

MEDICINE & EMERGENCY CARE AND SURGERY, ANAESTHETICS, CANCER - CLOSED ACTIONS

Action No	Date of meeting	Action	Lead Officer	Timescale/ Deadline	Comment/ Feedback from Lead Officer	Action
HTP Quarterly - 2nd December 2025						
4	02/12/2025	Aaron Hyslop to include road map of progress and upcoming works within the presentation for the next focus group meeting.	Aaron Hyslop		Detailed timeline included	Complete
5	02/12/2025	Steve Ellis to liaise with the podiatry team to find out if there is a possibility to relocate closer to Wem or to the more rural areas.	Steve Ellis		Awaiting detailed feedback from podiatry but it is unlikely that anything will change with regards to locations for podiatry provision in the immediate future.	Complete
HTP Quarterly - 4th September 2025						
1	04/09/2025	Sara Biffen to find out the current measurements by square metre for emergency department and what the new measurements will be at the end of the project.	Sara Biffen		Starting Point = 1892sqm New works = 2,307sqm Whole area in final scheme is newly refurbished and new build, ED new footprint area is 4199sqm double the size of existing.	COMPLETE
2	04/09/2025	Clare Marsh and Samantha Roberts to take comment back to see if this is something that can be arranged and to feedback at the next PAF meeting on 19 th January.	Clare Marsh/ Sam Roberts		Group sessions are not something that SaTH are in a position to undertake at the minute.	COMPLETE
3	04/09/2025	Clare Marsh to investigate providing good instructions, to help patients find where they need to go in various ways, which the CDC (Community Diagnostic Centre) provide. It is important to have a good map with simple instructions to be included with additional information, this would be very useful.	Clare Marsh/ Sam Roberts		Clear instructions will absolutely be included for patients.	COMPLETE
Signage and Wayfinding - 5th June 2025						
WAY 1	05/06/2025	Jason Morrissey from Integrated Health Project (IHP) team to inform Rachel Webster what the timescale/deadline is for the public, volunteers and staff to inform of the colour palette for the walls in the design for the build project now.	Jason Morrissey IHP	31/07/2025	Survey on naming and colour palette issued to staff and community. Closing date 15 August 2025	COMPLETE
WAY 2	05/06/2025	AHR/ArtInsight to incorporate eye-level signage into wayfinding designs as well as signs higher up.	Rachel Webster HTP team	Ongoing	Signage will be procured for a variety of levels.	COMPLETE
Communications & Engagement for Urgent & Emergency Care - 3rd June 2025						
COM 1	03/06/2025	Jenny Fullard to inform Jo Williams of Bernie Bentick's interest in joining the Local Care Transformation Programme meeting.	Jenny Fullard		Bernie Bentick and Jo Williams subsequently in touch on ongoing basis	COMPLETE
COM 2	03/06/2025	Jenny Fullard to contact the ICB to get an update on the out of hours GP service for focus group members.	Jenny Fullard		Information about the GP Out Of Hours service can be found on the ICS website. HealthHero officially became the new GP Out of Hours provider for Shropshire, Telford and Wrekin on 1 October 2025. HealthHero has established local headquarters in Telford, which will act as the central hub for service coordination, has purchased a new fleet of vehicles to support out of hours home visits, and is working closely with local partners and community organisations, including Healthwatch, to gather feedback and ensure services meet local needs.	COMPLETE

W&C 5th December 2024						
W&C 18	05/12/2024	Rachel Webster to speak with Sara Biffen (Hospital Transformation Programme HTP Delivery Director) about who to invite from Shropcom for the upcoming HTP Focus Groups, (subsequent to meeting it has been agreed that Steve Ellis, Deputy COO at Shropcom will attend the MEC&SACC focus groups).	Rachel Webster		Steve Ellis, Deputy Director of Operational Service Development for Shropshire Community Health Trust, will attend future MEC&SACC focus groups.	COMPLETE
MEC & SAC - 3rd December 2024						
MECSACC 28	03/12/2024	Kate Ballinger to organise an About Health Event on Digital for next year.	Kate Ballinger		Working towards February date with Digital team.	COMPLETE
MECSACC 29	03/12/2024	Kate Ballinger to liaise with Sally Orrell to include the changes in NHS work that the government have been discussing in digitalisation within brief for Hospital Update and the About Health Event.	Kate Ballinger		Regular information included in Hospital Update, to be covered in more detail during the About Health event.	COMPLETE
MECSACC 30	03/12/2024	Julia Clarke to raise the possibility of the Trust having an electronic car parking information board with Louise Kiely (Head of Facilities). [We found out following the meeting that this will be coming to SaTH in 2025/6.	Julia Clarke		ANPR System will be fully rolled out by first half of 2025 at which point information boards will be possible and pursued.	COMPLETE
MECSACC 31	03/12/2024	Julia Clarke to contact Weight Management leads in the Local Authorities and flag these issues raised.	Julia Clarke		Links made between focus group attendee and local authority leads on weight management strategy.	COMPLETE
