

Welcome to Hospitals Update

January 2025



Getting to Good: Caring for our patients



How we are doing

- Our hospitals are under extreme pressure.
- We are caring for high numbers of patients with respiratory/winter illness
- We are focusing on elective recovery - next milestone is reducing 52 week waits
- We have made progress on diagnostic recovery - urgent CT scans being reported within 2 weeks, with backlog expected to be cleared by end of January.



What we are doing

- Revised Hospital Full policy to support patient safety
- We are working in partnership across the Trust and wider system to improve UEC pathway
- There is system investment in expansion of domiciliary care capacity
- Introduction of ShropCom front door practitioners
- Planned Care Hub – nearly 2,200 patients treated since launch

ED average wait to be seen times

Emergency Department (A&E) Average Wait Times

Princess Royal Hospital
Emergency Department (A&E) - adults
1 hour, 4 minutes

Royal Shrewsbury Hospital
Emergency Department (A&E) - adults
23 minutes

Princess Royal Hospital
Emergency Department (A&E) - children
57 minutes

Royal Shrewsbury Hospital
Emergency Department (A&E) - children
20 minutes

Community Minor Injury Units (MIUs): 60 minutes

As part of our Stronger Together ambitions to improve patient experience, we have introduced average wait to be seen times in our Emergency Departments on our Trust website.

We hope it will enable patients to make an informed choice about where they should go for care they need - and help patients to understand how long they may be waiting to be seen by a clinician. Your treatment maybe much longer, depending on clinical priority



Stronger Together
Compassionate care for everyone

Thank you for your incredible efforts

December brought immense challenges, with **13,319** patients seen in our emergency departments. The team's resilience, and commitment to putting patients first have been extraordinary.

Every role, be that frontline or behind the scenes, has been vital in delivering the best possible care for our patients and the communities we serve.

We will continue to support our teams to overcome the challenges and providing outstanding care for those who need us most.



Transforming Urgent and Emergency Care is everyone's responsibility

Stronger Together: A sustainable future

Our road to excellence


- We are on a journey to deliver excellent care for our patients
- Long-term we have a plan in place to improve care and deliver financial balance
- We can do this together. No-one understands this organisation better than the SaTH team
- Every role adds value. Everyone is creating the best patient experience
- We can improve quality and deliver value for our patients





Stronger Together: A sustainable future

Everyone has a role to play

- 
- Think about how we spend money, so we can spend on what is important to patient care
 - Try new ways of working to improve efficiency within your area
 - Work with our recovery team to continuously improve quality, performance and productivity
 - Waste is in all areas – don't be afraid to identify it. Great work is already happening

Great work is already happening



We have made a huge step change in the way we dispose of clinical waste, which has significantly reduced our carbon footprint and made financial savings of £110,000.

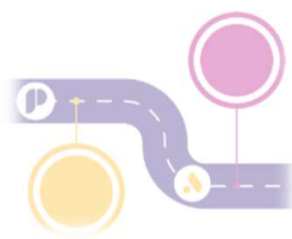
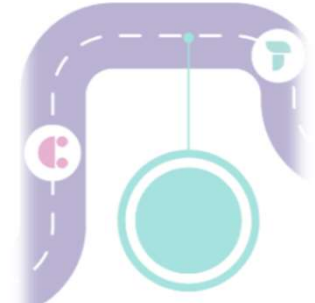
This fantastic achievement has been led by the Trust's Waste and Energy Manager, Mark Leighton, and has been supported by colleagues in portering, cleanliness and housekeeping.

The Trust has put in place new processes to ensure its waste is being segregated more effectively, reducing the amount of waste classified incorrectly and going to incineration.



Stronger Together: **A sustainable future**

We have a long-term plan in place to improve care and deliver financial balance

- 
- Progress our transformation work, including UEC
 - Continue to invest in the long-term – estates/digital
 - Maintain our focus on quality, safety and culture
 - Hospitals Transformation Programme
- 

Together we have got this

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.

