



Hospital Update

July 2026

100+ days – Group progress

Continue to reduce waiting times – working towards shared list	Integrated therapies leadership/ Integrated radiography leadership	£4.7m delivered in efficiencies so far (SaTH c.£1.76m off plan for efficiencies)	Developing shared estates function
Group focus on neighbourhoods: assurance committee	Second robotic surgery commenced (PRH site)	Joint plan for virtual ward and UCR medical cover/ draft plan for D2A	Exited bottom quartile of trusts for ambulance handovers
Digital collaboration: shared wifi, access clinical teams, exploring telecomms	Business case being finalised to standardise MIUs	Restored orthopaedic joint replacement surgery/ elective hub GIRFT accredited	Sharing best practice: Ramblegard/admiral nursing
Award finalists: RL Datix, HSJ Patient Safety Awards	CQC inspections: prison, diagnostics, UEC, medicine	Wellbeing: enhanced menopause offer	More teams exploring collaboration (diabetes, volunteers)



Major estates investment:
HTP/ED
ED
Dental
Ludlow
RAAC



Improving care for patients

We are continuing to make progress on improving access to care for every patient

 UEC	 Cancer & Diagnostics	 Elective care	Next steps
Virtual Ward occupancy, 82.6% in June with 407 referrals, highest in Q1 64% of patients diverted to community setting in May, with 30% referred to Virtual Ward 14,387 ED attendances in June – peaked at 590 in one day due to heatwave 86.4% of ambulance handovers in June were within 45 mins. Average ambulance handover was 28.5 min 51.7% patients seen within 4 hours - dipped due to heatwave 12 hour performance remains in special cause improvement at 80.8%	Maintained a 28-day FDS (Faster Diagnosis Standard) position of 80% or above now for 10 months since September 2025 Maintained a 62-day position over 70% for 7 of last 8 months In Feb 2025, SaTH was 133/134 in country for 28-day FDS - in May 2026 ranked 39th In Feb 2025, SaTH was ranked 120/136 in country for 62-days – in May 2026 ranked 52nd (top half) DM01 (Diagnostic Waiting Times) position for May was 80.6%, improved performance in Echocardiology	ShropCom RTT (Referral To Treatment 18 weeks) in May, 82.16% May wait for first appt across all ShropCom services at 82.88% Community CYP (Children & Young People) waits for first appt in May at 74.93% SaTH is on plan across all RTT metrics – sustaining zero 52 weeks and zero 40 weeks CYP for English patients	Diagnostic improvement programme focus on NOUS (non-obstetric ultrasound scan) and Urodynamics Cancer improvement plan, inc. pathway optimisation Planned care improvement programme - focus on outpatient productivity and clinic optimisation Working with delivery partner with a focus on 4 hour and NCTR (No Criteria to Reside) processes



The unannounced joint HMIP/CQC inspection found that prison healthcare services were delivering care equivalent to community standards in many areas.

The CQC also released the findings of inspections of SaTH's Diagnostic Imaging Service and Stoke prison.

Kindness, compassion, putting patients at the centre, innovation and commitment to learning were highlighted in Diagnostic Imaging at RSH and PRH.

The 2026 ratings for both were:

- Overall: Requires Improvement
- Requires Improvement: Safe and Effective domains
- Good: Caring, Responsive and Well Led domains

We are waiting for our full inspection reports of Medical Care and UEC at PRH and RSH.



Group finance update

We're adding...



- At the end of Q1, ShopCom is on track with a surplus of £202k
- SaTH is off track with a shortfall of £2.7m
- Our Group delivered £8.1m in efficiencies – £1m under plan
- If SaTH is to deliver its agreed plan, we must get back on track and stay within budget
- Transformation is key – we are moving forward with our programmes including digital, focusing on generating income from commercial opportunities, making the best use of our facilities and space and reducing our environmental impact
- The little things still really matter – switch off lights, PCs, etc – so every penny saved is reinvested back into patient care

Mailroom transformation adds value for patients



By centralising postal services, SaTH's Portering Team has delivered over **£14,000** in savings through reduced equipment costs, improved postal discounts and the sale of surplus assets. The streamlined approach has also reduced reliance on bank staff and is creating further opportunities to make efficiencies as the Trust moves towards paperless ways of working, ensuring more resources can be directed to **patient care**. Thank you!

