



Hospital Update

August 2025

Moving to excellence: Our performance



How we are doing

- Thank you for your efforts to minimise impact on services and keep patients safe during the Resident Doctors' strike
- In recognition of significant improvement, we have exited NHSE Tier 1 oversight, and moved into Tier 2 for cancer and diagnostics and Tier 3 for elective performance
- NHSE noted focus on governance and priority pathways made a positive impact on patients – and consistent improvement in reducing long waits
- DM01 – best performance in 5 years – 82.5% in June



What we are doing

- Expanding community rehab services to support patients to recover closer to home – includes enhancement of Care Transfer Hub
- Outpatient transformation programme - increase in utilisation of clinics and patient attendance
- Transformation work focusing on alternative pathways to ED and managing flow
- LINAC bunker operational in September
- Ward 5 for orthopaedic joint replacement surgery patients to temporarily close on Monday 15 September for state-of-the-art ventilation units to be installed.

Improving our resilience and patient care



We are increasing our bed capacity through the addition of **two new modular wards** at RSH.

These new wards have now been delivered and are on track to open this winter.
Thank you for your patience whilst construction is ongoing.

Two further wards, currently used as Rehabilitation and Recovery Units by ShropCom, will be brought back into use **for acute care** at RSH and PRH.

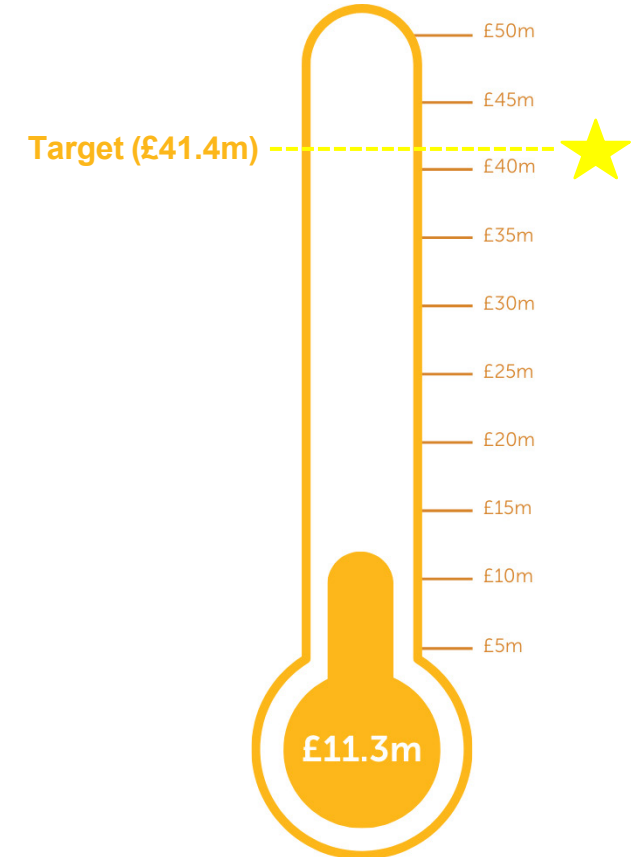
This is alongside a £3.6m reinvestment in more community-based care, which will help to relieve pressures in the hospitals and provide a more positive urgent and emergency care experience for our patients **#strongertogether**.

Stronger Together: Adding value for patients

- We have delivered our plan for Month 4 and remain breakeven, after deficit support funding of £20.9m.
- In achieving our plan to date we have delivered £11.3m of efficiencies.
- We're doing well, but we have to keep meeting targets to receive agreed deficit.
- It'll get harder as the year goes on - there are things we can't plan for.
- Keep challenging all non-pay expenditure – is it critical to patient safety?
- We will accelerate digital improvements to become more efficient.
- We have had a positive response to MARS and we are communicating directly with applicants.

We need to deliver our plan as a whole trust - we are in this together.

CIP efficiencies 2025/26



Better Together

ShropCom and SaTH are exploring opportunities to become a Group. Plans are in the early stages of development and we still need to go through an assurance process with NHS England before any final decisions are made.

Thank you to everyone who has joined engagement sessions.

