

Board of Director's meeting: 14 November 2024

Agenda item	162/24		
Report Title	Public Participation Report Quarter 1&2 2024/25		
Executive Lead	Julia Clarke, Director of Public Participation		
Report Author	Julia Clarke, Director of Public Participation		
CQC Domain:	Link to Strategic Goal:	Link to BAF / risk:	
Safe	Our patients and community	√	BAF9
Effective	Our people		
Caring	Our service delivery		Trust Risk Register id:
Responsive	Our governance		
Well Led	Our partners	√	
Consultation Communication	Public Assurance Forum – 14 October 2024		
Executive summary:	<p>The Shrewsbury and Telford Hospital NHS Trust is committed to ensuring that the patient-public voice is at the centre of shaping our health services, both now and in the future. At the heart of our organisation and its future success are our patients, carers and local communities. We aim to provide the best care and experience we can, and to ensure that we do this, our local communities need to feel listened to, and that as an organisation we are responsive to their needs across Shropshire, Telford & Wrekin and Mid-Wales.</p> <p>Whilst we have a legal duty to engage with the public, we go far beyond this requirement. In the overview of the SaTH Care Quality Commission Inspection Report published in May 2024, the CQC found <i>“People who use services, the public and staff were highly engaged and involved to support high-quality sustainable services”</i></p> <p>Under the banner of #GetInvolved, https://www.sath.nhs.uk/about-us/get-involved/get-involved-public-participation/ we aim to provide a range of opportunities for our communities to be involved with us. We reach out to engage with the public and the emphasis is on everything we do directly linking to our local communities.</p>		
Recommendations for the Board:	<p>The Board is asked to:</p> <p>NOTE the current activity from April to September across the Public Participation Team and TAKE ASSURANCE from this work that our statutory duties are being met as well as CQC Well-led requirements</p>		
Appendices:	Appendix 1: Quarterly Public Participation Trust Board Report (in Board supplementary pack)		

1.0 Public Participation Team

The Care Quality Commission rely on Key Lines of Enquiry (KLOEs), prompts and sources of evidence to answer the five key questions: is the service safe, effective, caring, responsive and well-led. One of the 8 Well-led KLOES is “*are the people who use the services, the public, staff and external partners engaged and involved to support high quality sustainable services*” and more specifically relating to public participation “*are people’s views and experiences gathered and acted upon to shape and improve the services and culture? Does this include people in a range of equality groups?*”

The Public Participation Team consists of three main inter-related public-facing teams

- Community Engagement including the Hospitals Transformation Programme (HTP)
- Volunteering
- SaTH Charity

Under the banner of Get Involved – Make a Difference the team <https://www.sath.nhs.uk/about-us/get-involved/get-involved-public-participation/> there are lots of different ways to Get Involved and we’ve listened to feedback from our communities and made it easier to do. We reach out to engage with the public and the emphasis is on everything we do directly linking to our local communities.

The Public Participation Report (which is in the Board supplementary pack and contains rich information and assurance on the work of the team) contains a summary/highlights of the work across these three teams in slides 2-4, with the detail in the following slides.

2.0 Community Engagement including HTP (slides 5-20 in presentation in Board supplementary pack)

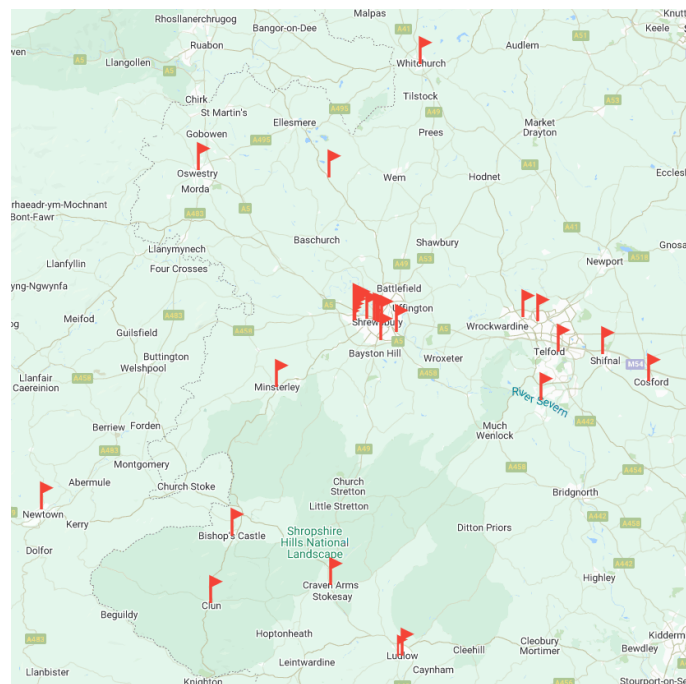
- 2.1 The Community Engagement Team continues to engage with the public with a regular series of virtual and face-to-face meetings, health lectures and newsletter email updates. Activity is reported to the quarterly Public Assurance Forum which is co-chaired by a SaTH NED and a public member from Montgomery Health Forum and has a wide range of community, voluntary and statutory sector organisations as members, who have the opportunity to discuss issues directly with our Divisional teams. Who also attend. The papers are published on our website for full transparency and key items from the meetings in July and October are included in the accompanying pack (Slides 6 and 7).
- 2.2 Our community members (4857) and organisations (429) continue to increase. (Slide 8 details) and they have access to a wide range of ways to find out more about the Trust and to get involved. Some of the events we have attended/organised are detailed on Slide 9
- 2.3 Our Social Inclusion Facilitator has been making stronger links with a number of Seldom Heard Groups over the past six months focusing on homelessness and rough sleeping, veterans, BAME groups, rurality as well as making links with other statutory organisations (such as Public Health). We are particularly proud to be one of the