MECSACC 32	03/12/2024	Kate Ballinger to contact Claire Parker around attending the Diabetes About Health Events being arranged at SaTH in 2025.	Kate Ballinger		Planning underway for thematic engagement in 2025, Claire Parker on invite list for Diabetes quarter - April to June 2025.	COMPLETE
MECSACC 33	03/12/2024	Claire Parker to contact Shropshire Council to see if the funding is still in place and whether has there been a reduction in social prescribing.	Claire Parker		The Shropshire Public Health Social Prescribing Service for adults continues to be delivered across the North, Shrewsbury, South East and South West PCNs. For Children and young people, the service is commissioned by the South East and South West PCNs, and although still available across the county, it has been significantly reduced (and referrals paused in some areas) due to withdrawal of funding from the Shrewsbury, North and Rural PCNs. Services are welcome to make referrals through the following: https://next.shropshire.gov.uk/public-health/social-prescribing/	COMPLETE
MECSACC 34	03/12/2024	Julia Clarke to liaise with Shropshire Community Health NHS Trust to arrange for a colleague to attend future focus group meetings.	Julia Clarke		Steve Ellis, Deputy Director of Operational Service Development for Shropshire Community Health Trust, will attend future MEC&SACC focus groups.	COMPLETE
PPG Online - 24th October 2024						
PPG F2F - 24th October 2024						
Armed Forces - 17th October 2024						

AF1	17/10/2024	Charlotte Hill to liaise with Sarah Kerr (Armed Forces Outreach Support Coordinator) to discuss the best way for patient referrals to be transferred within the Trust.	Charlotte Hill		There is already a patient pathway which can be located on the intranet - SaTH Intranet - Armed Forces	COMPLETE
AF2	17/10/2024	Charlotte Hill to liaise with Ruth Smith (Head of Patient Experience) to discuss options on adapting the patient passport for Armed Forces/Veterans.	Charlotte Hill		This is something the AF T&F group are already reviewing but this doesn't include Ruth. The action is sitting with Mike and Kevin(Stakeholders in the T&F Group), and that is to review how the current "care plan" (which is currently sitting outside of the EPR, until it is integrated with the next upgrade) can be updated to include the "passport" type elements we require for the Armed Forces community. Therefore, this action needs to be closed from HTP focus group	COMPLETE
AF3	17/10/2024	Aaron Hyslop to send Charlotte Hill the various focus group action logs which covers all issues raised by all the different groups with different needs.	Aaron Hyslop		All focus group action logs, and resulting design summary, shared with CH 17/10/24	COMPLETE
AF4	17/10/2024	Charlotte Hill to liaise with Karla Jennings-Preece (Operational Manager) and Anna Martin (Divisional Director for Clinical Support Services) around RAF Shawbury accessing radiology services in a better way.	Charlotte Hill		CH contacted AM 17/10 and initiated ongoing discussions between Radiology and RAF Shawbury about improved radiology access for RAF Shawbury.	COMPLETE
Hard of Hearing - 3rd October 2024						
HH1	03/10/2024	Hannah Morris to raise this issue with outpatient team.	Hannah Morris	30/11/2024	Discussed with Ruth Smith, during COVID a "buzzer system" was looking at being introduced, however due to funding this was not implemented. Ruth will share the business case and whether there is the potential for the system to be introduced.	COMPLETE
HH2	03/10/2024	Hannah Morris to investigate whether an integrated hearing loop will be in place.	Hannah Morris	30/11/2024	Induction Loops are provided in compliance with Building Regulations Approved Document M. The scheme includes ones that are fixed desk mounted induction loop systems at; 11 at Reception Desks 31 at Staff Bases The Lifts Specification also provides for induction loops.	COMPLETE
HH3	03/10/2024	Hannah Morris to feedback information on integrated hearing loops and infrared systems to Ruth Smith (Patient Experience Lead) to find out how technology can be accessed to support the hard of hearing.	Hannah Morris	30/11/2024	Induction Loops are provided in compliance with Building Regulations Approved Document M. The scheme includes ones that are fixed desk mounted induction loop systems at; 11 at Reception Desks 31 at Staff Bases The Lifts Specification also provides for induction loops.	COMPLETE
HH4	03/10/2024	Tom Jones to liaise with the Bereavement Midwives and feedback on the "purple butterflies" scheme.	Tom Jones	30/11/2024	This is used within maternity at SaTH. We use the Skye High Foundation which supplies memory packs for our families who have experienced a multiple pregnancy loss. It contains the purple butterfly cot card as pictured below to signify that a twin has passed away. https://www.theskyehighfoundation.com/	COMPLETE

HH5	03/10/2024	Kate Ballinger to investigate if patients still receive the pink boxes to store their hearing aids.	Kate Ballinger	30/11/2024	This practice was paused during the pandemic and has not been reinstated, information sent to Head and Neck and Audiology to investigate reestablishing	COMPLETE
HH6	03/10/2024	Hannah Morris to discuss with Ruth Smith 'Live Transcribe' and other possible ways of communicating with patients and staff.	Hannah Morris	30/11/2024	This has previously been looked at by the Trust, but due to Information Governance issues, the app would need to be downloaded by the patient rather than it being available on a Trust device.	COMPLETE
