

Hospital Update

October 2025



Moving to excellence: Our performance



How we are doing

We are making progress – **thank you**

- **Elective care** – reduced overall elective waiting list by 30%
- Reduced number of patients waiting 52 weeks by 95%
- Almost eradicated waits of over 40 weeks for children
- Improved 28-day cancer FDS to 75.9% in Aug (latest) – lifting us out of bottom quartile nationally
- Improved 62-day cancer RTT standard in Aug to 68.8%, best performance for over 3 years and out of bottom quartile nationally.
- Diagnostics - DMO1 (6 week waits) – 85.33% in Sept
- UEC – Improving position in Oct, with more to do



What we are doing

- Estates works for PRH, including Apley Ward, and RSH expansions on track – operational in Dec
- New GP out of hours provision, Health Hero, operational
- Expansion of Urgent Community Response Service until midnight from Dec
- Expansion of Care Transfer Hub to support patient discharge - 8pm Mon-Fri at PRH - plans to extend to 7 days by Dec
- Integrated front door team started at PRH with RSH in Dec
- Phase 2 of cancer improvement plan – further focus on improvement to time to treatment

More patients benefiting from robotic surgery



We are using **robotic surgery** to carry out even more operations - with patients benefiting from **quicker recoveries**.

We already use the robot to assist with colorectal, gynaecology and urology surgery, and this now includes upper gastrointestinal (UGI) – thank you to **SaTH Charity** for their support.

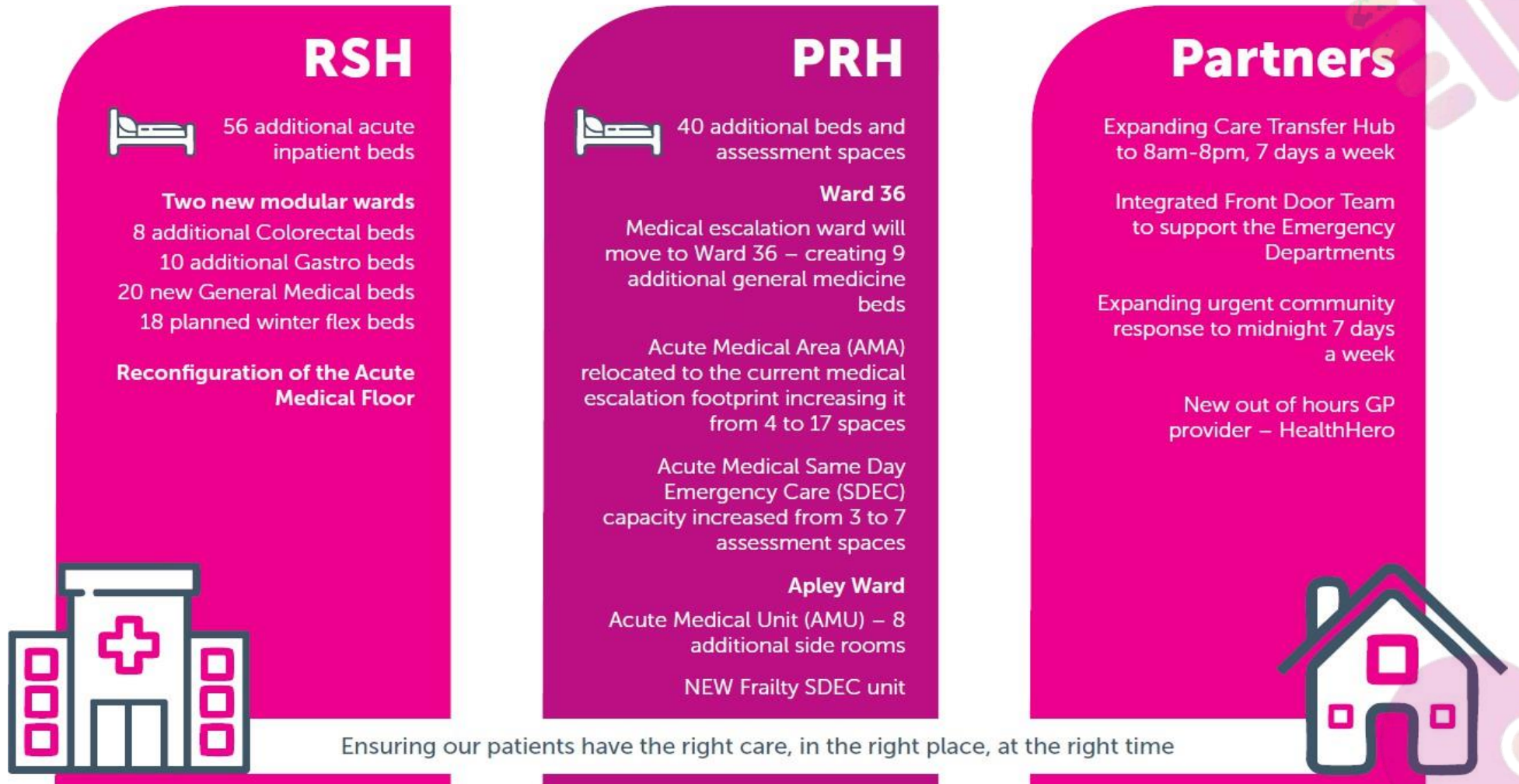
Using this technology means patients experience higher quality care, usually going home the same day **#strongertogether**.