Hospitals Transformation Programme

- Our contractors removed the first of our two tower cranes on site – the second crane will be taken down in the coming months
- We are now preparing the old Elizabeth House site ready for our new generators, which will be delivered in Autumn this year. Thank you to those who have adapted their journeys into the hospital whilst this work takes place
- Seating focus group held with colleagues and public to help inform the procurement of seating for waiting rooms and other areas within our new building – thank you to colleagues who took the time to share their feedback

HTP Together

- Issue two of our [quarterly newsletter](#) is now available to read on the intranet – please share with colleagues

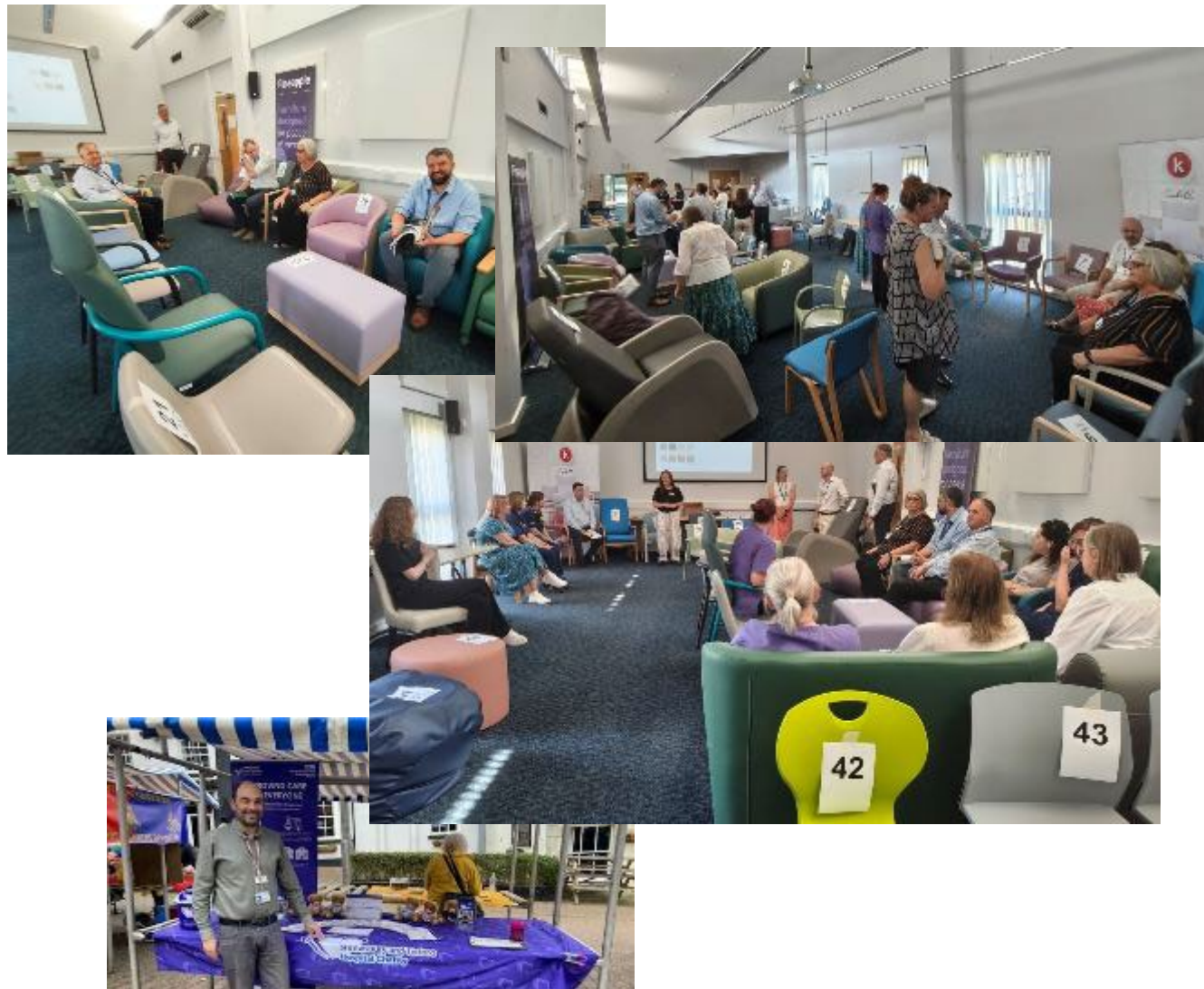


HTP Engagement

The HTP Seating Focus Group was held on 23rd June and invited members of the public as well as staff and volunteers to trial sample seating from four suppliers of hospital furniture. The results of this session will help inform the programme team on the procurement of seating options, starting with Emergency Department waiting areas.

