

# Hospitals Transformation Programme focus group

4 September 2025



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# Latest developments



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Telford Hospital  
NHS Trust



Integrated  
Care System  
Shropshire, Telford and Wrekin

# Main build progress

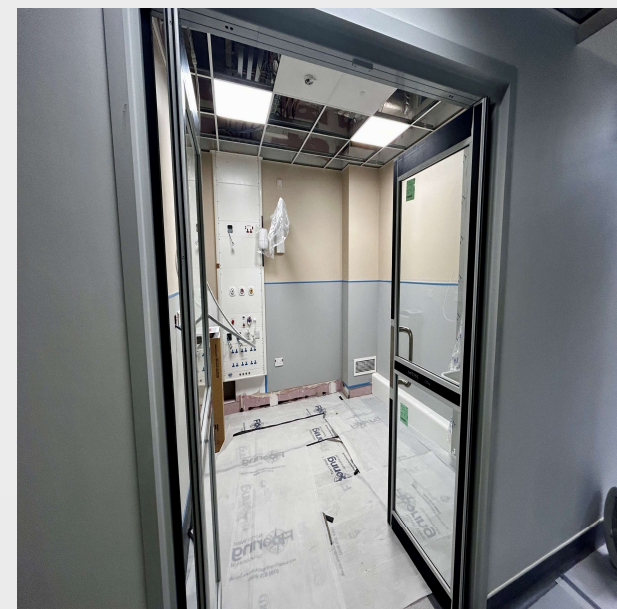
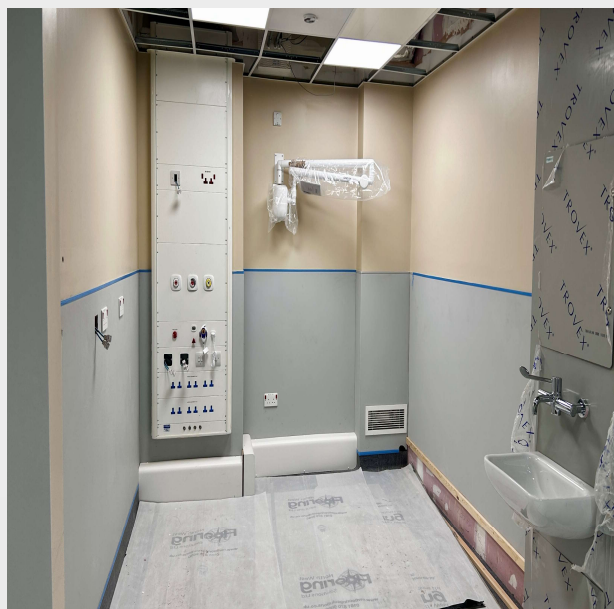
- Celebrating **one-year of construction** at RSH – thank you for your patience and support
- The penultimate area of the build is nearing structural completion
- Windows and external walls are now being added to areas 1 & 2 (pictured)
- The whole structure is planned to complete at the end of 2026, with the building becoming weathertight soon after
- Each floor is now being marked out using the latest robotics technology based on the detailed floor plans