Moving to excellence: Improving UEC

We have invested in preparing our hospitals for winter and beyond.

The focus is on improving the **urgent and emergency care pathway**, helping our patients to be seen more quickly.

Our **Stronger Together** improvements will **reduce waits** in our EDs and support **shorter stays** on our acute and frailty wards.



Stronger Together: Adding value for patients

- Month 6 Trust position – £1.3m deficit
- In months 1-5 we achieved a breakeven position, which was in line with our plan, for the first time in years. This built credibility and attracted investment.
- We don't expect to breakeven in months 6-7. We must get back on track for month 8.
- October is a time to get ahead and ready the finances for Winter.
- This is a new NHS - we can't rely on being given more funding if we overspend.
- The next six months have the toughest targets in our plan – we need to dig deep.
- We have strengthened our Winter plan this year, with more investment, better data and more effective job planning.
- We can't work harder, but we can work differently - maximise new and existing support e.g. virtual ward, OPAT.



Stronger Together: Adding value for patients

- Our Cost Improvement Plan (CIP) is managed as part of the overall Trust plan – we can deliver on this whilst having emerging risks elsewhere.
- Month 6 CIP position - £18.3m delivered to date (44% of annual target).
- We need to deliver £23.1m more by the end of March 2026 to meet our target of £41.4m.
- The last six months of the year will be tougher than the first due to the challenging winter period and CIP plan expectations increasing.
- We are actively working on delivering 109 projects – thank you for your support.
- We are already planning for next year (2026/27) – this is earlier than usual.



We are halfway through the year – let's keep up the momentum!

Hospitals Transformation Programme

- We are pleased share our Transforming PRH Hub is now open – colleagues from HTP will be based at the hub on the first Monday of every month. Please do come and speak to us to find out more about the programme
- We are continuing to train our HTP Change Agents to ensure all our teams are HTP ready for 2028 – we've now trained 32 colleagues, with over 100 colleagues signed up



We're getting HTP ready... get involved

With building work well underway at RSH, we remain committed to engaging and working closely with our local communities, patients and colleagues to ensure we improve the experience for all the communities we serve. Upcoming engagement includes:

- **Public Assurance Forum**, MS Teams on 3rd November
- **About Health HTP**, MS Teams on 4th November, 18:30-19:30
- **Hospital Update**, MS Teams on 26th November, 11:00-12:00
- **HTP Focus Group**, Hybrid – William Farr House or MS Teams, on 2nd December, 10:00-12:00
- **HTP Focus Group – Critical Care Sky Garden with Shrewsbury Severn Rotary Club**, Hybrid – William Farr House or MS Teams on 5th December, 11:00-13:00

Our estate: Car parking

**ANPR cameras and payment machines are now installed at William Farr House.
Enforcement starts on Monday 20 October.**

You can avoid a Parking Charge Notice (PCN) at William Farr House, RSH and PRH, by following these guidelines:

- If you use a patient car park, you must pay patient rates
- Park in marked bays only. Do not park on verges, footpaths, crossings, yellow lines, loading bays, green areas or in coned/taped spaces
- Disabled spaces require a valid blue badge and registration with parking attendants
- Do not park in the purple zone unless authorised
- Electric charging bays are for vehicles actively charging only.



William Farr House

You can use the
request stop on
Mytton Oak Road

Only a short walk to
William Farr House

Digital Transformation

Over the past few years, our Trust has made significant progress in laying the digital foundations that support innovation across clinical and corporate services. From rolling out key systems like CareFlow, BadgerNet and Paediatric Vitals to upgrading infrastructure and security, we're transforming how we work. In 2025/26, we'll continue this journey by prioritising high-impact projects.