There have been some brilliant ideas shared including:

- Shared education opportunities
- Making the most of our estates
- Having more services in neighbourhoods

During September we will be sharing more about the feedback you shared and also our Case for Change, which will be submitted to both Boards and NHSE in the Autumn 2025.

If both Boards agree the Case for Change and decide to form a Group, next steps include:

- Developing Governance and leadership structures - aim to become a Group by April 2026
- Involving you in developing our vision and values
- Encouraging conversations between teams to identify opportunities for collaboration



SaTH and ShropCom are pleased to announce the appointment of Jo Williams as Chief Executive in Common.

Digital Transformation: Looking ahead

Secretaries Workstation 2 (SEW2)

SEW2 is being rolled out to all departments by November 2025, offering enhanced functionality such as audit trails, version control, and automated letter delivery to the Clinical Portal. This upgrade reduces printing costs, improves turnaround times for patient communications and supports sustainability goals.



Patient Engagement Portal (PEP)

Initially launched in ENT, PEP is now expanding to other PAC-managed specialties. From the provider DrDoctor, the PEP integrates with the NHS App, enabling patients to view appointments, access digital letters and request to reschedule appointments. So far, the project has reduced paper appointment letters in ENT BY 75%, as well as enhancing patient experience with the booking process.



Vitals upgrade

In early 2026, we will transition to a new version of Vitals. This upgrade will correct system bugs, streamline clinical workflows and support safer care delivery. It also enables the Trust to start using Vitals for clinical patient forms, an important next step in our digitisation of the patient record. Logging on to the system will follow the same format as Flow and Narrative.



We have a Digital About Health Event on Thursday 4 December at 6.30pm via MS Teams, more information to follow near the date.

Recognising our colleagues: HSJ finalists



SaTH is a finalist for the Towards Net Zero category at the prestigious 2025 Health Service Journal (HSJ) Awards.

This recognition highlights the exceptional work and innovation demonstrated by the team and is testament to the Trust's progress towards delivering greener and more sustainable care for its communities.

SaTH's shortlisted entry was selected following a rigorous judging process and has been recognised as a standout example of excellence in healthcare delivery.



VETERAN AWARE

SaTH has also been shortlisted for the Military and Civilian Health Partnership Award in the Health Service Journal (HSJ) Awards.

Led by a group of staff, who are veterans themselves, the Armed Forces Improvement Project aimed to build stronger links with local veteran and serving communities. It also aimed to improve the experience of staff within the Trust.

Veterans, reservists, cadet force adult volunteers and military families bring invaluable experience to the workforce.

Recognising our colleagues



The Royal College of Obstetricians and Gynaecologists have awarded PRH a **Highly commended** for the overall and professional development award in the medium-sized hospitals category. This award was based on training data which is collected nationally and give each Trust a ranking.



SaTH has been awarded an **Employer Recognition Scheme Gold Award** from the **Military of Defence**. It publicly recognises the commitment and support that SaTH has demonstrated, by being an exemplar employer and acting as advocates for the people in the Armed Forces community.



Hayley Roberts works as a cleanliness coordinator in Domestic Services and has been in the role for just under a year. She recently has completed the End-Point Assessment for L3 Team Leader CMI. Hayley is a credit to the team and doing the apprenticeship has increased her confidence not only in herself but also in how she deals with any situations that arise in the department.



Congratulations to Musili Oshivire, Emergency Planning & Business Continuity Officer based at RSH who has been shortlisted in the BCI Europe Awards 2025 in the Continuity & Resilience newcomer category.



Congratulations to the cancer support group Men Like Us which has been shortlisted for a **national patient experience award**. Katey Evans, Personal Care Navigator, pictured with volunteers at Telford, said it was an absolute honour to be shortlisted for the Picker Experience Network Awards (PENA) for Personalisation of Care. The winners are announced in November.

A new chapter for SaTH Charity



SaTH Charity is excited to announce an important milestone in our journey.

As part of our five-year strategy, we are rebranding the Charity logo. This change reflects our commitment to evolving alongside the needs of our community and enhancing our brand to better represent the values we hold dear.

At the same time, we're also thrilled to introduce our newest, cuddliest addition to the SaTH Charity family—an adorable teddy bear that needs a name.