# Improving our Emergency Department

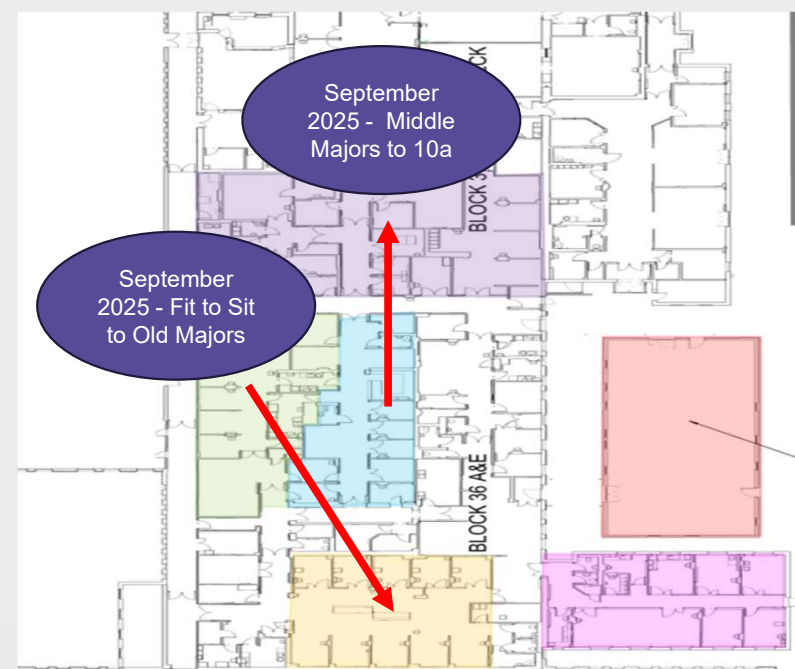
- Refurbishment to create 8 additional majors' cubicles (**blue outline**) - construction work is complete and the team are now undertaking the final checks and familiarisation ready to go live in September. It will form part of the new majors' that completed in March 2025 (**green outline**)



# Improving our Emergency Department

## Next steps

Date	Activity
Sept 2025	Open final 8 majors bays; relocate middle majors and temporarily relocate Fit to Sit during the redevelopment work
Mar 2026	Reoccupy Fit to Sit; temporarily relocate ARA in preparation for the development of the new paediatric area and relocate the UTC during the development of the new reception, waiting and triage area
Jul 2026	Start the build of the new paediatric area



# Your input – Naming and colour palette survey results



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# A review of survey results

Naming Convention Results



■ Hills ■ Castles ■ Rivers

- In the naming convention portion of the survey launched following the Signage & Wayfinding Focus Group held in July, there was a clear winner, with 'Hills' taking just under 50% of 1615 votes cast.
- Are there any suggestions from the group for which hill names should be considered for use in the building?
- Thank you for your feedback – the outcome will be used to help inform the final decision and usage of names within new healthcare facilities.





# A review of survey results

Colour Palette Results



■ Palette 1 ■ Palette 2 ■ Palette 3 ■ Palette 4

- In the colour palette portion of the survey, the result was much closer, with Palette 1 taking a slim majority of 1572 votes cast.
- Palette 3 was the 2nd choice.
- These two palettes are displayed on the following slides, demonstrating how the colour would be used on each floor, with a main colour and accents.
- Thank you for your feedback – the outcome will be used to help inform the final decision for the colour palette within new healthcare facilities.





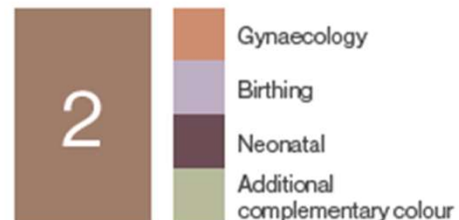
# Palette 1



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# Palette 3



Level 1



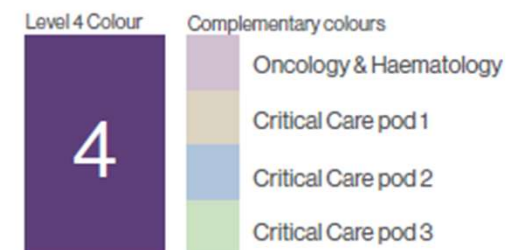
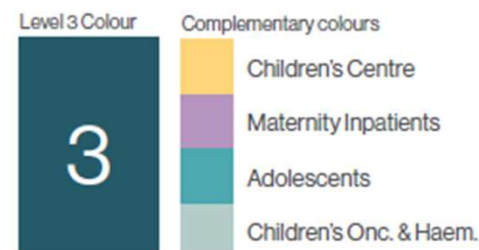
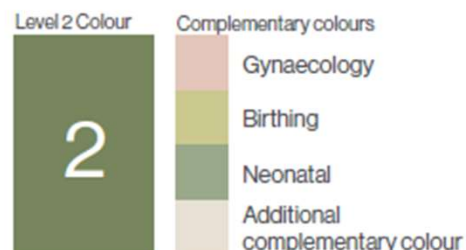
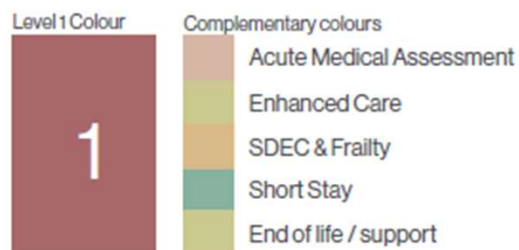
Level 2