founder members of the Powys Farming Fit partnership, which was launched in July at the Royal Welsh Show, to reach out to rural farming communities (Slides 11-12).

- 2.4 **HTP engagement (see slides 13- 21)** The Public Participation Department has also been leading the work to engage with our local communities around the Hospitals Transformation Programme (HTP). Meetings are supported by the HTP team and chaired by the Director of Public Participation.

The team has organised a number of events including regular quarterly public focus groups (aligned to the clinical workstreams ie Medicine, Emergency Care & Surgery, Anaesthetics, Cancer & Critical Care and Women & Children's), as well as focus groups for patients with specific conditions eg mental health, dementia, children & young people and one looking specifically at the new main entrance. In early October we have held two face-to-face focus groups for the deaf (with support from BSL translators) and hard of hearing communities, one for our Veterans Community and two for GP Patient Participation Groups. All these have an extensive Q&A section to gain the views and comments from attendees. All focus groups presentations are published on our website along with the Q&As and action logs (after they've been reviewed by the attendees) to ensure full transparency. For more information please see our website: [HTP Focus Groups - SaTH](#)

- 2.5 We have also attended 28 events across the county and mid-Wales (noting there was a six week pause due to the General Election) and a further 22 online events. The map below shows the spread of the face to face meetings and details are on slides 16-17 in the supplementary pack



- 2.6 We also hold quarterly HTP About Health Events with a presentation from the HTP team and an opportunity to discuss and ask questions. The meetings are recorded and are also available on our website.

- 2.7 Some of the changes that have been made following feedback at the focus groups are shown on slide 20, along with additional public participation routes available to find out more on slide 21.

3.0 Volunteers (Slides 22-27)

- 3.1 We currently have 296 volunteers, who have given almost 14,000 hours of volunteer time across a wide range of activities. We have over 30 different role descriptions across all areas on the Trust including non-clinical support roles. (See slide 23). All new roles are “tested” by the team before they are launched and volunteers receive regular “wellbeing” calls from the team. In the last 6 months we have organised focus groups and briefings for our volunteers on different topics. We work closely with local schools and colleges and currently have over 100 young volunteers.
- 3.2 Volunteers supported the closure of the Outpatient entrance as part of the HTP construction work and have also taken part in “walkabouts” with the HTP team to help identify issues.
- 3.3 A drop-in coffee morning catch-up has been introduced, with all Execs invited to join us. A number of new roles are outlined on slide 25
- 3.4 In June as part of National Volunteers week we held a thank you tea party which 100 people came to. Julia Clarke awarded volunteers their length of service badges and thank you certificates, with two volunteers having delivered 15 years of volunteering at SaTH (slide 26)
- 3.5 The Volunteer to Career scheme continues to go from strength to strength – the last cohort was radiotherapy and we have just launched a further cohort in Midwifery. We are also looking at a general nursing scheme as a future cohort (Slide 27).
- 3.6 We have submitted a bid to the ICB as part of the winter Plan to introduce a discharge support scheme, working alongside Helpforce (a national charity that help health and care organisations to accelerate the growth and impact of volunteering). We have also been invited by Helpforce as one of 10 Trusts to pilot a Veterans to Career volunteer programme for local veterans and spouses. This will be for 18 months and begin in the new year. We are working closely with the Trust’s Armed Forces Compact team to develop this
- 3.7 We have been invited to a House of Commons reception in November to an event to meet key policy makers and Helpforce to champion all the work done in the voluntary and community sector to date and discuss what more can be achieved through greater collaboration to address some of the challenges set out in the recent Darzi report

4.0 SaTH Charity (Slides 28- 39)

- 4.1 Income for the 6 months of Q1& Q2 2024 was £343,117 (compared to £157k at this point last year) Expenditure was £110,461 compared to £372,557 last year (but this figure included £220k on chemotherapy department expansion). Some examples of expenditure are shown on Slide 30. The Annual Report and Accounts for 2022/23 have been produced which show SaTH Charity increased income by 39% (from 3357k

in 2021/2 to £459k in 2022/3), which is an amazing increase and thanks to all our supporters and fundraisers for their generosity.