- Works to modernise and redesign our Emergency Department are progressing well, with the first phase of work expected to be **complete in March 2025**. As we move into other phases of this redesign, there will be some changes to service locations within the ED.
- Demolition of Elizabeth House is progressing well and is due to complete on 7 February. Please be aware that starting on Friday 24 January, colleagues near the area will experience a higher level of noise due to breaking of concrete, which could take up to five days. We apologise for any disruption.
- IHP are undertaking a number of initiatives to **bring social value to our communities**. This includes providing internships to young adults in Shropshire, Telford and Wrekin. IHP are also supporting local community charities that work with young people in Shropshire, Telford and Wrekin, aged between 16 – 30 years, who are not in education, employment, or training.
- The clinical team will be talking to divisional Directors' and colleagues in divisions over the next few months to **engage with colleagues on the pathway development for HTP**.



Progress of ED refurbishment and development



HTP Focus groups and Engagement

Two Focus groups were held in December:

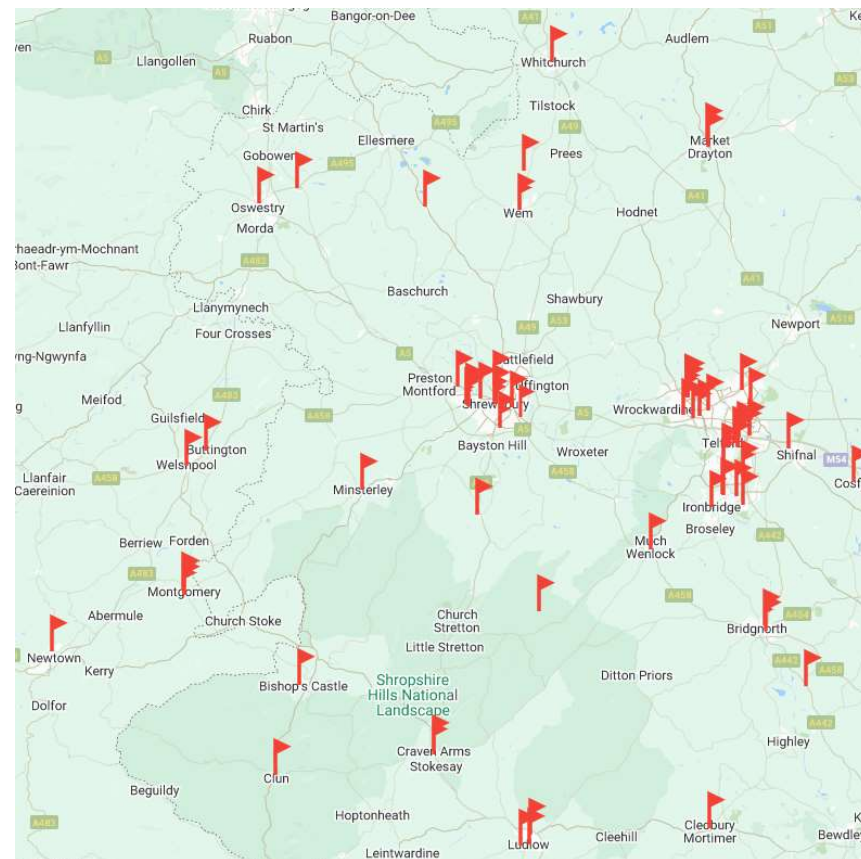
- MEC&SAC – 3rd December, 10:00-12:00. 4 members of the public attended in person, 9 online. Claire Parker updated on the Local Care Transformation programme for the ICB.
- W&C – 6th March, 10:00-12:00. 4 members of the public attended online with positive feedback received on the ICB presentation in the MEC&SAC focus group.

The next focus groups are:

- MEC&SAC – 4th March, 10:00-12:00
- W&C – 6th March, 10:00-12:00

In 2024, HTP was discussed in person at 97 events across the region with a further 46 meetings hosted or attended online.

- 14 informational drop-ins were held and the team talked to at least 344 people.
- 18 Focus Groups were held, attended by 224 members of the public.