Level 3



Level 4



# Your input – Design Council Slices



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# The Design Council - Slices



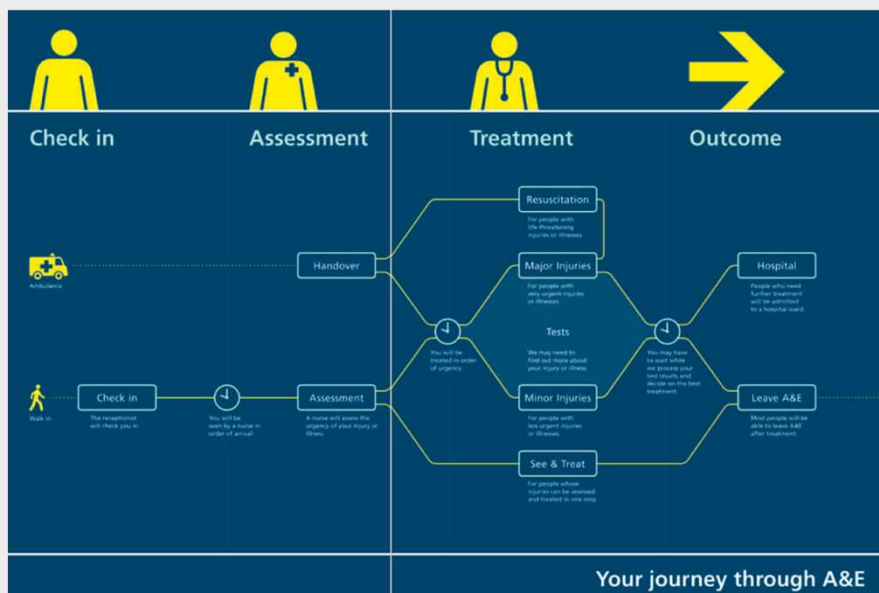
The 'Slice' is a simple, easy-to-read display in Emergency Departments (ED). It helps people find important information quickly and easily. The displays are placed all around the public areas, so everyone can see them.

The 'Slice' answers common questions that staff often get asked. It helps patients and visitors understand what's happening and what to expect. This makes the ED feel calmer and less stressful for everyone.

Questions that the slices would typically address:

- **Where am I?**
- **What's the most important thing I need to know right now?**
- **Why am I waiting?**
- **How long will I wait?**
- **What might impact on waiting times?**
- **What happens at this stage?**
- **What happens after this stage?**
- **Where am I in the process?**

# The Design Council - Slices



The above graphic explains the journey through the department and would be displayed in a waiting area.

These are examples of Slices as taken from the Design Council document. In practice, they have been implemented in a variety of ways.

