



Welcome to Hospital Update

October 2024

Getting to Good: Caring for our patients



How we are doing

- Elective recovery – aiming for zero 65-week waits for treatment by end of Q4
- UEC - overall 4 hour performance is 52.1%. Our target is 70% by March 2025
- UEC - overall 58.8% of patients were seen within 15 minutes for initial assessment



What we are doing

- Positive Get it right first time (GIRFT) visit to PRH planned care hub
- Multi Agency Discharge Event on Oct 21 – Stronger Together
- Frailty advice and guidance line extended to ambulance
- UEC Transformation Programme - acute medicine test of change week to improve length of stay and discharges

Improving access to care in our communities



It has been one year since the Community Diagnostic Centre (CDC) opened, with more than 72,000 patients seen.

The CDC at Hollinswood House, Telford, supports our ambition to provide accessible care in the community and closer to home, away from busy hospital sites.

Services provided include radiology (CT, Xray, ultrasound and MRI), pathology, teledermatology, spirometry and cardiorespiratory. Renal dialysis services are also provided on site.

Hospitals Transformation Programme

The Hospitals Transformation Programme (HTP) is a key part of the overarching plan to transform health and care services across Shropshire, Telford and Wrekin and Powys.

Next steps for construction at RSH:

Sept/Oct – Essential roadworks to reinforce Evolution Road (near accommodation blocks) to help manage the additional traffic

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

Oct – Piling rigs will be coming on to site to start underpinning concrete into the ground to support the new building

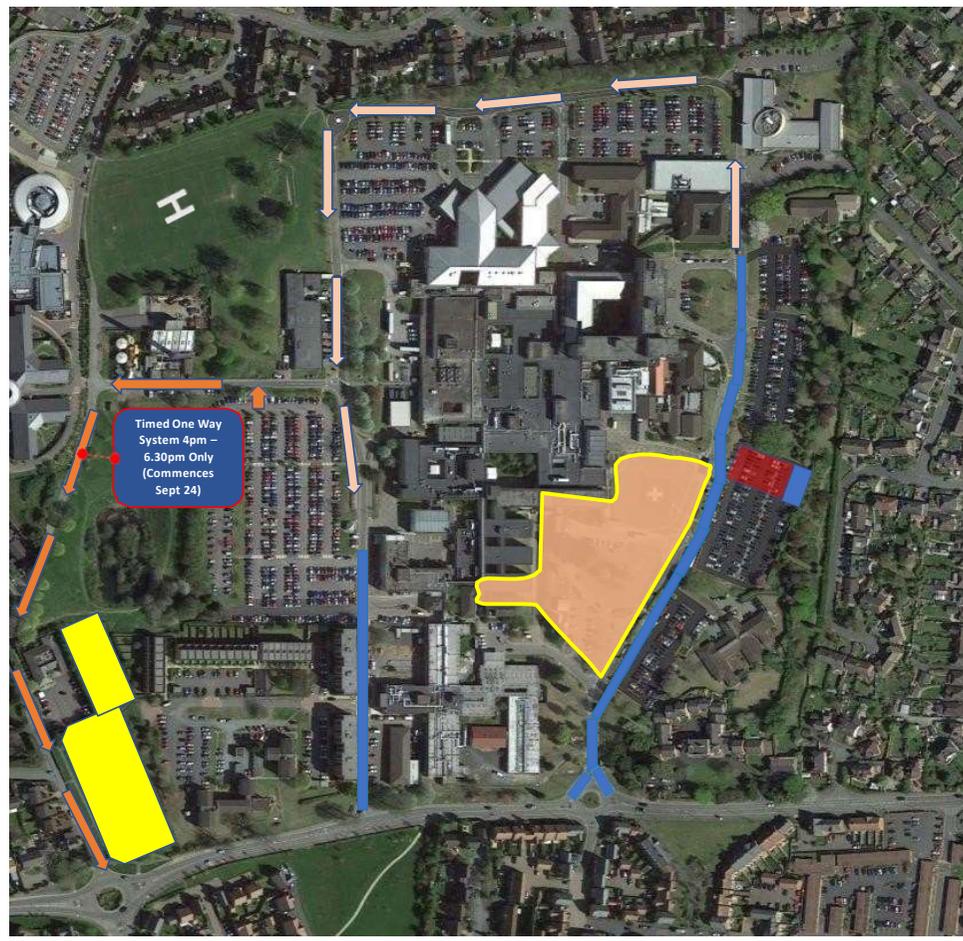
Nov - Introduction of one-way system around the back of the site to maintain traffic flow

Dec – Demolition of Elizabeth House, which will become a new energy centre

This month's key messages:

