 2024**

**May 2024**  
Full Business Case  
approved nationally

**Summer 2024**  
Begin work on patient  
pathway development  
with clinical teams

**Spring 2025**  
Phase one of emergency  
department refurbishment  
to be completed

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# The clinical model: 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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# 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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# Latest developments



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Shropshire, Telford and Wrekin



# Improvements to Emergency Care



Indicative CGI images of the improved resuscitation area

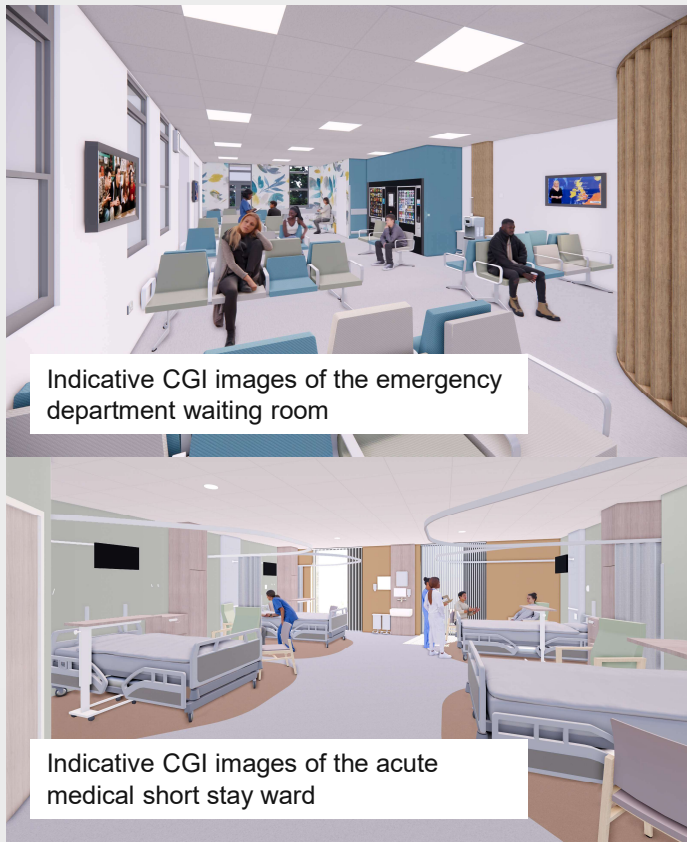


Indicative CGI images of the improved acute assessment

- We currently have two inadequately sized Emergency Departments, with the delivery of key clinical services split across two sites (including critical care), insufficient physical capacity (particularly for planned care services), mixing of planned and unplanned care pathways, and poor clinical adjacencies. Our buildings are aging and do not have the space or flexibility for modern healthcare.
- By locating all our clinical specialties on one site, with an expanded, more modern Emergency Department and new adjacent acute floor, we will improve the care we provide.
- Patients will receive more timely care and earlier review by the relevant specialists. This will reduce the amount of time patients spend in our hospitals and so improve flow through the system.



# Improvements to Emergency Care



Indicative CGI images of the emergency department waiting room

Indicative CGI images of the acute medical short stay ward

Designed to meet future and current needs of the population, the expanded RSH Emergency Department will have:

- Larger and purpose-built Resuscitation bays
- Larger ED bays with improved ventilation and improved clinical adjacencies
- A larger ambulance waiting area with covered canopy to improve patient experience during transfer
- A separate children's emergency medicine footprint, offering modern and purpose-built examination rooms and separate waiting area