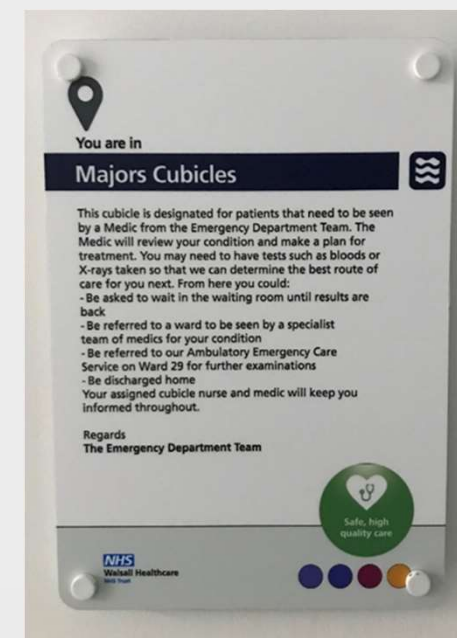
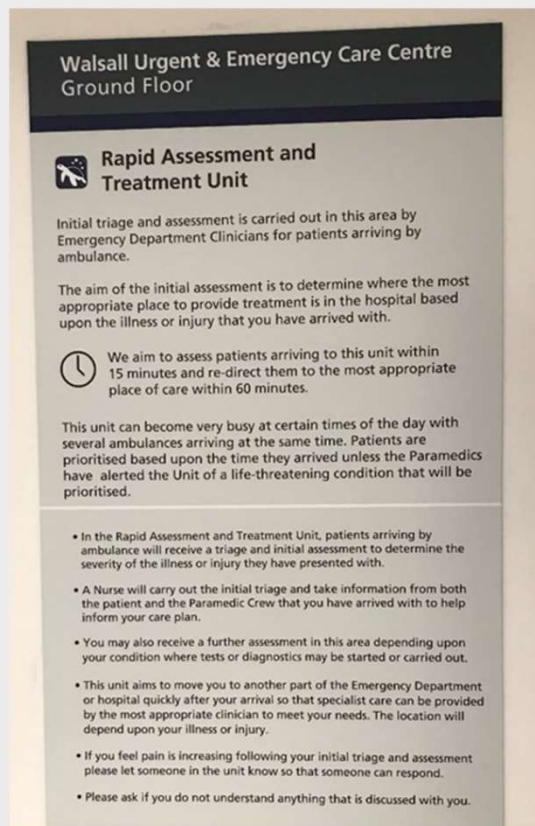
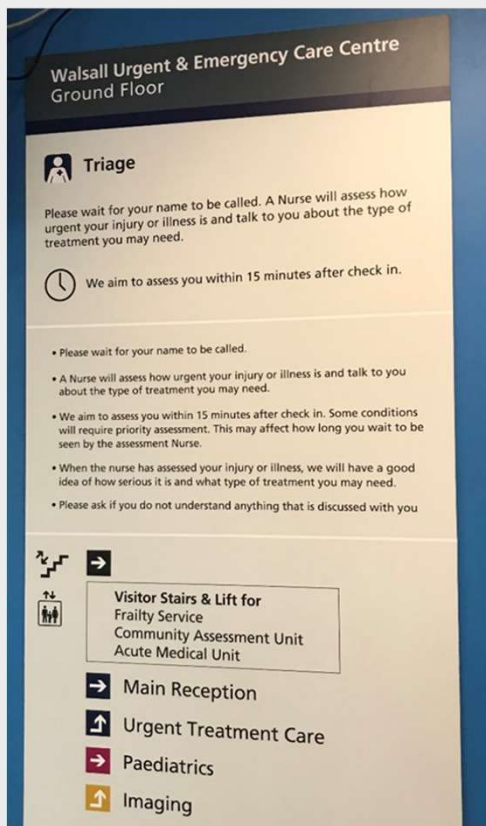


Slices, installed in bays within an ED department



Examples of slices used in different areas of ED

# Implementation in Walsall Healthcare Trust

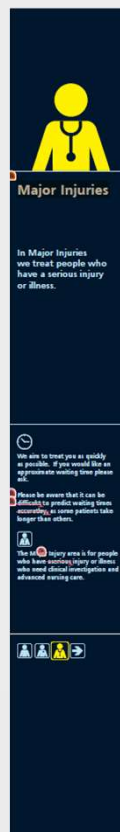




# Draft designs for SaTH Slices

Working with a print and design company that installs Design Council Slices around the country, we have developed draft versions of Slices for RSH ED. These would be displayed in individual cubicles.

- Are the colours suitable?
- What information should be included?
- Is the design useful?