- Please continue to visit our website. This is the best way to keep up to date with the work ongoing at RSH
- Our clinical workstream within HTP are working to develop and refresh the programme for each division and speciality.
- We have launched an **art and design competition for children and young people** for a chance to be featured on the construction hoarding at RSH and near the main reception at PRH – more details can be found on our website.
- **Thank you for your understanding and patience**, as we recognise the volume of work taking place across RSH currently.
- Work is ongoing to add parking information to outpatient letters
- Additional wheelchairs have been purchased in recognition of additional time to get to outpatients
- New signage with average times to walk to outpatients has been ordered

Hospitals Transformation Programme



RSH 'Business As Usual' Position From Nov 24

-  One way System- To be introduced 1st Week Nov 24
-  Two Way System- Road Realignment completed Aug 24
-  Temporary Helipad completed Jul 24
-  ED Compound completed Dec 23
-  Main Site Hoarding completed Sept 24
-  Race Course Lane Site hoarded and secure Nov 24
-  Times one way System (4pm- 6.30pm) from Sept 24 Onwards

Hospitals Transformation Programme: **Our progress**

RSH site before work commenced:



RSH site during site preparations:



Hospitals Transformation Programme: A Preview



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. **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

Telford Town Centre, Tuesday 26th
November

Welshpool Livestock Market, Monday 9th
December

Focus group sessions

MEC& SAC focus group: December 3rd,
10am-12pm

W&C focus group: December 5th, 10am-
12pm

HTP Engagement in September 2024

HTP presentations or updates were delivered at the following events:

- Corporate Specialty Patient Experience Group – 3rd September
- Armed Forces Covenant Board – 10th September
- Shawbirch Patient Participation Group – 12th September

HTP Information stands were held at:

- Oswestry Market – 6th September
- Help Yourself to Health, Whitchurch – 7th September
- Armed Forces Outreach, Palmer's Café Shrewsbury – 16th September
- Severn Diabetes Conference, Shrewsbury Town Football Club – 19th September
- Shrewsbury Pride – 28th September

HTP was discussed with the public at the following events attended by the Engagement Team:

- Shrewsbury Colleges Group Induction Fairs
 - London Road Campus - 3rd September
 - English Bridge Campus – 4th September
 - Welsh Bridge Campus – 5th September
- West Mercia Police Open Day, Mallingsgate Police Station – 15th September

Our estate: Car parking

We are aware of how difficult the car parking situation is for patients, visitors and colleagues. Thank you for everything you are doing to help ease the pressures

RSH

- 20 clinical/on call cross-site working spaces and 40 twilight spaces available
- ANPR cameras now operational in all areas, so please ensure you are registered to park

PRH

- Consulting on new parking plan which will create a better service for colleagues and patients
- No reduction in parking space numbers. New signage and pay machines being installed
- ANPR system being replaced.

William Farr House

- Camera installation date continues to be worked through and will be confirmed soon

We are aware of how difficult the car parking situation is for patients, visitors and colleagues and we are committed to working with you to improve car parking for everyone

Finance update



The Shrewsbury and
Telford Hospital
NHS Trust



Financial performance

£34.2m deficit YTD at month 5, £4.0m away from plan

Deficit from plan driven by impact of industrial action, escalation capacity higher than plan, CIP slippage and temporary staffing premiums.



Underlying position

Recurrent deficit as per plan submission £47.4m

As part of the planning process the Trust has refreshed its underlying position. Further work will take place with system partners to update the medium term financial plan across the system during 2024/25.



Restoration & Recovery

£1.8m ERF income YTD, £1.8m spend

The government has committed additional funding to support the recovery of the elective waiting lists. For SaTH this equates to £12.9m in 2024/25 which will be used to commission additional capacity, however funding is dependent on delivering certain conditions.



Capital

2024/25 Capital programme is £88.3m

Key externally funded schemes included in the capital programme are HTP, energy and digital. Within the system allocation there is £16.7m of operational capital plans including significant estates work and digital improvements.



Cash

Cash balance was £24.4m at end of August.

The Trust's cash position is closely monitored and reforecast each month to project the year end position.



Efficiency

£8.1m delivered year to date

The Trust has an efficiency plan £44.7m for 2024/25. This consists of business as usual efficiencies of £34.0m, run rate reductions of £3.7m and stretch efficiency of £7.0m.

New roles for colleagues

As part of the Medicine Transformation Programme and our ongoing journey to improve timely discharges and flow in our hospitals, we have now recruited Clinical Leads for Medicine Flow at RSH and PRH. Welcome Kerry and Stacy



Kerry Brotherton
Clinical Lead for
Medicine Flow PRH

Kerry has been working for SaTH for 26 years. Having started as an HCA, Kerry then went to University and qualified in 2024. Kerry has worked in the Medicine and Surgical divisions and most recently worked on Ward 28.