Deaf / BSL - 26th September 2024						
BSL1	26/09/2024	Julia Clarke to feedback to SECC and suggest the addition of a text machine to supplement the intercom for those visitors with hearing/speech difficulties.	Julia Clarke	17/10/2024	SECC advised they would not be able to adjust barriers but would advise all attendees to contact them in advance of any meeting if they have any special needs. Any future HTP focus groups will arrange for someone to be present at barrier to support	COMPLETE
BSL2	26/09/2024	Julia Clarke will check with the Estates team to check what facilities and alarms there are currently in the Trust public toilets.	Julia Clarke	17/10/2024	All our toilets, both staff and visitor ones, have smoke detection and combined alarm units, we are currently undergoing an upgrade and the new detectors have flashing red strobes as well as sounders.	COMPLETE
BSL3	26/09/2024	Julia Clarke will contact the radiology department to identify what support is currently available. It may in the department be helpful for a simple poster to be displayed informing patients that they may experience noise and that this is a normal part of the process.	Julia Clarke	30/11/2024	Anna Martin contacted for information. Helen Williams investigating and will update. Helen Williams responded: Currently, there is a leaflet sent out with each letter explaining what an MRI scan is, along with a number of other details (including the noise). We don't have any specific leaflets for patients with hearing difficulties, but patients are given ear plugs to protect the ear drum from the noise. I would expect that conversation to happen with every patient prior to scan as it is a significant noise. We are in the process of reviewing this leaflet and updating it. However, I will pick this up with the superintendents.	COMPLETE
BSL4	26/09/2024	Ed Rysdale will confirm with all departments the correct information is held within the reception areas.	Ed Rysdale	17/10/2024	All Departments hold correct information	COMPLETE
BSL5	26/09/2024	Julia Clarke to liaise with the Trust engineers to check if the two sounds for the fire alarm is part of a national alarm system.	Julia Clarke	17/10/2024	In Hospital environments we have a system that we call progressive evacuation. If we have a fire in a compartment i.e. a Ward, the fire alarms in that area are constant, and we evacuate that Ward. The adjacent Wards/Common areas have an Intermittent alarm signal. The Strobes will activate with the sounders. If the Fire intensifies, then the surrounding areas will go into full alarm.	COMPLETE

BSL6	26/09/2024	Julia Clarke to check with Adam Ellis-Morgan in HTP around lift display units.	Julia Clarke	17/10/2024	In the event of an entrapment by a lone deaf and / or mute passenger the passenger would press the alarm button for 5 seconds as directed by the sign in the lift, the button lights up to confirm its operation. This places a call direct to the rescue service (in practice this will be to the hospital reception or security). Once the call commences a yellow pictogram illuminates on the car operating panel. On receipt of the call the auto-dialler gives the lift ID and location to the call receiver as an audible message and then allows 2-way communication with the lift. At this point a green pictogram lights showing that voice communication is in progress and that the call is being responded to. An induction loop system is specified also to provide support for passengers with hearing difficulties	COMPLETE
MEC & SAC - 3rd September 2024						
MECSACC 21	02/09/2024	Ed Rysdale to speak with Adam Ellis-Morgan about temporary traffic lights at RSH.	Ed Rysdale	03/12/2024	Spoken to Adam about traffic lights. Not being used, but are using people to help with traffic, rather than lights we can be more responsive to peaks and troughs in demand and will keep under regular review.	COMPLETE
MECSACC 22	02/09/2024	Hannah Morris to discuss with HTP about inviting ICB representatives to future focus groups.	Hannah Morris	03/12/2024	Claire Parker (Director of Partnership and PLACE, ICB) will attend the next MEC & SACC meeting in December to discuss the Local Care Transformation Programme	COMPLETE
MECSACC 23	02/09/2024	Ed Rysdale to investigate what staff grades there will be in the PRH Urgent Treatment Centre.	Ed Rysdale	03/12/2024	On going as part of pathway development, but the question shouldn't be about specific group of clinicians, but about the presence of clinicians with the required clinical competencies to deliver the care that is required. That may well be an SAS grade doctor but it may be that an RCEM accredited ACP or suitably qualified GP with experience may be appropriate. It can be assured that clinicians with the necessary competencies will be working in the UTC. The workforce model will continue to be developed, but we are working on the assumption that we will need clinicians present 24/7 who have the skill set to stabilise a patient who walks / is brought into the department until they can be transferred to an appropriate site, which could be Shrewsbury, Birmingham, Stoke etc.	COMPLETE