**Major Injuries: In Major Injuries we treat people who have a serious injury or illness.**

**We aim to treat you as quickly as possible. If you would like an approximate waiting time, please ask.**

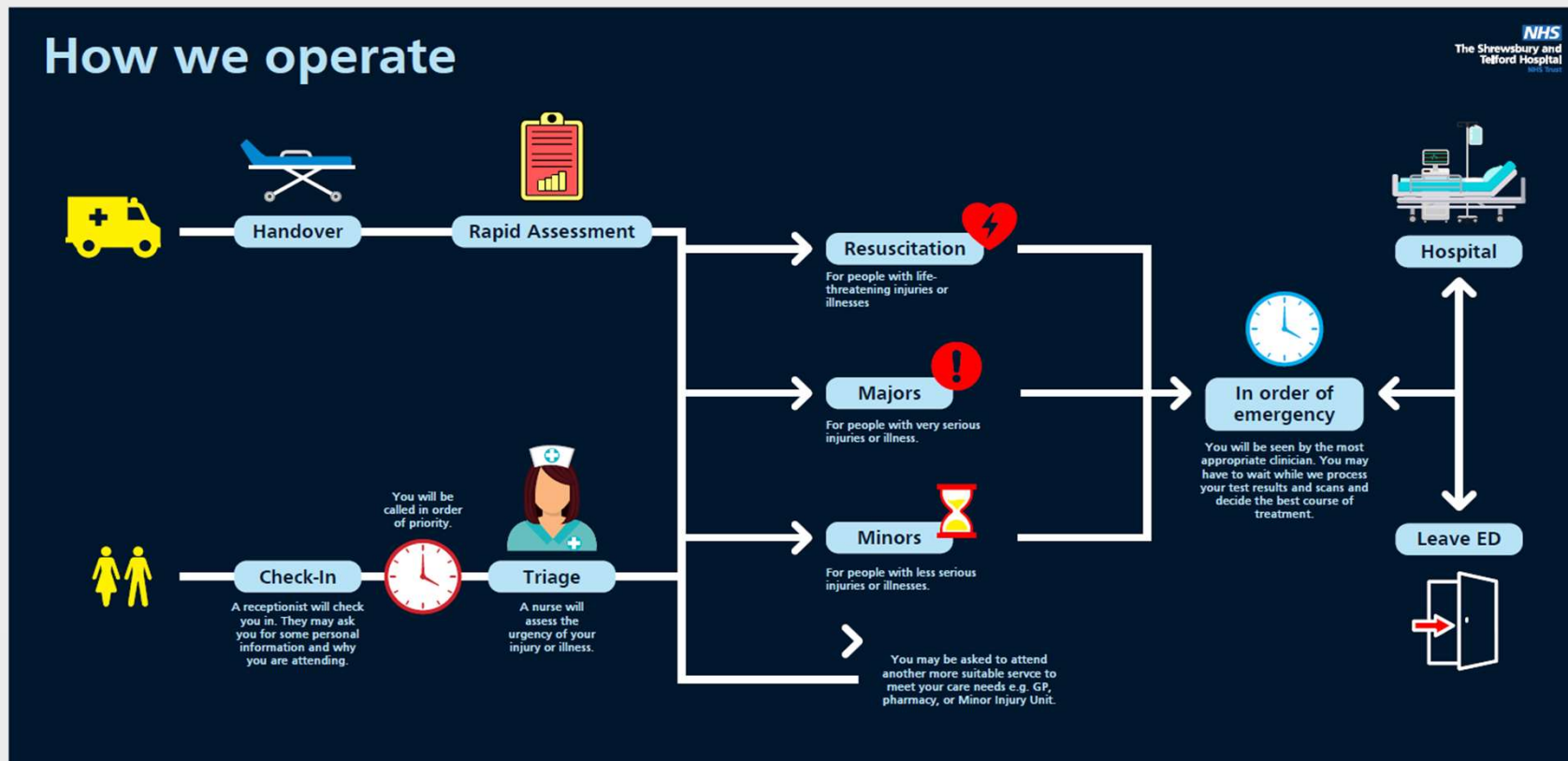
**Please be aware that it can be difficult to predict waiting times accurately, as some patients take longer than others.**

**The Major Injury area is for people who have a serious injury or illness who need clinical investigation and advanced nursing care.**

# Draft designs for SaTH Slices

Board for display  
in waiting area,  
orienting patients  
and visitors on  
arrival and  
explaining the  
process.