You now have to opportunity to **vote for your favourite logo and name for the teddy bear** - You have until the 12 September to cast you vote:

<https://www.surveymonkey.com/r/SC2508Int>

September launches for SaTH Charity

A buggy to transport patients from the Treatment Centre to the Outpatient's Department at the Royal Shrewsbury Hospital (RSH) has been bought by SaTH Charity and the League of Friends of the Shrewsbury and Telford Hospital.

The initiative will assist patients who may find it challenging to walk long distances within the hospital, particularly since the closure of the Outpatients Entrance in July 2024. The buggy will be operated by a team of dedicated volunteers once their training is complete. It will run weekdays from September so that patients can be picked up and collected after their outpatient appointment at designated "bus stops".



Transforming PRH Hub

SaTH Charity is opening a new charity hub in the main reception area of PRH in early September. The hub will raise awareness of the exciting new developments which are planned at PRH aligned with HTP and support fundraising efforts of SaTH Charity, Lingen Davies and Friends of Shrewsbury and Telford Hospital.



Potential relocation of RSH Pre-Op Assessment Service

- The current Pre-Op Assessment Service at Royal Shrewsbury Hospital (RSH) is based with the Treatment Centre.
- All patients who are having a surgical procedure under general anaesthetic are required to have a pre-operative assessment appointment with a trained pre-assessment nurse. Any high-risk patients also attend an additional appointment with a consultant anaesthetist. Patients attend pre-assessment as an Outpatient and do not require the service to be delivered within an acute hospital setting.
- The service has a significant shortfall in capacity to meet the required demand, therefore requires a larger estate to enable capacity to be increased.
- The preferred option is to relocate the RSH service to the Sentinel Trade Park building (SY1 4DP). This is the preferred option as it allows the service to increase its capacity to meet demand due to the increase in clinic rooms.
- Further details about this potential service change is being discussed at our next public HTP Focus group on event **4th September, 10am-12pm, via MS Teams or in person at William Farr House**. If you would like to join this event to find out more, please email sath.engagement@nhs.net for more details



Impact of Engagement

Severn Pumpers Diabetes Conference

There are 2 significant outcomes from our attendance at this event.

- Creation of generic information leaflet introducing Continuous Glucose Monitoring (CGM) – aimed at older people using insulin to manage their diabetes and may not be aware of this.

Potential Impact – increased awareness leading to better glycaemic control and fewer complications

- Introduction of SaTH research and podiatry teams to Abbott Freestyle, to explore potential for research project relating to CGM and diabetes foot health. Very positive first meeting and follow up expected after the summer

Potential – exploring the potential for improved footcare outcomes for people with diabetes regardless of treatment regime.

Visit to Shropshire Autism Hub

Visited the Shropshire Autism Hub in July, to talk about the importance of people with diabetes having their annual health checks, and service users taking up their appointments for the winter vaccination programme.

Made aware of the challenges for people with autism when given “text heavy” information leaflets, but also their reluctance to accept “Easy Read” information as an alternative. One way of mitigating this might be to simply remove the Easy Read badge from that information. Shared this learning with Diabetes UK who are currently producing an Easy Read version of their pocket guide to diabetes, and received the following response: *Revised quick guides. We are currently working with NHS Leicester and their LD team who are testing it with focus groups. Your point is extremely valid, and we will ensure it's not badged as Easy Read.*

HTP Engagement - July in summary

Event	Date	Outcomes
Ellesmere	06/07	Handed out information and spoke to 24 including members of Ellesmere and Borderlands Rotary clubs and passed them contact information. A student nurse on placement in Mold was very interested in the new facilities, now a community member.
Staff Engagement	10/07	Based in the Treatment Centre, quite slow but did have good conversations with a number of staff members and re-connected with a Powys councillor and member of Montgomery Medical Practice Patients Association, who confirmed their event in Newtown on 14 th October, which will be attended with HTP information.
Bridgnorth	11/07	Spoke to 26 including Chair of Healthwatch Shropshire, busy early on but very hot temperatures saw footfall drop and was very quiet from midday. Would be worth a return visit, hoping for steadier weather.
Public Assurance Forum	21/07	HTP About Health presentation was shared with attendees and approved for this purpose in the meeting.
Brookside	24/07	Spoke to 24, including families and children, with a broad mix of people. Information gratefully received even when doubts over the plans were expressed. PRH cancer treatment centre was good news to all. Naming/Colour survey answered by 22.
About Health	29/07	15 attended on MS Teams
Hospital Update	30/07	11 attended on MS Teams