MECSACC 24	02/09/2024	Lydia Hughes to investigate panels that give different updated messages for health promotion and to look at the option of a digital panel.	Lydia Hughes	03/12/2024	Unfortunately, due to cost implications we are unable to have digital panels. However, as the construction will be ongoing for a number of years, areas within the hoarding will be refreshed annually. There are also HTP screens which are regularly updated on the digital screens inside the hospital (where it is safer and more comfortable to view) and in GP practices.	COMPLETE
MECSACC 25	02/09/2024	Lydia Hughes confirmed there will be photographs of the finished building on the boardings along RSH building.	Lydia Hughes	03/12/2024	The hoarding artwork will have artist impressions of the new healthcare facilities. It is due to be installed in the next few months.	COMPLETE

MECSACC 26	02/09/2024	HTP to feedback how the acute medical floor is to be divided up between specialties.	HTP	03/12/2024	The Acute Medical floor is for Acute Medicine only, Acute Medical Assessment, Same Day Emergency Care (Medical) and the Short Stay Ward. Other specialties will have their own ward areas.	COMPLETE
MECSACC 27	02/09/2024	HTP to feedback how many beds will be ring-fenced in the hyper-acute/acute stroke service. e.g. was this number of beds calculated from the demographic data on the future probable incidence of stroke? How is the rest of acute medicine organised? e.g. are there separate areas for cardiology etc?	HTP	03/12/2024	Stroke beds are retained in the name numbers as now with the Acute Stroke beds being at RSH and Stroke Rehab at PRH. Modelling was undertaken by external consultants taking into account demographic growth and through discussions with our Stroke clinicians. Acute Medicine will be on the ground floor of the new build. Cardiology beds will be based at the RSH site.	COMPLETE
W&C 2nd September 2024						
W&C 27	02/09/2024	Member of the public to send Ed Rysdale his predicted figures for transfer from PRH to RSH to look at. Ed Rysdale will respond directly to the member of the public regarding the request	Ed Rysdale	05/12/2024	Figures reviewed and response sent on 12/09/24	COMPLETE
W&C 12th July 2024						
W&C 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.	COMPLETE
W&C 18	12/07/2024	Carol McInnes to take questions back to the senior team to provide the group with a response that can be circulated.	Carol McInnes		Please see Q&A document for response	COMPLETE
W&C 19	12/07/2024	Carol McInnes to ensure that if the HTP Lead Clinician is unable to attend this meeting, then there should be another clinician available to attend on their behalf.	Carol McInnes		W&C clinician, and back up, will be available for calls going forward.	COMPLETE
W&C 20	12/07/2024	Adam Ellis-Morgan to feedback to the designers to look at how the car park could be more family friendly e.g. with parent child parking spaces or wider spaces to facilitate loading and unloading of children and newborns.	Adam Ellis-Morgan		Comments have been passed to design team for consideration in detailed design, expected October 24 at the earliest to show these spaces have been incorporated into the design.	COMPLETE
W&C 21	12/07/2024	Kate Ballinger to put Louise Kiely's email address on the Team meeting chat.	Kate Ballinger		Address added to chat.	COMPLETE
W&C 22	12/07/2024	Meinir Williams to investigate the Birmingham Children's Hospital expertise to be brought to PRH or RSH using video.	Meinir Williams		HTP working with clinical team to allocate facility to support video link for MDT work, etc. Video link and remote consultation has been an ongoing discussion through build design so capability is part of the programme.	COMPLETE
W&C 23	12/07/2024	Kate Ballinger to pick up on the comment with the Travel and Transport group on facilitating the routes around the hospital so that they're available for cyclists and pedestrians.	Kate Ballinger		RSH site review with wheelchair user completed and feedback provided to Estates and HTP team, issues with map fed back to Communications. Cycle routes to be reviewed when main build is established.	COMPLETE
W&C 24	12/07/2024	Adam Ellis-Morgan to investigate disabled parking spaces and spaces for families.	Adam Ellis-Morgan		Design team will include disabled spaces into the final detailed design plans.	COMPLETE
W&C 25	12/07/2024	Kate Ballinger to pick up the issue around accessible parking at PRH through the travel and transport group as this is not a specific HTP issue.	Kate Ballinger		Discussed with Estates and Facilities and will keep under review. HTP plans will include disability / family parking areas and will be detailed in forthcoming plans as in actions 20, 24	COMPLETE

W&C 26	12/07/2024	If people want to get involved with the focus group or want to contact Carol directly: carol.mcinnis1@nhs.net or text on 07511 163882.	Carol McInnes		Details published with actions.	COMPLETE
MEC & SAC - 11th July 2024						
MECSACC 18	11/07/2024	Lydia Hughes (HTP Comms lead) to liaise with Rick Mills to provide content for GP surgery health screens	Lydia Hughes		Comms and assets were shared with Rick Mills, Nina Grix – ICB Shrewsbury PCN Digital Lead, and Sally Gray – SaTH GP Liaison Lead.	COMPLETE