- 4.2 The Charity team continue to support fundraising activity and this year's individual Trust Fund expenditure plans now include a section on fundraising plans for 2025/26. Over Q3 and Q4 we will be working to report more on our supporters and how we can support them (stewardship). This information will be gathered using the Beacon Database which has been collecting this data since August 2022.
Currently SaTH Charity has 918 supporters:
Donors (842) - Provide financial support to the charity – this could be through a one-off donation, or multiple donations.
Fundraisers (76) -Organise events, and other initiatives, such as a sponsorship for a marathon, to raise money and donations.
- 4.3 There are almost 1000 members of staff who are now playing the staff lottery (from zero when it was started four years ago) - half the income is paid out in winnings to staff and half re-invested in the staff Small Things Big Difference Trust Fund.
- 4.3 Slide 31 shows some of the way our supporters have raised money and slide 32 describes the annual SaTH Charity thank you – which raises the visibility of the charity and the morale of staff who really appreciate the Sath charity daisy but treasure the nomination from a colleague. Over 300 of our workforce took the time to nominate a colleague who received the daisy and a Sath charity thank you card in early July as part of the NHS birthday celebrations. Slide 33 shows the annual staff tournament which raised almost £5k for SaTH Charity dementia fund and hundreds of supporters came along on a lovely sunny day in May to cheer the teams on. This was organised by Mark Rawlings a porter at RSH. Slide 34 shows the RSH Critical Care courtyard which was greatly improved thanks to the efforts of William Dodd's family (two of his daughters also work at SaTH). It is now a beautiful courtyard with a gazebo for both patients, staff and visitors to enjoy.
- 4.4 The SaTH Charity abseil caused great excitement and was really well supported by SaTH teams and raised over £25k. The day had a real carnival feel with colleagues coming along to cheer on the participants (slides 36-37). The event made the front page of the local paper and the two octogenarians who completed the abseil also made local news and radio – they are also both volunteers who received their long service badges earlier in the year
- 4.7 The NHS CT-funded development grant for a Charity fundraising/communications officer came to a successful conclusion in August and the post was made permanent at no additional cost to the charity by restructuring the team to provide dedicated support
- 4.8 A Charity Strategy workshop was held in August for the Corporate Trustee, facilitated by the Chair of the Charitable Funds Committee and a second stage is planned in the next quarter. The Charity also has a Risk Register which is reviewed at every meeting (As the Charity is a separate legal entity this Register is held separate to the Trust's Risk Register but was drawn up with support from the Risk Management team to ensure consistency).
- 4.9 Conversations are ongoing with HTP, Divisions and Charitable partners regarding some of the Phase 3 and 4 options of HTP and some of the value-added suggestions from focus groups.

5.0 Q3 Looking Forward (summarised slides 40-43)

5.1 Looking Forward highlights (slide 40)

Community Engagement

- The Public Assurance Forum to meet on 13 January 2025
- Continue to support staff with any future service changes engagement
- Supporting the HTP Engagement programme, including quarterly focus groups for the public and patients. There will be a focus on supporting engagement around specific interest groups (e.g Sensory and Auditory impairment, veterans)
- A Young People's Academy and a People's Academy to be delivered in Q3
- Continued attendance at community events to engage with the public

SaTH Charity

- Continuing to support staff wellbeing through Charity Small Things Big Difference Fund
- For the fourth year, SaTH Charity will be supplying IPC-compliant Christmas decorations for staff and patients to enjoy, mainly for clinical areas where normal decorations can't be used. This also raises the profile of the charity with visitors and staff
- Other Christmas plans are underway included a visit from RAF Shawbury and a plan for the distribution of presents (usually for children in hospital over the Christmas period)

Volunteers

- The Volunteer Celebration Event which is part of the Trust Awards takes place in November.
- The Youth Volunteer Programme is open for applications and we are looking forward to welcoming the new volunteers soon.
- Work with Helpforce to set up the Veterans to Career pilot and attend the House of commons reception to look at strengthening the NHS Volunteer offer at the end of November

5.2 Dates for your diary (slides 42-43). Please contact sath.engagement@nhs.net or visit our website for more information [Public Participation - SaTH](#)

6. Recommendations

The Board is asked to:

NOTE the current activity from April to September across the Public Participation Team and TAKE ASSURANCE from this work that our statutory duties are being met as well as CQC Well-led requirements

Julia Clarke Director of Public Participation

November 2024