HTP informational drop-ins were held in Newtown (in conjunction with PTHB) Oswestry Charity Market, and Shrewsbury Library, and we attended T&W Live Well Hubs in Hadley and Leegomery. Over the course of these events meaningful conversations were had with 68 members of the public and informational leaflets shared with many more.

Attendance at a Mental Health Forum meeting and the Southeast Shropshire Community Connectors provided leads for further HTP engagement opportunities, with fruitful discussions about Rural engagement.



Meet the Team: Integrated Front Door Team



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The Integrated front door team- IFD launched in September 2025, the aim being to alleviate pressures within the system by avoiding unnecessary admissions at the point of entry and within Acute Services, reduce waiting times and length of stay and promote preventive care. The service seeks to identify patients who are suitable for referral to Community Services. This objective is accomplished through coordinated collaboration with health, social care, mental health, and volunteer organisations.

The Integrated Front Door (IFD) service is a recent initiative established in line with the NHS 10-year plan, operating across both the Princess Royal Hospital and Royal Shrewsbury Hospital emergency and acute departments which is delivered by Shropshire community health NHS trust. Our team comprises five urgent clinical practitioners, each bringing extensive nursing expertise and one Discharge Support Worker They are supported by medical team and guided by clinical service manager for IFD.

The service that helps people get the care they need quickly, often without going into hospital. It brings together a range of health and social care professionals – including nurses, therapists, GPs, and social workers – to assess their needs and provide support, usually on the same day. It's mainly for people who are unwell or in crisis, such as older adults or those with long-term conditions, but who don't necessarily need hospital care. The aim is to keep people safe and well at home, avoid unnecessary hospital stays, and make sure care is fast and well-coordinated.

**Our urgent care
practitioners:**



New colleagues and new roles



Kirstie Blakemore
Head of Nursing, Adult Community
Services Division and Prison
Healthcare Services

Kirstie began her NHS career as a Registered Adult Nurse in 2009, and has since built a diverse career across clinical, operational, and strategic nursing leadership roles. Her background is in Trauma & Orthopaedics, spanning both inpatient and community outpatient services, before progressing into senior leadership positions across the NHS, private healthcare sector, and NHS England.

In June 2026, she joined the Group as Head of Nursing for Adult Community Services and Prison Healthcare. She is passionate about delivering high-quality, safe, and compassionate care, ensuring patients and families have the best possible experience during times of need. She is a strong advocate for compassionate nursing leadership and committed to developing a nursing workforce that is skilled, resilient, and fit for the future.



Kelly Newman
Deputy Divisional Director for
Surgery - Trauma and Specialist
Surgery & Digestive Health Centre

Kelly joined the Group in May 2026 as Deputy Divisional Director for Surgery, supporting Trauma and Specialist Surgery and the Digestive Health Centre.

Kelly qualified as a Podiatrist in 2002 and began her NHS career in Dudley, before moving into operational management in 2009. Since then, she has held a range of senior operational leadership roles across AHP services, capacity and patient flow, Maternity and Gynaecology, Emergency and Acute Medicine, Healthcare of Older People, Stroke Services and Therapies.

Kelly is proud to be part of the Surgical Division and is passionate about working with colleagues to deliver safe, effective and patient-centred services for the communities we serve.

Recognising our colleagues

10 Downing Street visit

Ashley Goldstraw, an HCA at RSH, represented the Trust at the NHS 78th Birthday celebrations at 10 Downing Street.

Ashley met heard Sir Keir Starmer speak about the NHS, and shared his passion for reducing health inequalities, particularly for people with a learning disability and autistic people.



Admiral Nurses

The Telford Admiral Nurse Service has received a Highly Commended Award at the national Dementia Care Awards 2026. The award recognises the team's exceptional dedication to supporting people with dementia and their families. Dementia UK praised the team's enthusiasm, commitment and advocacy for Admiral Nursing.



SaTH Long Service Awards

Last week we celebrated colleagues who have completed 25, 40 and even 50 years' service to the NHS. This annual celebration included a particularly special milestone as more than 20 Filipino nurses marked 25 years of service after arriving together in 2001 as part of an international recruitment programme.