MECSACC 19	11/07/2024	(LH) To investigate getting information put into the local newspapers	Lydia Hughes		Information being supplied to local papers on ongoing basis with efficacy being reviewed, coverage for site changes was good.	COMPLETE
MECSACC 20	11/07/2024	AHR to ensure signs in ED would be white on a red background.	AHR		White on red standard system acknowledged. Can discuss further in signage focus group if required.	COMPLETE
Visual Impairment - 16th May 2024						
RSH New Main Entrance - 20th March 2024						
NME 1	20/03/2024	Rachel Jones (RNIB) to send across tactile maps and images to help supplement any presentation where sight loss people can feel their way around.	Rachel Jones		Rachel attended RSH with assistance dog and visual impairment simulator kit following the closure of the Outpatients Entrance in order to evaluate the site changes.	COMPLETE
NME 2	20/03/2024	Tom Jones to meet with Graham Shepherd with collated figures around RSH attendances, as there is a concern around adequate seating provision for the predicted amount of people.	Tom Jones		Meeting took place to talk through concerns, show plans for ED and UTC, and the new increased footprint size.	COMPLETE
NME 3	20/03/2024	Organise future focus group for patients with hearing loss and accessibility for wheelchair users.	Julia Clarke		Deaf and hard of hearing focus groups held 26/9/24 and 3/10/24, accessibility reviewed through quarterly as well as specialist focus groups.	COMPLETE
MEC & SAC - 8th March 2024						
MECSACC 15	08/03/2024	Lydia Hughes (HTP Communications) to liaise with HTP, Estates and Patient Experience to look at mapping car parks to patients' hospital locations.	Lydia Hughes		Completed and being kept under review to understand where improvements can be made.	COMPLETE
MECSACC 16	08/03/2024	Ensure that the Urgent Care Centre is included in the Emergency Department signposting	Gareth Banks		Urgent Care Centre' is now included in the design for wayfinding plans for ED signage.	COMPLETE
MECSACC 17	08/03/2024	Ruth Smith (SaTH Patient Experience) to discuss signage in the wayfinding exercise meetings for the Patient & Carers Experience Panel Report which then goes into the Quality & Safety Overview Committee, who then reports to the board, with a view to be taken through to Quality Operations Committee (QOC) so that it could then go on as a recommendation to the board.	Ruth Smith		Highlighted at PaCE panel and incorporated in the AAAA key issues report submitted to QSAC.	COMPLETE
W&C 5th March 2024						
W&C 16	05/03/2024	Chloe Northover to provide images of the new plans from the presentations by the end of April to be placed on a board within the paediatric unit and the atrium.	Lydia Hughes	07/06/2024	HTP Comms to link with W&C on new build images for atrium	COMPLETE
Dementia - 1st March 2024						
Dem1	01/03/2024	Ensure that future presentations reflect the guidelines for contrast requirements for walls/floors etc.	AHR/Art In Site	31/03/2024	This point was accepted at the meeting	COMPLETE
Dem2	01/03/2024	AHR/Art In Site to incorporate eye-level signage into wayfinding designs as well as signs higher up.	AHR/Art In Site	31/05/2024	Updated in design/wayfinding presentation at MEC & SACC focus group on 11/7/24	COMPLETE
Dem3	01/03/2024	AHR/Art In Site to investigate the use of colour to support wayfinding.	AHR/Art In Site	31/05/2024	Updated in design/wayfinding presentation at MEC & SACC focus group on 11/7/25	COMPLETE

Dem4	01/03/2024	AHR/Art In Site to review proposed (tree) artwork accompanying current signage and the use of colour-coded floors/lifts.	AHR/Art In Site	31/05/2024	Updated in design/wayfinding presentation at MEC & SACC focus group on 11/7/26	COMPLETE
Dem5	01/03/2024	AHR/Art In Site to plan in "named" clocks with location as well as time throughout.	AHR/Art In Site	31/05/2024	Updated in design/wayfinding presentation at MEC & SACC focus group on 11/7/27	COMPLETE
Dem6	01/03/2024	AHR/Art In Site to consider range of seating available (heights/support etc) at a later stage.	AHR/Art In Site	31/05/2024	Updated in design/wayfinding presentation at MEC & SACC focus group on 11/7/28	COMPLETE
Dem7	01/03/2024	AHR/Art In Site to review signage and colour scheme for toilet doors.	AHR/Art In Site	31/05/2024	Updated in design/wayfinding presentation at MEC & SACC focus group on 11/7/29	COMPLETE
Dem8	01/03/2024	AHR/Art In Site to review RJAH (Oswestry) hospital number methodology.	AHR/Art In Site	31/05/2024	Updated in design/wayfinding presentation at MEC & SACC focus group on 11/7/30	COMPLETE
Dem9	01/03/2024	Gareth Bank to produce 3D designs of each department for the June focus groups for Women & Children's and MEC & SACC.	Gareth Banks	31/05/2024	Updated in design/wayfinding presentation at MEC & SACC focus group on 11/7/31	COMPLETE
Mental Health - 22nd February 2024						
MH1	22/02/2024	Expand action 14 from MEC & SACC meeting 5/12/23 to include consideration of condition-sensitive language.	Gareth Banks AHR	31/05/2024	Updated in design/wayfinding presentation at MEC & SACC focus group on 11/7/24	COMPLETE
MH2	22/02/2024	Ensure there is age-appropriate accommodation for young people (older children) in ED paediatric waiting areas and treatment rooms.	AHR/ArtInSite	31/05/2024	Updated in design/wayfinding presentation at MEC & SACC focus group on 11/7/25	COMPLETE