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

Newport Market – 14th February
Ironbridge Co-op – 17th March
Church Stretton Co-op – 2nd May
Wellington Market – 9th May
Welshpool Market – 16th June
Bridgnorth Market – 11th July

Focus group sessions

Women & Children's
4th March, 10am-12noon

MEC & SACC
6th March, 10am-12noon

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



Patient Park & Ride trial

Our patient Park & Ride 12-week trial starts next week. Patients can use the Park & Ride between 10am-3pm. If a clinical appointment overruns, then will be returning to Oxon after 3pm, so please be mindful of this. Please continue to let us know your feedback on the trial and how it is working, so we can see if this is a viable option going forward.

Parking Charge Notices

We are issuing Parking Charge Notices (PCNs) to staff and patients who are not parking in the correct areas or parking without permit or payment. You may receive a ticket on the windscreen or a ticket in the post. If you receive a PCN it is a £60 payment which is reduced to £30 for early payment. If you wish to dispute the PCN, you will need to follow the process outlined on the back of the ticket.

Our estate: RAAC project gets funding go-ahead

The kitchen and Apley Restaurant at PRH have been closed since reinforced aerated autoclaved concrete (RAAC) was identified in September 2023. £9.6 million (two-thirds) of the NHSE national RAAC funding has been approved. An application is being made for the remainder of the funding in the next financial year.

What work is being done?

The Apley Restaurant servery will be **temporarily relocated** to the former League of Friends Unit on the ground floor. Work has started on the conversion.

- **Takeaway services** will still be available within the main hospital building during the phasing of the works
- The kitchen and servery layout in the Apley Restaurant area will be altered to create a **larger restaurant/seating area**, improving the experience for colleagues and patients
- **Removal of RAAC** panels within affected areas
- New purpose-built **plant room**
- Work is due to be completed by **January 2026**.



Digital Transformation Update

Our Digital Transformation Programme continues to progress. Here are some updates on some of the ongoing projects:



Patient Portal

A pilot of the patient portal (DrDoctor) is now being planned with the ENT Team.

The portal will introduce changes to the way appointment booking can be managed, therefore the pilot will help us understand potential impacts to the Trust and our patients before rolling out further.



ICE Order Comms

High-level design workshops are now taking place between technical teams and the project team, including radiology and pathology. Further workshops will be held to look at more detailed design and operational readiness in the next quarter.



Windows 11

All areas are required to update their computers to Windows 11.

Clinical areas will be given notice of when this will happen and will be supported by the teams. Non-clinical areas will be given scheduled time to do this and will be invited to workshops should they wish to be supported.



Medilogik

This is a new system for the clinical processes within Endoscopy.

Scheduled for go-live at the end of February. User acceptance testing is running throughout January, to be followed by user training in February ready for go-live.

Recognising our colleagues



Congratulations to Dora Naylor who has been awarded a Chief Nursing Officer Health Care Support Worker badge in the 'Improving Lives' category, and to Vicky Powell who has been awarded the CN HCSW badge for 'Compassion'.