ICE Order Comms update

We're transitioning from tQuest and Review to ICE (Integrated Clinical Environment) for Radiology requesting and reporting.

Key changes:

- Radiology referrals will be fully electronic - no more paper forms
- Requests can be made using ICE or through CareFlow PAS
- Radiology reports will be visible in ICE, Clinical Portal and PACS
- Electronic sign-off of results will be required

CareFlow Connect demo sessions

We're introducing CareFlow Connect, a mobile friendly platform to improve handovers, referrals, and task management.

SEW2 update

SEW2 (Secretaries Workstation v2) is replacing SEW with enhanced functionality and a more secure, efficient platform.

Benefits of SEW2:

- Faster delivery of letters to patients and GPs.
- PDF format ensures version control and audit trails
- Reduced printing costs

Switch off update:

- Duplicate printing of letters has now been disabled
- Manual printing remains available if needed

On Thursday 4 December, 6.30pm we have an **About Health Event on the Patient Portal** – join via our website

Digital update: Meet the new Digital Nursing Team



Josh, our Chief Nursing Information Officer, said: “I’m delighted to be leading a team of exceptional digital clinicians, with an exciting and ambitious vision for how we deliver care. We aim to empower our patients and clinical teams, by safely and responsibly working with colleagues to enhance our digital capabilities, skills and collaboration. I’m confident the new team members will be made very welcome as they work to support you and your colleagues.”



Jeff Zurbano – joining soon

Jeff’s experience spans theatres, clinical informatics, and digital health leadership. He’s driven by a commitment to safer, more supportive and more efficient care through technology. He is excited to contribute to our values (partnering, ambitious, caring and trusted).



Gabriella Knott – joining soon

With over 12 years of nursing experience, Gabriella brings leadership, clinical insight, and a passion for digital innovation. She’s committed to using technology to enhance care and drive sustainable improvements across the system. She is excited about being part of the digital nursing team, helping to shape the future of care, advocate for front-line teams, and ensure that technology serves as a true enabler of excellence in nursing practice.



Aravind Bhaskaran – in post

Aravind is motivated by the potential of digital systems to improve healthcare delivery and enhance patient care. He’s passionate about innovation and making a positive impact on people’s lives as is it incredibly fulfilling.



Dave Uwanyeremugwu – joining soon

Dave has a background in clinical education and digital transformation, especially around PAS/EPR systems. He has worked closely with clinicians, project teams, and system providers to co-design workflows that are safe, practical, and make a real difference to patient care. Dave was drawn to this role because of the opportunity to contribute to a forward-thinking digital clinicians’ team, at a Trust that values both innovation and collaboration.

Recognising our colleagues



Congratulations to the recent SaTH 4 Senior Leadership Programme participants who completed the programme over four months in September!



The Renal Vascular CNS Team were invited to present at the Midlands Kidney Network Conference as they are the leading West Midlands Trust in maintaining the prevalence of 80% fistulae within their services.



Congratulations to the Digital Team who has been awarded the HTN Award for Best Use of Digital and Data for its work with the NHS Federated Data Platform (FDP), a new national system designed to improve how data is shared and used across health services.



Fiona Lourenco a former Trust Dental Core Trainee, has been awarded the Clinical Effectiveness Poster Prize at the recent British Orthodontic Society Conference. This initiative is part of a wider quality improvement project led by Consultant Orthodontist Leonie Seager and supported by the Improvement Hub.



Estates Compliance Manager, Mark Leighton, won the Waste Management Champion of the Year at the Excellence in Waste Management Awards. SaTH as an organisation was nominated for the Best Reduction of Clinical Waste of the Year. Well done to Mark and the rest of the team for everything you do

A new chapter for SaTH Charity

- **Rebrand** - As part of our five-year strategy, we are rebranding the SaTH Charity logo. We ran a survey to ask your opinion on the logo and new colour, and the winning logo and colour has been chosen (pictured to the right)
- **Charity Mascot** - We're also thrilled to introduce our newest, cuddliest addition to the SaTH Charity family – an adorable teddy bear named – Severn
- **Jackfield Brass Band Charity Concert** – Featuring performances by the Jackfield Brass Band and the Haberdashers' Abraham Darby Jazz Band, we're raising vital funds for Children's Services at the Shrewsbury and Telford Hospital NHS Trust. Volunteer Mike Yates is driving the concert and he is a member of Jackfield Brass Band. Join us 15th November 2025:
<https://www.sath.nhs.uk/about-us/charity/fundraise-2/jackfield-brass-band-charity-concert/>



Working in Partnership

Transforming PRH Hub opens at Princess Royal Hospital

SaTH Charity is delighted to announce the opening of a dedicated Transforming PRH Hub, in collaboration with the League of Friends of the Shrewsbury and Telford Hospital and Lingen Davies charities. The Hub officially opened its doors on 5 September at the main entrance of Princess Royal (PRH), with local partners in attendance. The hub will serve as a central information point for patients, visitors and staff to find out more about the work happening to transform PRH and how they can get involved.