W&C 7th December 2023						
W&C 15	07/12/2023	(JC) to email (CN) Dianne Lloyd (Acting Deputy Divisional Director of Operations – Clinical Support Services) details, Dianne can liaise with all therapies - Occupational Therapists and include them within the focus groups.	Julia Clarke	14/12/2023	Email sent to Dianne Lloyd 7/12/23 and Mandy Taylor (Acting Therapy Centre Manager) introduced to AHR (Chloe and Gareth)	COMPLETE
MEC & SAC - 5th December 2023						
MECSACC 13	05/12/2023	Invite groups representing the visually impaired to the next round of focus groups.	Kate Ballinger	31/01/2024	Visual Impairment focus group held on 15/05/24 and links made with visually impaired community.	COMPLETE
MECSACC 14	05/12/2023	AHR will agree signage with clinicians first and the circulate to focus group members to ensure the meaning is clear from the name. Members can take back to their groups or organisation for their perspective so that we can end up with the most universally acceptable one.	Gareth Banks	31/01/2024	Agreed signage will be circulated to focus group members when it is available. Focus group(s) have been planned for later in the process to consider interior designs, wayfinding, signs, furniture etc	COMPLETE
16th November 2023 MNVP Focus Group						
MNVP 4	16/11/2023	Consider feasibility and costs of installing a digital map/or touch screen showing how to get to a certain place within the hospital to be used at times when there is nobody on reception in the main entrance area. Possibly with a printout (this is available in other hospitals). Could consider charitable funds if costs not included in project.	Gareth Banks - AHR architects	Ongoing	This can be reviewed as part of the final design proposals over the coming months.	COMPLETE
Learning Disability and Autism Focus Group - 14th November 2023						
ALD 1	14/11/2023	Ruth Smith to contact Thomas V (attendee) re autism bus.	Ruth Smith	30/11/2023	Shared 5th December 2023	COMPLETE
ALD 4	14/11/2023	Design team to consider retreat/safe rooms in ED that could be multi-purpose i.e., for patients with mental health issues and dysregulated patients who need calm environment.	Gareth Banks	Ongoing	AHR have considered with clinicians and incorporated in design.	COMPLETE
Travel and Transport PRH - 17th November 2023						

T&T PRH2	17/11/2023	Mathew Neal to ask colleagues in estates about whether there are any immediate plans for extra parking to be provided at PRH	Matthew Neal with Estates	30/11/2023	It has been confirmed that there are currently no plans for extra parking at PRH, although this will be kept under review. There should be an improvement when the main entrance construction offices etc are removed and with the opening of the CDC to reduce footfall at PRH	COMPLETE
T&T PRH3	17/11/2023	Ed Rysdale to discuss with surgery the planned arrangements for preop clinics and whether clinics will be provided on both sites	Ed Rysdale	30/11/2023	It has been confirmed that pre-op clinics will be provided on both sites	COMPLETE
T&T PRH4	17/11/2023	Ed Rysdale to raise the development of POPS clinics with colleagues in Surgery (working between the surgeons and the geriatricians)	Ed Rysdale	n/a	This is wider than HTP. It has been confirmed that as a service development the proposal would need to be considered clinically in the first instance. The division has a number of high-priority clinical areas of focus and development and this development would need to be considered as part of our very clear process for any additional cases of need and would also involve our ICB colleagues as commissioners	COMPLETE
MNVP 16th November 2023						
MNVP 1	16/11/2023	Currently there is one bereavement suite in the new build plus the ability to flex a room to provide a second room if required. Could we get information on circumstances when there have been more than two bereavement events at the same time and if that occurs frequently, consider having a double bereavement suite and one other room as additional flexibility?	Charlotte Robertshaw (Maternity Comms & Engagement) to obtain data	Ongoing	There have been two occasions in the last 18 months in which a third bereavement room may have been required. Architects, clinical team, and patient representatives are reviewing the design in 1:50 meetings, this might be incorporated in quieter areas of the department.	COMPLETE
MNVP 2	16/11/2023	Wrekin ante-natal is at one end of PRH, the MLU at another end of the hospital, scanning in a separate part and then the delivery suite in the W&C Centre. When the Consultant service moves to RSH it is possible there may be 4 different locations (scanning is not in the RSH new build) so appointment directions will need to be very clear.	Charlotte Robertshaw (Maternity Comms & Engagement) with HTP team	Ongoing	In the new build at RSH, the MLU will be alongside the Consultant Led Unit. The location of the antenatal services, currently in Myton Oak House, are not yet determined. As part of our Estates strategy, we will review clinical adjustments at PRH.	COMPLETE