**Faster access to the  
right care and  
clinicians**



**Buildings that  
support modern  
healthcare practices**



**An improved work  
environment for our  
colleagues**



# Construction

## Next steps and site changes to RSH

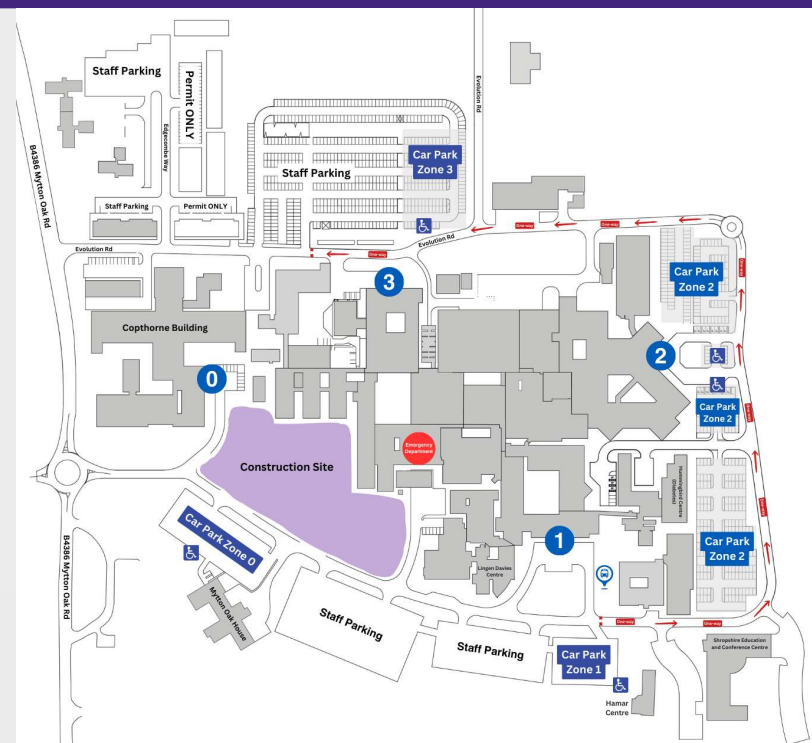
**August/September** – Solid hoarding around the perimeter of the construction site will start to be installed

**August/ September** – Ground works and soil strip begin on the construction site

**September** – Essential roadworks to reinforce Evolution Road (near accommodation blocks) to help manage the additional traffic

**September** – Opening of Racecourse Lane to allow for traffic to exit the site at peak times

**October 2024** - Introduction of one-way system



# Relocation of entrances

**On Monday 29 July, we closed our main Outpatient entrance at RSH**

## What we've put in place...

- Volunteers at the Treatment Centre and Ward Block entrances to support patient and visitor wayfinding
- Surveying patients following their visits to understand what improvements can be made
- 15 new wheelchairs to accommodate increased need while ensuring timely repairs for existing wheelchairs
- Additional site safety measures, including lollipop people, pedestrian crossings
- We are working with subject matter experts to review our plans and gather feedback for improvements, such as human factors experts, visually impaired, and wheelchair users.
- Upgraded parking pay stations installed across site.

## Next steps...

- We are installing additional internal signage, at eye level where possible, and using floor stickers at key junction points to support wayfinding
- Further safety measures will be installed around the road leading to Copthorne building including railings
- Updating our website to make it more user friendly and easier to find which entrance and parking is most appropriate
- Fold down seats will be added where possible allowing for a rest when walking longer distances.