Kerry is really excited about her new role and to be back working at PRH.

Kerry said: "The new job is challenging but it is lovely to work with a wider team to support safe and timely discharges."

I hope to be able to make a difference to our patients, hospital and communities and to ensure that the patients we care for have the best experience.'

Stacy has worked covering a number of roles, in both Surgical and Medicine divisions. She worked for SaTH for over 10 years and then left to live in Australia. She then returned to the UK, and back to SaTH.

Stacy said: "My new role means to me hopefully to make things better for patients that are coming through our hospital and to make processes better."



Stacy Durnall
Clinical Lead
for Medicine Flow RSH



Recognising our colleagues: Your great achievements

Congratulations to the Medical Engineering Services (MES) Team which has recently been awarded the ISO9001 'Quality Management Systems' standard with flying colours, passing the external audit with zero findings identified. The ISO9001 standard provides a globally recognised framework for ensuring consistent quality management.



Lynette Williams and Clare Walsgrove attended the PENNA awards where they were named as runners up for their work in the Reconditioning Games. Well done to them and their team!



Francesca Farruggio, Education Support Unit Co-Ordinator, was named as a finalist in the Health and Social Care category at the Shropshire, Telford and Wrekin Apprenticeship Awards. She was a finalist out of over 180 nominations, well done!



NHS Change: 10 Year Plan

Overview

A joint DHSC and NHS England team has been established to deliver a 10-Year Health Plan. This plan will be published in the Spring 2025.

The plan will set out how we will deliver an **NHS fit for the future**, creating a truly modern health service designed to meet the changing needs of our changing population.

The plan will be co-developed with the public, staff and patients through a thorough and detailed engagement exercise starting from **Monday 21 October 2024**



NHS Change: 10 Year Plan



Department of Health & Social Care

NHS

**Help build
a health service
fit for the future**

CHANGE
S Get involved now
change.nhs.uk

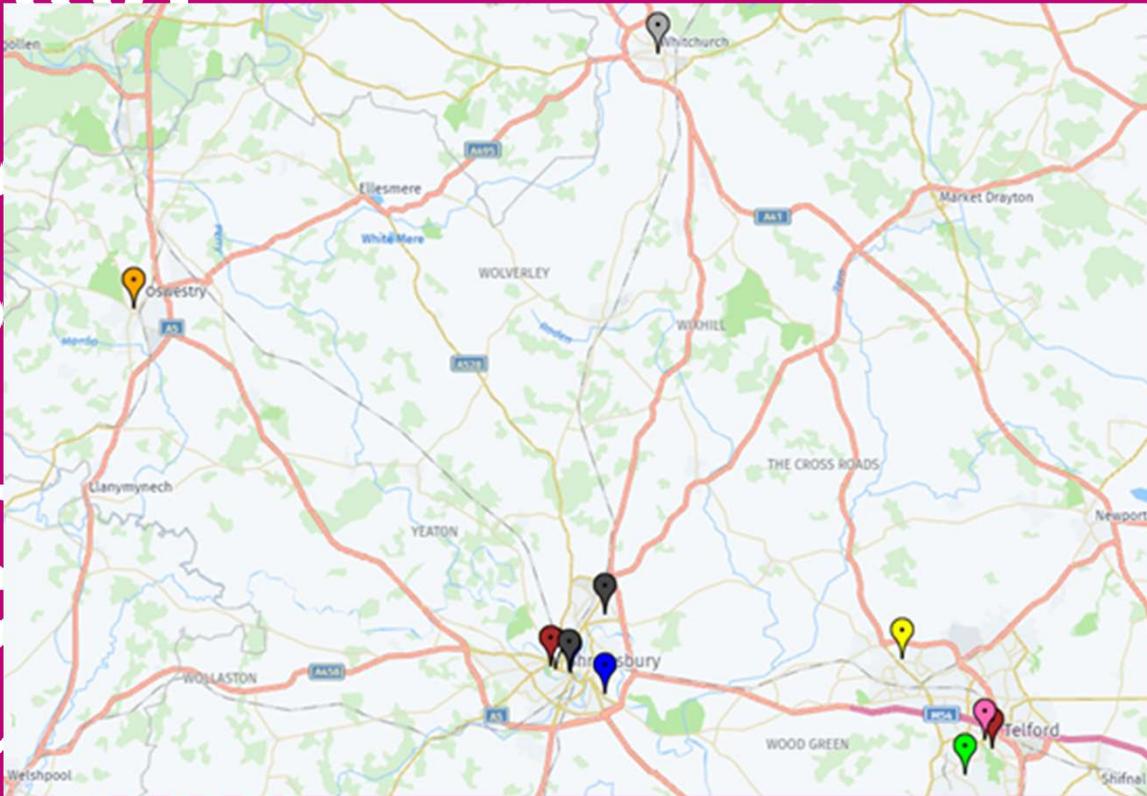
The poster features a diverse group of people of various ages and ethnicities smiling. The background is a solid yellow color. The text is arranged in white boxes with blue and black text.