Impact Statement:

“Together, we are committed to advancing healthcare services and ensuring that every patient receives the highest standard of care possible. With the support of local people, and our charities, we are planning a multi-million pound investment in PRH, to provide state of the art respiratory and cancer services. This will help us to provide a better experience and help reduce travel and waiting times for some of our most vulnerable patients. We will continue to keep people informed and involved as our work progresses. “The Hub is a significant step forward in our mission to deliver exceptional healthcare and support to the people of Telford and beyond.” Jo Williams, Chief Executive of SaTH





Impact of Engagement

Visit to CoCo Befrienders

Kate was invited to the monthly meeting of the CoCo Befrienders at the Mayfair Centre in Church Stretton this month.

There were more than 30 befrienders at the meeting, and Kate covered key messages relating to Dementia, Diabetes, Blood Pressure and Seasonal Vaccinations during her talk.

Questions were raised about the Hospitals Transformation Programme work going on at Royal Shrewsbury Hospital, and Kate was able to share the latest HTP leaflet and signpost to the About Health event in November.

About Health - Menopause

To coincide with World Menopause Awareness Day on 18 October, we are holding our annual online Menopause event on Thursday 16 October, 18:30 – 19:30.

Dr Joanne Ritchie joins us again to give the latest information about services at SaTH and everyone is welcome!

Register here:
bit.ly/2510AH



About Health
Women's Health: Menopause

Thursday 16 October
18:30 - 19:30
Online

Presented by
Dr Joanne Ritchie,
Consultant in Obstetrics &
Gynaecology
Specialist in Menopause

#GetInvolved
Volunteering
Engagement
SaTH Charity



HTP Engagement – September

HTP Focus Group – 04/09

Attended by 10, 3 in person, 7 online. B60 colour palette decision made, initial Design Council board designs reviewed; pre-op move also discussed.

JHOSC – 04/09

7 JHOSC members in attendance, questions included a request from Healthwatch T&W for more clarity in format for engagement events.

Market Drayton drop-in – 17/09

Very rainy day, talked to 11, signposted 1 to PALS, good conversation with Town Councillor.

Hospital Update – 24/09

Presentation to 13 included 3 slides on HTP progress, including naming/colour survey results.

Trust AGM – 25/09

Greeted visitors to AGM, including MP Julia Buckley, with HTP leaflets and information about HTP engagement.

Nursing, AHP, Midwifery Conference – 26/09

~80 healthcare professionals in attendance for presentation and information stall, well received.

Rotary Club of Wellington – 26/09

Presentation far more favourably received than visit to Wrekin Rotary 6 months prior.

Volunteer Highlights

Royal Shrewsbury Hospital – Patient Transport Buggy Service Update

- The first group of volunteer drivers have now completed their theory and practical training.
- The new service will officially launch on Tuesday 7th October.
- Volunteers will be transporting patients on the designated route between the Treatment Centre Entrance and the Outpatient Clinics.
- New 'Bus Stop' seats have been installed at the Clinics and temporary 'Bus Stop' signage is now in place.



Discharge Support Volunteer Project

Volunteer Driver Service Update

125

Journeys completed by
volunteer drivers in
September

14

Operational volunteer
drivers in September

4

New volunteer drivers in
progress

- Our volunteer drivers continue to offer amazing support to our patients and during the month of September, our volunteer driver service completed **125** journeys.
- In addition to successful trials with our Outpatient and Maternity departments, we are also now exploring ways to support our Renal patients.
- We are also in the planning stages of a daily delivery of letters, medication and

personal belongings to allow patients to leave hospital quicker following discharge.
“It’s an unbelievable service, I still cannot believe I am home so quickly!”

Patient Comment – September Feedback form.



Volunteer Driver, Claire Ashton

Dates for your diary

Date	Time	Event	Booking
Thursday 04 November	18:30 – 19:30	<i>About Health</i> – Hospitals Transformation Programme	
Thursday 13 November	18:30 – 19:30	<i>About Health</i> – Diabetes: Look after your feet!	
Wednesday 26 November	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>



Thank you