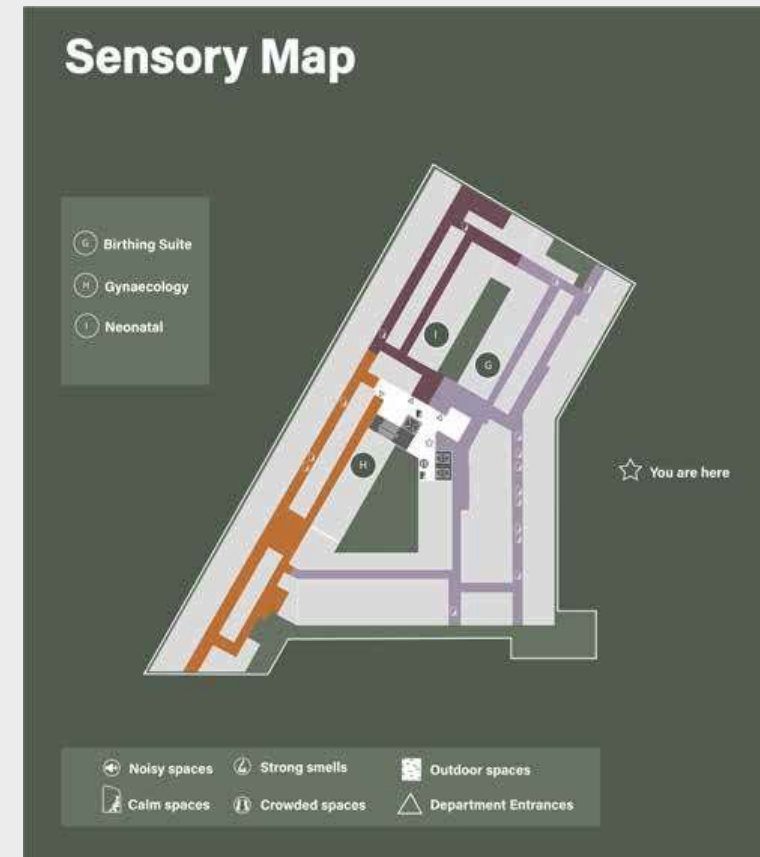


# Designing for deaf and hard of hearing communities

All statutory requirements have been met in designing for hearing impaired communities.

Some additional steps have been taken:

- An acoustic engineer has reviewed spaces to ensure that reverberation times are suitable for clear voice cognition, etc.
- Induction loops are provided at all public reception points.
- Alarm systems will include visual alerts
- Art In Site have proposed a Sensory Map that would identify areas which are likely to be particularly noisy, or quiet, as well as other sensory information.



# Recent engagement



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# Working closely with our communities




- We have been working closely with patients, colleagues, and the public to help inform our plans and designs. Some examples of this are...



**We will now have a second Bereavement suite in the designs of the new Women and Children's facilities**



**Considering 'Calm Spaces' and a sensory room within the new build for visitors with neurodiverse needs**




**An informational booklet is now available to share with interested members of the public**



**Front entrance redesign into the new building with two separate entrances following public feedback**



**A Visual Impairment focus group has been held and focus groups are being planned for the Deaf and Hard of Hearing communities**



**Ongoing work on wayfinding including Sensory Maps, positioning of signage, naming conventions, and colour coding**

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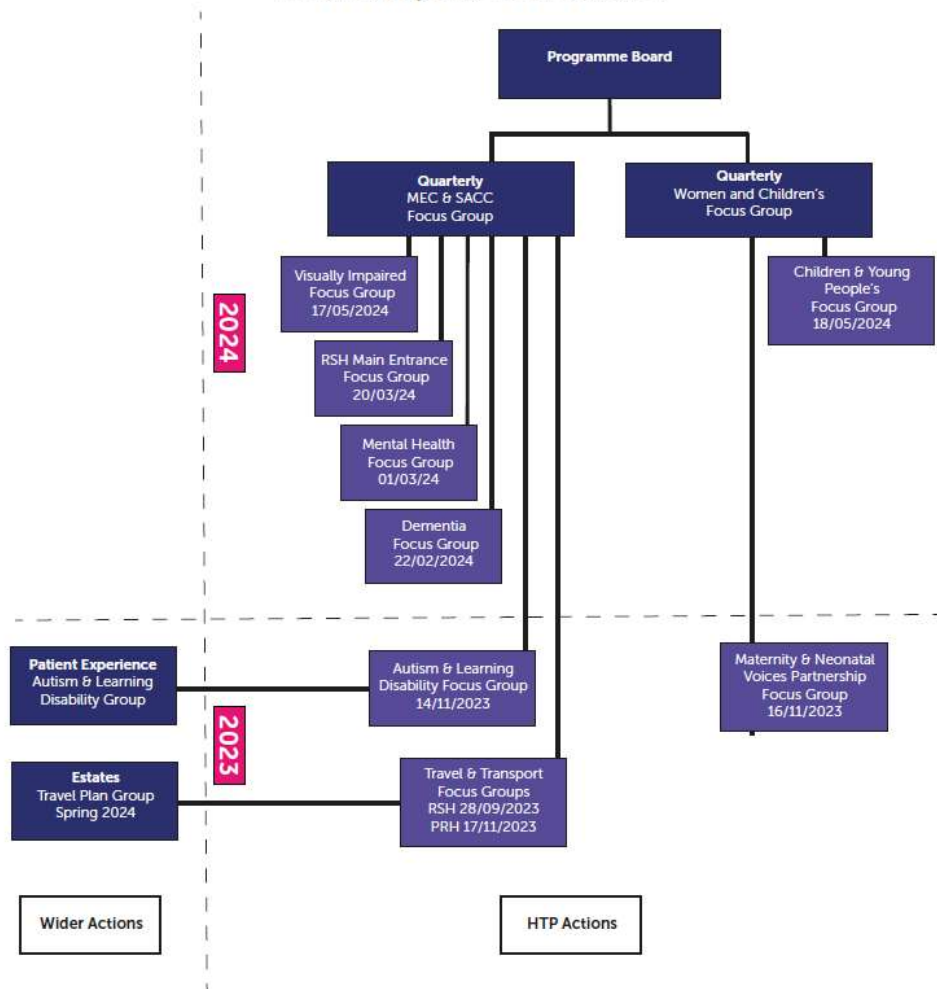
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## Focus Group Actions 2023/2024