- September has been a busy month for the Community Engagement team, with us attending lots of events from Shrewsbury Pride to the Induction Fayres at Shrewsbury Colleges Group.
- We were also delighted to support the Maternity Open Day this month, talking to lots of expectant parents about the Hospitals Transformation Programme and how they can **#GetInvolved** with the Trust.
- All our event listings back to Eventbrite from this month, and will continue to review accessibility, offering alternatives where required. All our upcoming events can be found here:
<https://sathnhs.eventbrite.co.uk/>
- **CHANGE OF DATES!** - From October our monthly Hospital Update meetings (held on MS Teams) will be held on the last Wednesday of the month (excluding December and January).

Community Engagement Team Statistics



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Key	
	Shrewsbury Colleges Group Induction Fairs
	Telford Patients First
	Help Yourself to Health, Whitchurch
	Oswestry Market (with HTP Team)
	Malinsgate Open Day
	Armed Forces Outreach, Palmers Café
	Maternity Open Day, PRH
	Shrewsbury Pride
	Shrewsbury Community Connectors
	Recovery Conference, Telford



September 23

Number of Volunteers who completed a shift	154
Number of Volunteers under 25 who completed a shift	769.5
Total number of hours	2078.5
Total number of shifts	539

September 24

Number of Volunteers who completed a shift	125
Number of Volunteers under 25 who completed a shift	380
Total number of hours	1533
Total number of shifts	402

The total number of volunteers trained and able to support the Trust is 293

- This month we have been out and about talking to local schools and colleges about the Public Participation Team and the benefits of volunteering.
- We held our first ‘volunteer coffee and catch up’ in our new offices at William Farr House, it was well attended and great to see a few new faces.
- PAT (Pets as Therapy) Volunteer Sharon visited RSH with the beautiful Layla and cheered up patients and staff on Ward 32.
- Finally, a fantastic well done to a number of our volunteers who took part in the SaTH Charity abseil this month. Most notably our two volunteers in their 80’s who scaled the ward block and raised over £6000 between them! [Shrewsbury: Friends in their 80s complete five-storey abseil - BBC News](#)



SaTH Charity Abseil

The SaTH Charity Abseil took place on Saturday 21st September and was a huge success.

The event raised over £25,000 (including gift aid) for many of SaTH's 64 charitable funds.

On the day there was a fantastic atmosphere and was a huge morale booster for the Trust.

The event had front page press coverage and multiple points of exposure on local radio making it the best event ever organised by SaTH Charity from all perspectives.

I just wanted to say a massive well done for Saturday, it was a brilliant event, the atmosphere was just incredible with so many staff, friends, family, supporters coming to watch.

Jules Lewis, Lead End of Life Nurse Specialist



Urology consultant Syed Ali Ehsanullah gets ready to abseil off the ward block at the Royal Shrewsbury Hospital

Hitting the heights to help hospital charities

He may have been smiling for the camera but it would be fair to imagine that Urology Consultant Syed Ali Ehsanullah was feeling a few butterflies inside as he got ready to abseil down the side of a hospital building.

He was one of 39 intrepid staff

and supporters of the county's hospitals who raised more than £20,000 by completing a charity abseil at the Royal Shrewsbury Hospital.

The Shrewsbury and Telford Hospital NHS Trust (SaTH) Charity, Lingan Davies Cancer Fund and the RSH League of Friends came

together to organise the charity 'Off The Block' event. First to take part were octogenarians Angela Turner and Joan Woodhouse, who raised funds for SaTH Charity's Chemotherapy Day Centre which is said to be 'close to their hearts'.

● Brave - Page 3

Dr Syed – Going off the Block, was front page of the Shropshire Star

Severn Diabetes Conference

SaTH Charity sponsored the Severn Diabetes Conference which was held at the Shrewsbury Town Football Club. Over 300 clinical and nursing delegates attended the conference, all of whom had an interest in improving diabetes care across Shropshire, Telford & Wrekin and Mid-Wales. The event was branded a huge success with one of the sponsors saying it was the best event they had attended.

Impact Statement:

The conference offered continual medical education essential for staying informed on the latest advancements in diabetes care in our local trust. The conference served as a hub for learning, sharing and networking with local professionals passionate about diabetes care

Nichola Beard, Podiatry Diabetes Lead



Diabetes Conference sponsored by SaTH
Charity