HTP – responding to public feedback (July)

Feedback	Action	Status
Signage and Wayfinding Focus Group, 05/06/25 – Focus group attendees, public and staff, do not like the proposed colour palette for Building 60. It was agreed in the meeting it should be put to a vote.	Survey now live with responses coming in from across our communities and employees. Closing date of 15 th August, with results to be shared in the September HTP Focus Group.	Complete
Public Assurance Forum, Shropshire Patient Group (SPG), and Marden PPG member requested HTP presentations for both SPG and Marden PPG.	Dates have been provided and availability checked with team, looking to confirm dates in early September.	Ongoing
Brookside Community Centre – Healthwatch Telford & Wrekin contacted SaTH after their own engagement event in Brookside where they noted continuing concern about the plans.	Held HTP Drop-in, in conjunction with Healthwatch T&W who helped to promote and attended on the day, in Brookside Community Centre. The information provided did offer relief to local residents and future plans for PRH, particularly the Cancer Treatment Centre, were appreciated.	Complete
Bridgnorth Drop-in, 11/07/25 – spent time talking to a volunteer with the Bridgnorth Community Hospital League of Friends who suggested supplying information for customers and staff in their café.	Supplied a number of leaflets on the day and subsequently followed up with contact details provided to see how the leaflets have been received and will supply more as required.	Complete

Ongoing HTP Engagement

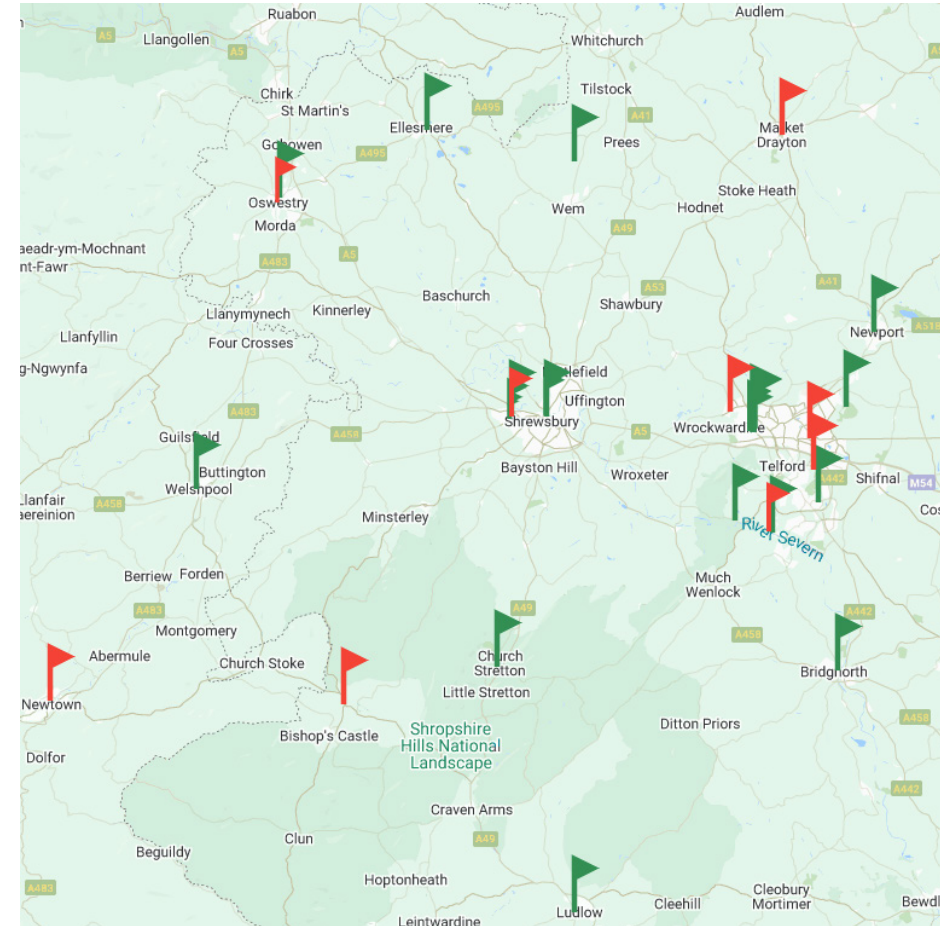
Events continue to be added to the calendar and map of face-to-face engagement events