# Process for focus group actions

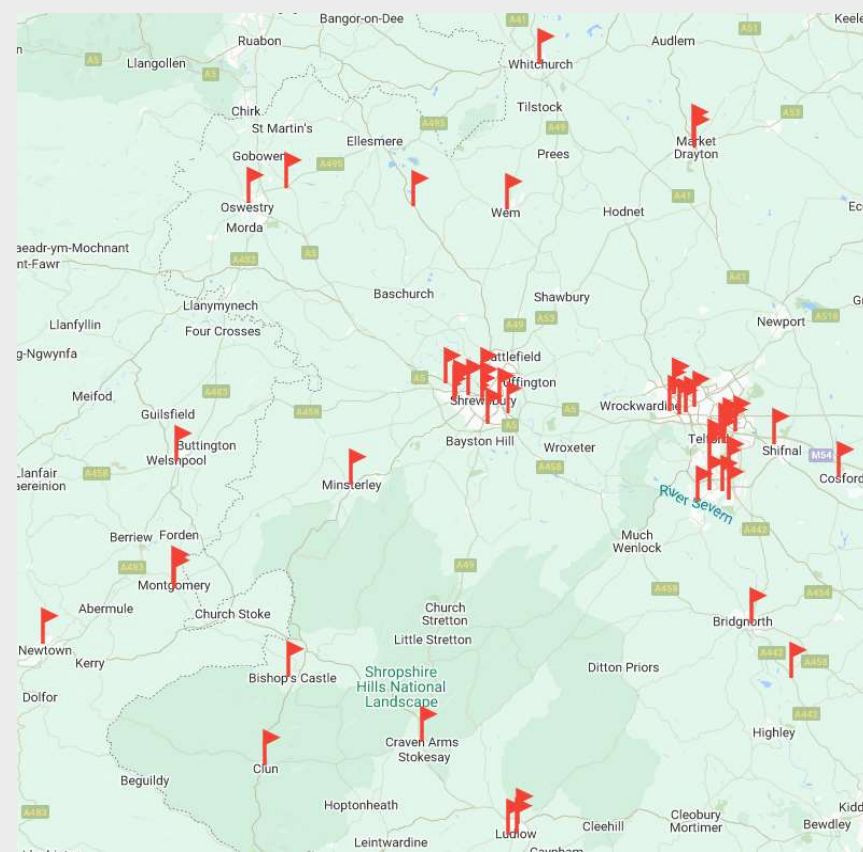
- Speciality focus groups are additional sessions on topics that warrant further exploration for the HTP project
- All the speciality focus group actions are fed back into the quarterly focus groups as detailed in opposite diagram

# Engagement in 2024 so far

January – August 2024



- The map opposite shows the 66 events we have attended in 2024 between January and September 2024, in order to discuss HTP. These meetings are important to reach out to our seldom heard communities, who may not attend Trust meetings.
- In addition, we have attended 38 online events/meetings in this period. Often these meetings cover large geographical areas across Telford & Wrekin, Shropshire and mid Wales.
- We have a range of Trust organised HTP events including focus groups, About Health Events, and informal drop-in style sessions, alongside attendance at a range of external events/meetings supporting the Trust in engaging with our local communities.