- Are the colours suitable?
- What information should be included?
- Is the design useful?



# How can you remain involved?



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# Charitable support

Building modern, purpose-built healthcare facilities is no easy feat. The clinical model is fully funded but we are working with charities to enhance the experience of all people using our services, with particular focus on some exciting developments.

We are making great progress already:

- Cancer Centre at PRH for Telford patients – supported by Lingen Davies Cancer Support
- Respiratory Centre at PRH for all our patients in Shropshire, Telford & Wrekin and mid Wales
- We also hope to provide enhanced, landscaped “sky gardens” at RSH through charitable support

**Our fundraising campaign supports three key areas within our new building:**

Supporting our future opportunities and ambitions to provide **more services at our hospitals and community sites**

Creating a **more positive environment and atmosphere** for our patients and their loved ones. This could be through calm spaces within our hospital or community artwork

Developing **community spaces** within the hospital or the grounds. These could be sky gardens and community gardens

# PRH Charity Hub

As part of our ambitious plans to transform PRH through multi-million-pound investments in new services and equipment, we will be opening a new Charity Hub in Princess Royal Hospital on Friday September 5th that will support our amazing partners over the coming years.

Our aim is for PRH to be a thriving centre of excellence for our local communities, and we are continuing to invest in estate improvements and new services.

The Hub will act as a central information point for patients, visitors and staff to find out more about work happening at PRH.

We want to involve local people in our plans to grow and develop PRH and this hub will help us to have meaningful conversations.



# Focus groups

Throughout the programme we have engaged and work with our communities – they have had a direct impact into the programme and design of new healthcare facilities

Examples of this are:

- Redesigned main entrance into the hospital – now with separate entrances for ED/UTC and main hospital
- Second bereavement suite added to W&C floors and one flexible room if required – this includes soundproofing of these rooms
- Providing calm spaces within the building for those with additional needs
- Providing a sensory room within W&C floors for children with learning disabilities and families
- Dementia friendly clocks within rooms and wards
- Two mental health rooms now incorporated within the Emergency Department
- Lift display units for lone deaf/mute visitors – visual and audible instructions available through auto dialler
- Clear colour differentiation between floors, walls and doors for those living with dementia and with additional visual needs

The next focus group will be held in December 2025 and will focus on the Sky Garden for Critical Care



# Focus groups

The MEC&SACC and W&C HTP focus groups have been merged into a single focus group, which will continue to be held quarterly. The dates will follow the MEC&SACC dates that are arranged through 2026, which are included here. The presentation, questions and answers, and actions, will continue to be added to the Trust website on the existing focus group page.

## HTP Focus Group Dates

- Tuesday 2nd December 2025
- Thursday 5th March 2026
- Tuesday 2nd June 2026
- Thursday 3rd September 2026
- Tuesday 1st December 2026

Find our more here, or scan  
the QR code:

<https://bit.ly/FocusGroups-HTP>



# Focus groups

Actions from all focus groups will be merged into a single set of actions. There was one open action for the W&C focus group, which has been closed as detailed here.

Action No	Date of meeting	Action	Lead Officer	Timescale/ Deadline	Comment/ Feedback from Lead Officer	Action
<b>W&amp;C 12th July 2024</b>						
17	12/07/2024	Meinir Williams to consider producing a document which shows the changes and added benefits that HTP will deliver which were not included in the original consultation in 2018.	Meinir Williams / Sara Biffen		The 2025 HTP leaflet includes information on these ambitions and this will be expanded on in future editions, the PRH Charity Hub will also be a source for F2F information on these plans.	<b>Closed</b>