MNVP 3	16/11/2023	It was noted that in the new RSH build the footprint could not accommodate maternity inpatients and the neonatal unit on the same floor without a loss of beds. This means that at RSH mums needing ongoing medical care will be downstairs on the post natal ward and they would need to go upstairs to see their baby in the neo-natal unit possibly in a wheel chair requiring extra help. Is there any option for the mother and baby to be on the same floor?	Tom Jones - HTP team and architects	n/a	There will be an increase of parenting rooms on the neonates floor (from 3 to 8).	COMPLETE
MNVP 4	16/11/2023	Consider feasibility and costs of installing a digital map/or touch screen showing how to get to a certain place within the hospital to be used at times when there is nobody on reception in the main entrance area. Possibly with a printout (this is available in other hospitals). Could consider charitable funds if costs not included in project.	Gareth Banks - AHR architects	Ongoing	This action will be carried forward in the MEC&SAC action log.	COMPLETE
MNVP 5	16/11/2023	Consider providing a communal/open area for post natal/ante natal families where they can have a cup of tea or chat because it can be quite isolating if in hospital for a long time	Gareth Banks - AHR (with clinical team)	Ongoing	The new design for the maternity inpatient ward has a breakout space near the multi bay at the top of the ward.	COMPLETE

MNVP 6	16/11/2023	Can the ante-natal sessions be re-provided now and in the future (paused during Covid) so mothers can meet together and build relationships?	Charlotte Robertshaw with W&C Division	Ongoing	There is currently a project underway to recommence Antenatal Education classes in Shropshire, Telford & Wrekin and oversight of this is being sought through the LMNS Healthy Pregnancy & Healthy Families workstream of which the MNVP attend and a dedicated Antenatal Education task and finish group.	COMPLETE
RSH Travel and Transport Group - 28th September 2023						
T&T S11	28/09/2023	To link with HealthWatch re current criteria for non-emergency patient transport, which is nationally set (https://www.england.nhs.uk/publication/non-emergency-patient-transport-services-eligibility-criteria/)	Julia Clarke	31/10/2023	Email sent to Shropshire and Telford & Wrekin Chief Officers 25/10/23	COMPLETE
T&T S12	28/09/2023	To arrange PRH-focused Travel & Transport focus group	Julia Clarke	31/10/2023	Arranged for 17 November 10am-12noon MS Teams invite to be issued	COMPLETE
W&C 14th September 2023						
W&C 13	14/09/2023	Dates to be arranged for specialist focus groups (LD Carers, Mental Health and Children & Young People) These will be shared with focus group members.	Hannah Morris	30/11/2023	A specialist focus group took place for LD & Autism Carers on the 14 th November. Mental Health Focus group has been organised for 22 Feb 2024 and Dementia focus group on 1st March. Children's focus group being arranged for April.	COMPLETE
W&C 14	14/09/2023	The Trust will link with MNVP to arrange a focus group with service users that they link with to gain their feedback.	Hannah Morris	30/11/2023	Meeting organised for the 16 th November 2023	COMPLETE
MEC & SAC - 7th September 2023						
MECSACC 12	07/09/2023	Gareth Banks (Lead Architect) to review the design guidelines for Dementia patients.	Gareth Banks	30/11/2023	Guidelines reviewed and considered in future designs	COMPLETE
MEC & SAC - 6th June 2023						
MECSACC 8	06/06/2023	Programme Board to review suggestion of public membership on sub-committees	Matt Neal SRO	31/08/2023	PAF & PACE members invited to participate in 1:50 Design meetings beginning with ED Design group (every three weeks from 14 September)	COMPLETE
MECSACC 9	06/06/2023	Julia Clarke to prepare report from focus groups to HTP Programme Board	Julia Clarke	31/08/2023	Report produced for July Programme Board and quarterly thereafter following focus groups.	COMPLETE
MECSACC 10	06/06/2023	Comms team to update and improve website covering HTP (<i>The University Hospital of Dorset have 'Coming Soon Vision' on their website landing page. Do we have the same?</i>)	Jenny Fullard	31/08/2023	HTP banner added to SaTH website landing page which links through to HTP update pages. Continuing to review.	COMPLETE
MECSACC 11	06/06/2023	Jenny Fullard/ Comms to develop flyers that simply update on latest developments for both sites and distribution and public events	Jenny Fullard	30/11/2023	6 page A4 leaflet now in use, with work continuing on a longer form version.	COMPLETE
W&C 5th June 2023						
W&C 6	05/06/2023	Kate Ballinger to liaise with focus group member (MA - Focus group member) and Ruth Smith (Lead for Patient Experience) to discuss what the Trust can do to support Children with Learning Disabilities accessing our services.	Kate Ballinger	30/06/2023	Introductory email sent 06/06/23, and plans to involve MA in development of alternative video tours of new build with RS.	COMPLETE
W&C 7	05/06/2023	Julie Plant to contact questioner (MA - Focus group member) regarding involvement in the current facilities and additionally advise for reassurance, that there is now a Paediatric Mental Health Nurse employed as part of the children's unit which she will also be happy to discuss with MA.	Julie Plant	30/09/2023	Contact made by Julie Plant (delayed due to unavoidable circumstances) and meetings have been arranged to discuss further.	COMPLETE