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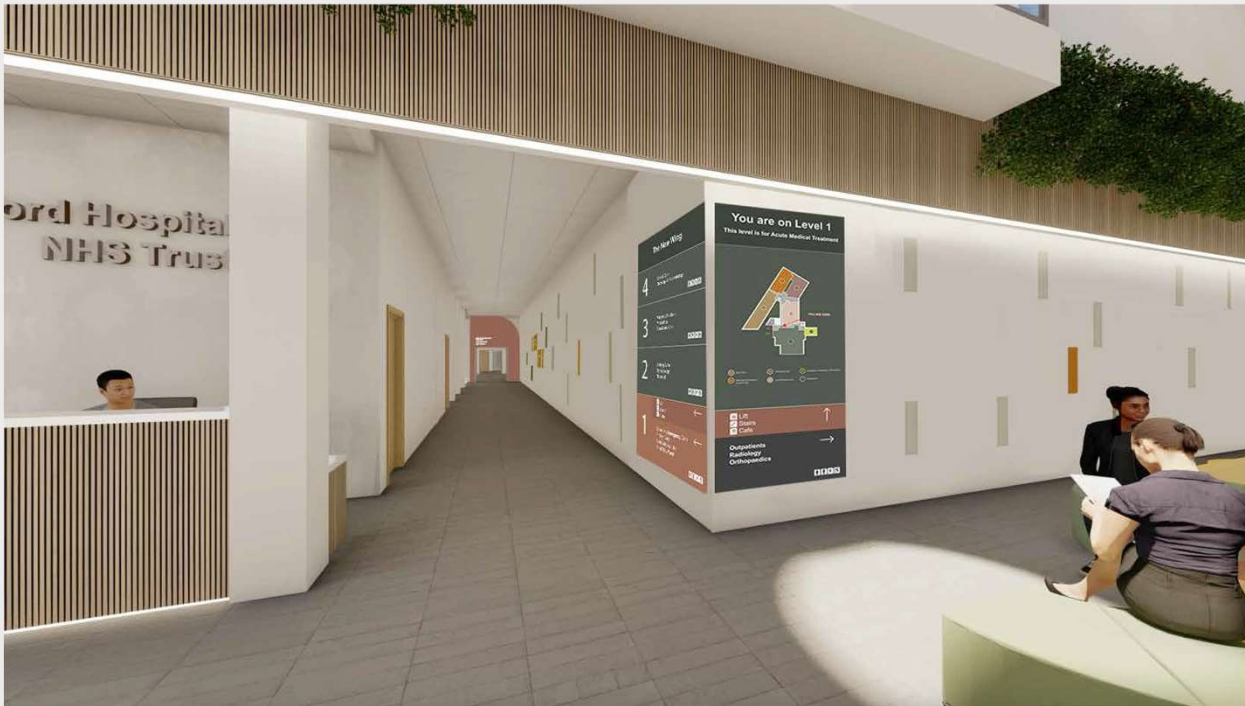
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# Indicative designs following our engagement

## Entrance foyer – Level 1



### Locations

- Atrium corner junction on Level 1
- Lift Lobbies on Level 1- 4
- All signage to be tested in situ prior to sign off for visual readability and to check location placement. Work out of current scope.



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# Indicative designs following our engagement

## Enhanced wayfinding design



### NEW BUILDING

Text and numbers are large where space allows

Corner Panel shows a decision point.

### TRANSITION TO OLDER BUILDING.

Text in white on grey until patients reach a journey planner for departments beyond the new building