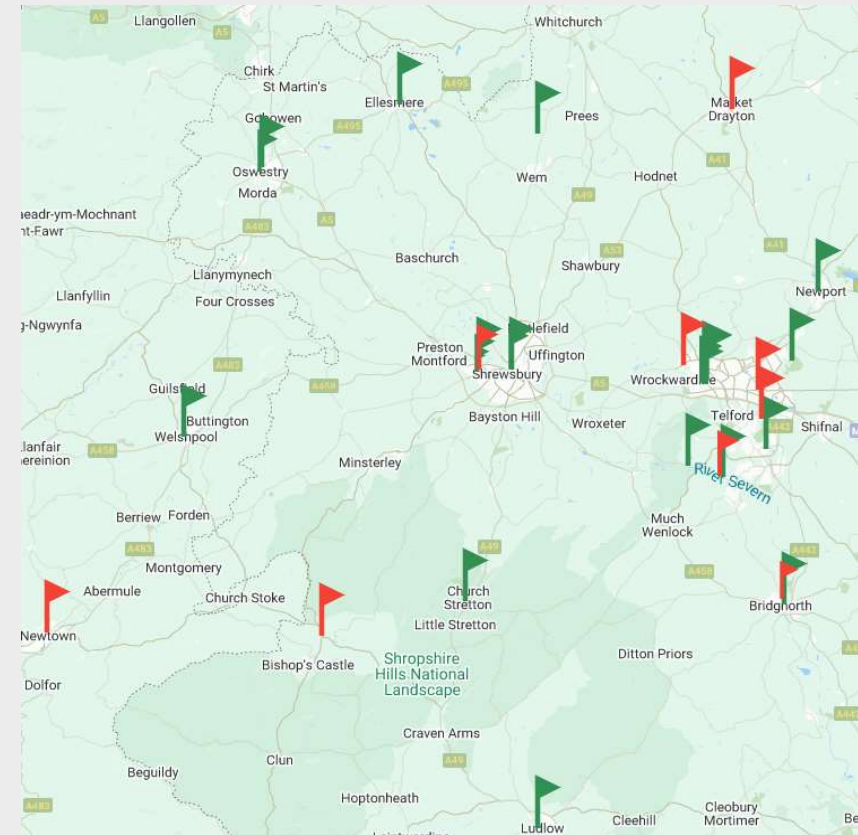
# Engagement in the Community



We will continue to hold informational public drop-ins and deliver presentations to interested groups through 2025 and beyond, with upcoming dates below. The map shows green flags for visits already completed in 2025, with red flags for events that are coming up. We are always looking for opportunities to share information, if there is an event you think we should be attending, please email [sath.engagement@nhs.net](mailto:sath.engagement@nhs.net)

- Market Drayton Indoor Market (**drop-in**) – 17th September, 10:00-13:00
- Nursing, AHP, and Midwifery Conference @ SECC (**presentation**) - 26th September
- Rotary Club of Wellington (**presentation**) – 26th September
- Bridgnorth Befriending Group (**presentation**) - 1st October
- Telford Visually Impaired Group (**presentation**) - 2nd October
- Lydham Friday Market (**drop-in**) - 3rd October
- Oakengates @ The Wakes (**drop-in**) - 9th October
- Montgomery Medical Practice Patients Association Health Day (**drop-in**) - 14th October, time TBC
- Rotary Club of Ironbridge (**presentation**) - 23rd October

Next About Health (online update, open to all)  
04 November, 6.30pm-7.30pm



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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 5000+ community members	Update from Public Participation team including HTP update and details on how to get involved
Quarterly About Health online updates (next one November 2025)	One hour MS Teams online presentation for public from HTP team with Q&As
Quarterly Public Assurance Forum (next one November 2025) with representatives from organisations across health & social care in Shropshire, Telford & Wrekin & Mid Wales	Presentation from HTP team with Q&As
SaTH website and intranet	Webpages which support public engagement and Latest HTP meetings/feedback <a href="#">Public Participation - SaTH</a>

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# Thank you for joining us...



- If you sign up to become a community member [sath.engagement@nhs.net](mailto:sath.engagement@nhs.net) we will keep you updated on how you can get involved and updated on the programme through our monthly update.
- Any further questions, please email: [sath.engagement@nhs.net](mailto:sath.engagement@nhs.net)

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