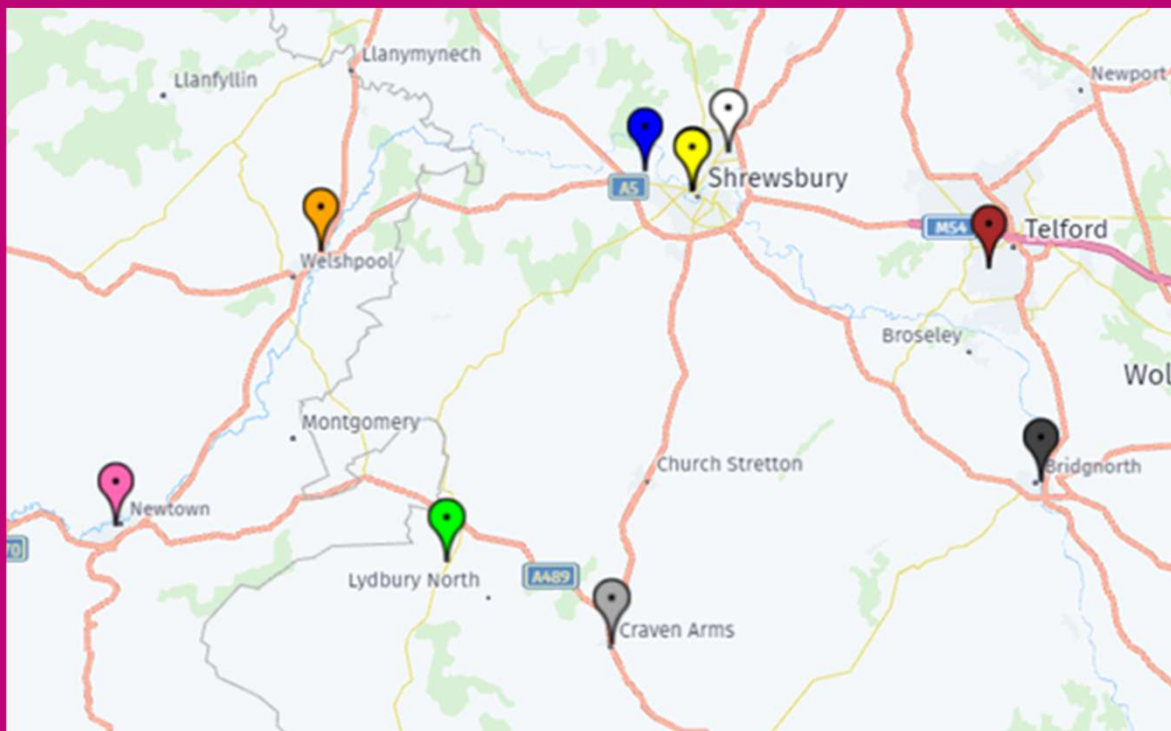


Following an inspection from Environmental Health at Shropshire Council, the RSH Catering Team have maintained a Level 5 Food Safety Rating, which is the highest level achievable. Well done to the team.



The RCN Shropshire branch has been awarded the highest growth in nursing support worker membership. Rachel Webster, RCN Steward and HTP Nursing, Midwifery and AHP Lead, accepted the award as new Chair of the RCN Shropshire.

Engaging with our Local Communities



Key

	Veterans Outreach, Severn Hospice
	Community Connectors, South East Shropshire
	Telford Patients First
	Careers Event, Bishops Castle
	Community Connectors, South West Shropshire*
	Welshpool Livestock Market
	Newtown Locality Meeting
	Community Connectors, Central Shropshire
	Veterans Outreach, Palmers Café
	Shropshire Supports Refugees

* Meeting moved to online because of the weather

Social Inclusion

Shropshire Supports Refugees

A drop-in to the centre in Mardol, Shrewsbury, provided some very valuable insight to refugee communities across the county.

A point for us, and teams across the hospital to consider is that simply translating written information such as patient letters into someone's first language is not always as helpful as we might imagine.

Many refugees coming to the UK are unable to read or write, and rely on conversation to get information.

We have connected Shropshire Supports Refugees with our Patient Experience team to look at how we can better support our refugee communities and improve our communications with them.

We also discussed the potential for refugees to be provided with cards carrying information about first language and other languages spoken to support our attempts to find interpreters, and SSR are keen to develop this within their service.

Veterans Outreach

At the Christmas drop-ins, we were able to talk to people about the upcoming volunteer opportunities at the hospital, these being the specialist Volunteer to Career project being launched in March 2025, and the collaborative project to provide volunteer drivers to help patients return home.

There was considerable interest from veterans in the meeting for the volunteer driver project, and one of the veterans we introduced to the volunteer team during 2024 had already put their name forward!

Support workers from local Armed Forces support organisations were particularly interested in the Volunteer to Career project, and we will be going out to share further information across our networks in the coming weeks.