Upcoming drop-ins:

- Market Drayton Indoor Market - Wednesday 17 September, 10:00-13:00
- Lydham Friday market (Lydham Village Hall) - Friday 3 October, 10:00-13:00
- The Wakes (Oakengates) – Thursday 9 October, 12:30-14:30
- Montgomery Health Day (held in Newtown, location TBC) – Tuesday 14th October, time TBC

Upcoming Presentations:

- Nursing, AHP, and Midwifery Conference, SECC – Friday 26th September
- Rotary Club of Wellington – Friday 26th September
- Bridgnorth Befriending Group – Wednesday 1st October
- Telford Visually Impaired Group (Meeting Point House) – Thursday 2nd October, 14:00
- Rotary Club of Ironbridge – Thursday 23rd October, 19:45



Volunteer Highlights

- **Volunteer Service Manager Post** – In July we successfully appointed to our volunteer service manager post. Eve Simmonds-Jones who has successfully delivered our new volunteer driver project, will be stepping into this post from August.
- **Vertical Evacuation event at SERII, RSH** – 7 volunteers supported a training event at SERII, which was showing staff how to safely evacuate the building in an emergency
- **New Volunteer roles** – New volunteer roles have been developed in X-Ray at PRH and a DNA volunteer role, both of these roles are currently being trialled and will open up to all volunteers later in August
- **Volunteer of the Year award nominations** – In July the Trust has open nominations for its annual staff awards, which includes Volunteer of the Year award. Staff can submit their nominations, and we will find out the winner at the award ceremony will be held in November.
- **Congratulations to our Young Volunteer, Praise!** Praise completed over 50 hours of volunteering in just three weeks! Praise would like a career within medicine and volunteering was her first step



Discharge Support Volunteer Project

Volunteer Driver Service Update

77

Journeys completed by
volunteer drivers in July

14

Operational volunteer
drivers in July

6

New volunteer drivers in
progress

- We are very proud to announce that during the month of July, our volunteer driver service completed **77** journeys.
- We have also had some very productive meetings with our Maternity and Outpatient departments to look at how we can support their patients and potentially expand our service.
- The majority of patients using our volunteer service are leaving hospital within 15 minutes of being ready to discharge, due to our drivers being on site.

“What a wonderful service!” Patient Comment - July Feedback form.



Edward Marvin, Volunteer Driver

Supporting our Patients

4 x Concept2 bikes and saddles for Cardiology - £3,967

Cardiology's charitable funding request for 4 new bikes, and saddles was approved in June and will replace bikes that are 20 years old. The Concept2 bikes offer an accurate and easily controllable resistance from a minimum of 5-10 watts along with a very simple computer monitor to inform the patient and staff quickly and clearly of exercise duration, intensity and average intensity to enable us to see that patients are exercising safely and within the preset parameters. The bikes are highly robust and have a built-in set of wheels making them easy to move in the case of an emergency. The rationale for the replacement seat is for patient comfort as a lot of the patients who come through the exercise programme are new to gym equipment and may have other co-morbidities so comfort on the equipment is important.