W&C 8	05/06/2023	The earlier slide which mentioned the digital links, are you working with Wales for the cross boarder digital links? Kate Ballinger to contact the digital team to find out current position.	Kate Ballinger	31/07/2023	Information received from Digital team and passed on the HG at Powys Teaching Health Board.	COMPLETE
W&C 9	05/06/2023	Julie Plant (Divisional Director of Nursing) to contact focus group members (JS and MA) to discuss the development of a children and young people participation group and also the parent element of the Post-Acute Care Enablement (PACE) team.	Julie Plant	30/09/2023	Contact made by Julie Plant (delayed due to unavoidable circumstances) and meetings have been arranged to discuss further.	COMPLETE
W&C 10	05/06/2023	Kate Ballinger to introduce JS and MA to Ruth Smith (Head of Patient Experience) as one of her big focuses is around children and young people with learning disabilities.	Kate Ballinger	30/06/2023	Introductory email sent 06/06/23, and plans to involve MA & JS in development of alternative video tours of new build with RS.	COMPLETE
W&C 11	05/06/2023	Travel is coming up quite a bit in the conversations we're having. How do you think we can manage this together? It has been suggested hospital transport, what other solutions do you think there are?	Hannah Morris	30/09/2023	Travel and Transport Group arranged for 28th September	COMPLETE
W&C 12	05/06/2023	Hannah Morris link with the ICS regarding feedback that Patient Participation Groups would find it useful to have a responsible lead within the ICS for patient groups (as they previously had within the CCG).	Hannah Morris	31/07/2023	HM met with Kate Manning. It was agreed that Kate would liaise with the Patient Participation Groups to look at how they link, share information and involve PPG groups. Its now with Jane Morris to see how she liaises with the GPs and the CCG.	COMPLETE
W&C 28th February 2023						
W&C 1	28/02/2023	Tom Jones to include a slide on gynaecology in the pack before it is circulated out.	Tom Jones		Additional slide was added and sent out to focus group members	COMPLETE
W&C 2	28/02/2023	Ed Rysdale – To contact the clinical lead for an update on the latest version of the final model of the two MLU's.	Ed Rysdale		Included in June Focus Group Update	COMPLETE
W&C 3	28/02/2023	What are your thoughts on: What would good look like? What do you think are the biggest barriers to achieving this? What do you think are possible solutions?	Group		No feedback received, added to June breakout focus group sessions	COMPLETE
W&C 4	28/02/2023	Kate Ballinger to send invite for focus groups to representative of Powys Community Health Council once Andrea Blaney has confirmed.	Kate Ballinger		Confirmed with Andrea	COMPLETE
W&C 5	28/02/2023	Julia Clarke noted an error on slide 23, race should be separated from religion or belief. This is a separate characteristic, Sophie Stevens-Jones to amend before the slides are issued.	S S-Jones		Updated slide	COMPLETE
MEC & SAC - 14th February 2023						
MECSACC 1	14/02/2023	In relation to the new urgent care facilities at PRH the group were asked th think about suggestions for a new name for the service.	Group		No Feedback given and we hve been advised that the nomenclature will be decided nationally	COMPLETE
MECSACC 2	14/02/2023	In relation to the workstream presentation: What would good look like? What do you think are the biggest barriers to achieving this? What do you think are possible solutions?	Group		Included in June's Focus Group meeting	COMPLETE
MECSACC 3	14/02/2023	If you would like to be involved in meeting to help shape the new PRH front entrance, please contact the team on: sath.engagement@nhs.net	Group		Individuals have registered their interest and awaiting Estates to arrange meeting	COMPLETE

MECSACC 4	14/02/2023	If there is anyone that is interested in joining the Travel and Transport Focus Group, then please indicate this on the online survey which is being sent out to all focus group participants	Kate Ballinger	27/02/2023	Individuals have registered their interest	COMPLETE
MECSACC 5	14/02/2023	It was recommended that a 'you said, we did' section be incorporated into the Outline Business Case and it would be helpful to see a draft of this in the focus groups at the next meeting, recognising that it is confidential and would just be for the discussion within the focus groups.	Julia/Meinir		The OBC follows a prescribed format however information on the focus groups was included in the management of case section. Continuing involvement will be included at the different gateway stages of the business case. The Business case is currently in draft format so would not be shared until final version has been approved.	COMPLETE
MECSACC 6	14/02/2023	Notification of future meetings for diary planning reasons.	Hannah Morris		Meeting dates for next two years sent to participants	COMPLETE
MECSACC 7	07/03/2023	Julia referred to slide 10 which will need to be altered as it refers to the hospital managing the inpatient pain management service, but ongoing pain management is managed through a referral by the GP to the community service which is Connect Pain Health, and we have no role in that but before slides are circulated, it will be made clearer.	Julia Clarke		Slide amended and sent to focus group members	COMPLETE