Volunteer Highlights

- **Volunteer to Career for Veterans**– applications are now open for the VtC programme for Veterans and their families
- **Volunteer Team** – Due to 3 vacancies within the volunteer team, volunteer recruitment of new volunteers have been paused until recruitment is complete for the team.
- **Volunteer Wrapping Gifts** – volunteers helped the charity by wrapping present donations which were delivered to lots of different areas throughout the hospitals.
- **Coffee and Cake Catch Up** - the monthly catch up was at PRH this month and was well attended by volunteers. It was also a chance for Poppy Horrocks to say goodbye as she left the team for a promotion at the ICB.
- **Focus Group ‘Autism Awareness’** – an excellent focus group was hosted by one of our new volunteer Wendy Dodman. Wendy spoke about being diagnosed with Autism in later life. Over 20 volunteers attended which was a great turnout.



Veteran Volunteer to Career

Are you a Veteran or a family member of someone serving in the armed forces and are looking at possibly exploring a career in Healthcare?

The Veteran's Volunteer to Career (VtC) could be for you!

The Shrewsbury and Telford Hospital NHS Trust are launching the VtC programme in Spring and it will give you the chance to look at different roles in the NHS and some experience in that role too.

You do not need any previous experience or qualifications to apply.

Find out more on our website:

<https://www.sath.nhs.uk/working-with-us/volunteering/veterans-volunteer-to-career-programme-2>



Veterans and Families Volunteer to Career

A programme supporting the direct route in to work in the healthcare sector

RAF Shawbury and Santa Visit PRH

- For the second year in a row, SaTH Charity and RAF Shawbury helped Santa deliver gifts to patients on the Children's Ward and also visited parents on the Neonatal Unit.
- Santa flew in to visit the Children's Ward at the Princess Royal Hospital in Telford aboard an RAF Shawbury helicopter. He touched down to be greeted by excited patients and staff on 18 December.
- The event was attended by local press, which resulted in the story appearing on Midlands Today, BBC website, Shropshire Live and Shropshire Star.

Impact Statement:

"Meeting Santa has got us in the Christmas spirit and going home tomorrow feels like a Christmas miracle. Teddy has been in hospital for 67 days and I couldn't fault the care on the Neonatal Unit, they were always checking on me as well as the baby."

Vicky Heath, whose baby Teddy has been on the Neonatal Unit.



Six-year-old Juno, pictured, had a good chat with Santa.

HTP Wayfinding Signs at RSH

After the outpatient entrance was closed to start building work for the Hospitals Transformation Programme, SaTH Charity was asked to fund wayfinding signs to support patients and relatives to navigate to and from the clinics and the Treatment Centre/Ward Block entrances. The additional signage cost £4,995 and has had a positive impact for visitors to the hospital.

Impact Statement:

“Due to the new HTP building at RSH, the old outpatient entrance was closed. As a result, we received feedback from patients and volunteers about how to improve the signage from the alternative entrances. Thanks to the charity the signage is now in place and is helping patients and relatives navigate to the right department.”

Rachel Webster, HTP Nursing, Midwifery and AHP lead



Dates for your diary

Date	Time	Event	Booking
Wednesday 29 January	11:00 – 12:00	Monthly Hospital Update	
Tuesday 11 February	18:30 – 19:30	About Health – Emergency Planning	
Wednesday 26 February	11:00 – 12:00	Monthly Hospital Update	
Tuesday 11 March	18:30 – 19:30	About Health – Parking now and in the future	
Wednesday 26 March	11:00 – 12:00	Monthly Hospital Update	

About Health events are held on Microsoft Teams and take place 18:30 – 19:30. Further details and booking information can be found on our web pages here: <https://bit.ly/SaTHEvents>

Hospitals Transformation Programme Involvement Opportunities

Date	Time	Event	Booking
Thursday 6th March 2025	10:00 – 12:00	Medicine, Emergency Care, Surgery, Anaesthetics, and Cancer HTP focus Group	If you are interested in joining a focus group please email sath.engagement@nhs.net
Tuesday 4th March 2025	10:00 – 12:00	Women and Children's HTP focus group	

People's Academy Dates



Date	Venue
Thursday 20 February	SERII
Thursday 29 May	Education Centre, PRH
Thursday 24 July	SERII
Thursday 30 October	Education Centre, PRH

Date	Venue
Thursday 13 March	William Farr House
Thursday 26 June	Education Centre, PRH
Thursday 25 September	SECC
Thursday 27 November	Education Centre, PRH