Impact Statement:

"Receiving these bikes will improve the quality of patient care as additional equipment in good working order will be readily available to aid an effective exercise programme with sufficient equipment being available. Additional exercise classes will be introduced with the availability of additional equipment." **Karen Robinson, Heart Assessment Team Manager**

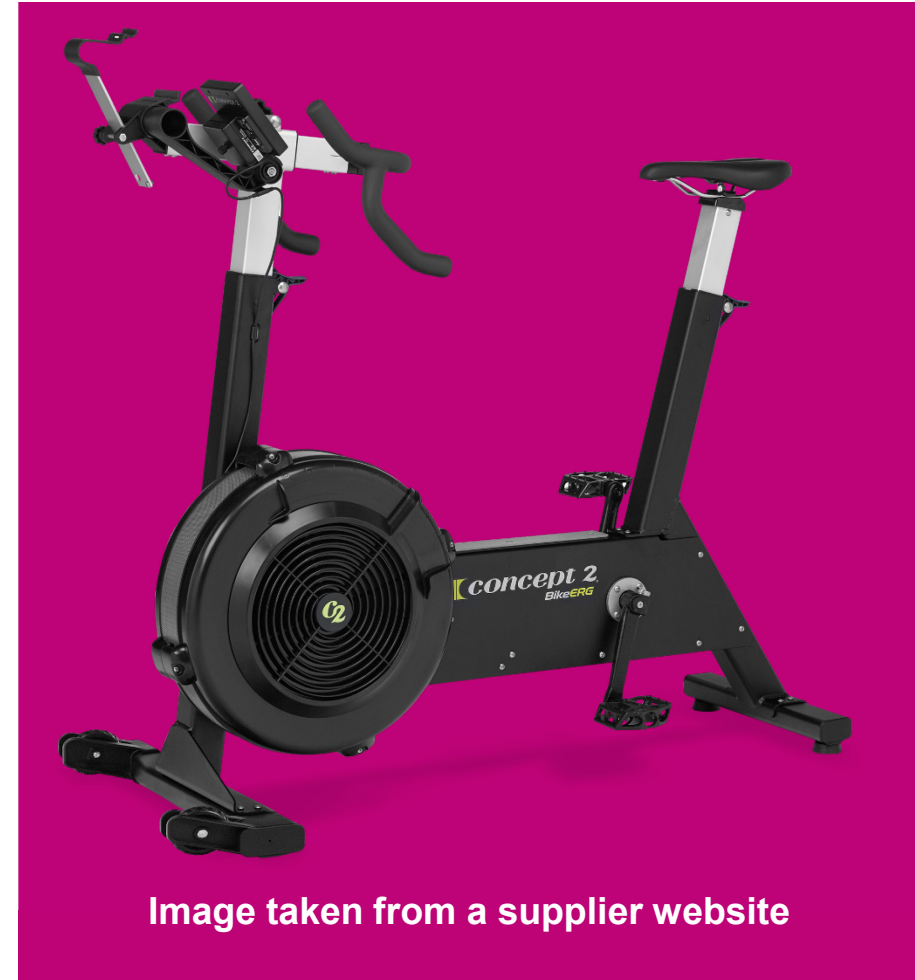


Image taken from a supplier website

Working in Partnership

Charity Partnerships and Staff Dedication Drive Major Advancements in Urology Services at SaTH

The League of Friends of the Shrewsbury and Telford Hospital has generously donated nearly £245,000, playing a crucial role in transforming the care available for urology patients across both hospital sites. The substantial investment, jointly supported by SaTH Charity, has enabled the purchase of vital equipment including a Urodynamics machine, a Percutaneous nephrolithotomy (PCNL) machine, and enhanced capabilities for HoLEP (Holmium laser enucleation of the prostate) procedures. These additions have helped reduce waiting times, improve patient comfort, and allow a greater number of operations to take place locally.

Impact Statement:

“The Urodynamics machines has been installed at the Royal Shrewsbury Hospital, allowing patients to be seen more quickly and closer to home. Urodynamics testing helps assess bladder and urethra function and is key in diagnosing complex urinary symptoms. The presence of this equipment on both hospital sites has significantly reduced waiting lists and improved access to care.” **Naing Lynn, Consultant Urologist**



SaTH Charity, the LOF and staff from Urology around the new Urodynamics machine.




Annual General Meeting (AGM)

Thursday 25 September 2025
at 2pm

Shropshire Education and Conference Centre
Royal Shrewsbury Hospital

Dates for your diary

Date	Time	Event	Booking
Thursday 4 th September	10:00-12:00	HTP Focus Group	
Wednesday 24 September	11:00 – 12:00	Monthly Hospital Update	
Thursday 25 th September	2pm	Trust's Annual General Meeting	

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>