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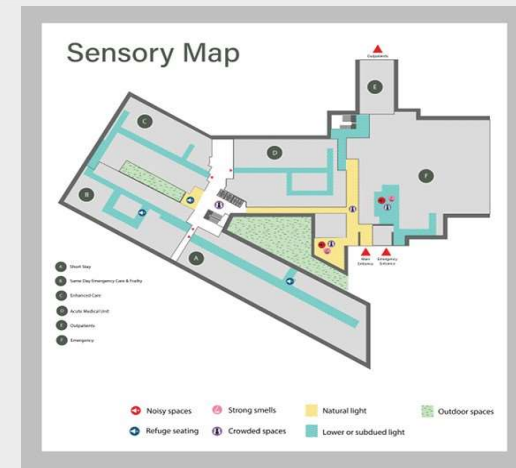
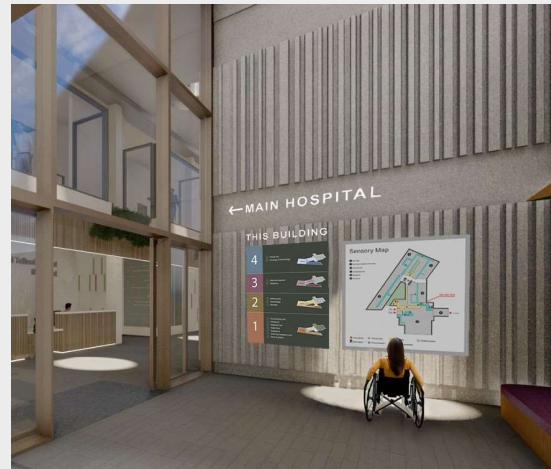
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# Indicative designs following our engagement

## Enhanced wayfinding design

**“Consider signage which will help people identify quiet areas early on upon arrival”, Karen Breese, Trust Lead Dementia Nurse.**

**“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.”, Rachel Jones, RNIB Volunteer Expert**



### SENSORY MAP:

A sensory map at the entrance, and at major wayfinding decision points are clear acknowledgements of the difficulties faced by neurodivergent and people with impaired sight and mobility.

“Calm Space” provision in the architectural, interior design and art program, are indicated as retreats from crowded areas, and can be used as stopping off points.



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# Indicative designs following our engagement

## Natural influences



### A VIEW OF NATURE

Lightweight decorated 'lampshade' sculptures in the courtyard stand evoke tall trees

- and provide a pleasant view forward rooms and treatment areas looking into the lightwell.

Gentle light from within the shades provides interest and glow on winter days and early evenings.



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# How can you remain involved?



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# Additional engagement routes



Event & Date	Subject
Monthly Hospital Update – MS Teams	Monthly Trust News Update including update on HTP
Monthly newsletter email update - sent to our 4500+ community members	Update from Public Participation team including HTP update and details on how to get involved
Quarterly About Health online updates	One hour MS Teams online presentation for public from HTP team with Q&As
Quarterly Public Assurance Forum (next one October 2024) 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 <a href="#">The People's Academy at SaTH</a>
SaTH website and intranet	Webpages which support public engagement and Latest HTP meetings/feedback <a href="#">Public Participation - SaTH</a>



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# About Health & Quarterly Focus Groups



We are organising focus groups which will meet regularly over the next three years as plans develop. The focus groups are aligned to the clinical workstreams within the HTP programme. The meetings are hybrid, allowing attendance in person or over MS Teams. **All focus groups have the presentation, Q&As and action logs uploaded onto our website for complete transparency.**

We also hold quarterly online 'About Health – HTP' updates that provide an update on the programme from senior team members, and an opportunity to ask questions about the plans.

## About Health - HTP

Next Event – Tuesday 29th  
October, 18:30-19:30

Find out more or register to attend here:  
<https://bit.ly/AboutHealth-HTP>

## Quarterly Focus Groups

MEC&SACC – Tuesday 3rd December,  
10:00-12:00

W&C – Thursday 5th December, 10:00-  
12:00

Find out more or register to attend here:  
<https://bit.ly/FocusGroups-HTP>



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# Upcoming 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.

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)

## General engagement sessions

Shrewsbury Pride (Town Centre), **Saturday 28th September**

Much Wenlock Market (Corn Exchange), **Friday 11th October**

Telford Town Centre, **Tuesday 26th November**

Welshpool Livestock Market, **Monday 9th December**

## Special interest focus group sessions

Hard of Hearing focus group: **October 3<sup>rd</sup>, 10am-12pm**

Armed Forces focus group: **October 17<sup>th</sup>, 10am-12pm**

Patient Participation Group focus group: **October 24<sup>th</sup>, 10am-12pm & 6pm-8pm**



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# Questions



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