RLDatix Awards

Congratulations to all involved in SaTH's Medical Job Planning Improvement Programme, shortlisted for the RLDatix Awards 2026. This clinically-led initiative has improved visibility of clinical capacity, strengthened workforce planning, increased operational efficiency, reduced long waits, and enhanced patient access to care, earning national recognition.



Shrewsbury and Telford Hospital Charity



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NHS Birthday Thank You Campaign

For the sixth year running, Shrewsbury and Telford Hospital Charity (the Small Things Big Difference Fund funded by the SaTH staff Lottery) ran a Thank You campaign in conjunction with the NHS 78th Birthday Celebration on 5 July – a special token of appreciation for the dedication, support, kindness of our colleagues, or simply for making a difference.

The Executive Team personally presented Thank You Daisies along with a personalised card containing the message of recognition.

We received 572 nominations! For the first time we celebrated with our colleagues in Shropshire Community Trust too!



Image of Miqdad from the SaTH IT team (Left) and (Right) Julia Clarke, Director of Public Participation delivering nominations and daisies to Susan and Michelle from Whitchurch Community Hospital

Example of a nomination:

"Amy is an excellent Health Visitor in the Dudley Central team, also our Infection Control champion. Amy is a kind and very caring person who goes above and beyond to support our team. She offers advice and support, nothing is too much trouble for her. She gives the families 100% of her time, knowledge, quality care, compassion and commitment. Thank you Amy!"

Supporting our Patients

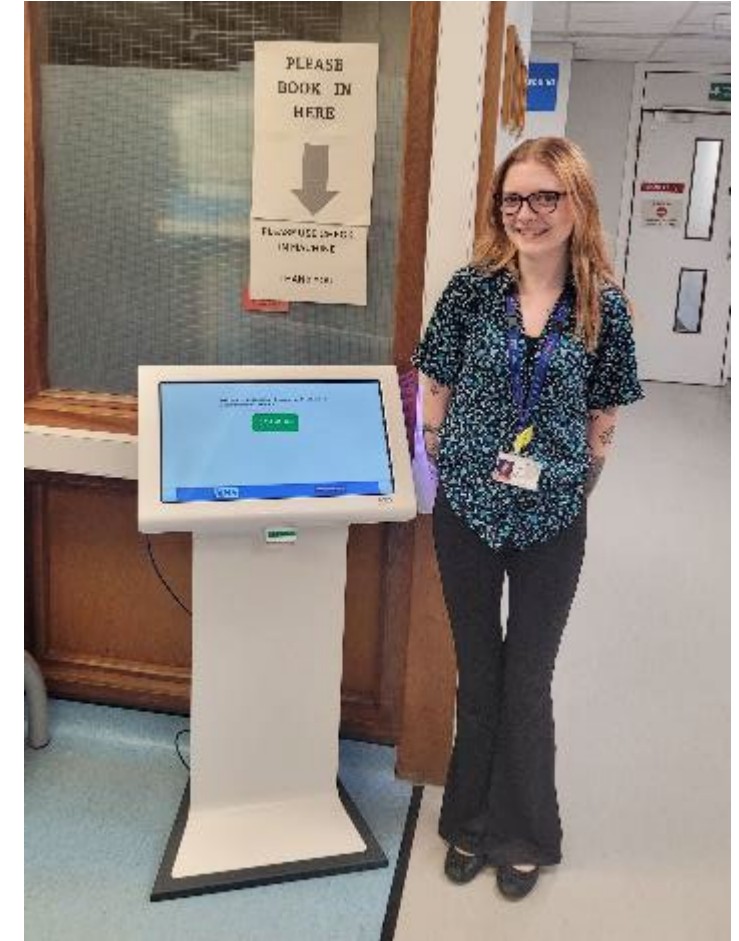


Self-service check in kiosk £4,420

Thanks to the Xray Fund, the main radiology check-in has now been upgraded to also have a self-service kiosk for checking in.

Patients with pre-booked appointments are now able to book themselves in and immediately take a seat. This has freed up the booking-in clerk to attend to those patients who require support with the booking in process. The self-service check in is available to patients using the walk in service or attending the outpatient/fracture clinic, and has reduce waiting times to book in.

Staff wellbeing has improved as they now have more time to share with patients who need it most and they have been able to continue to make telephone bookings for patients whilst the self-service kiosk is used to check in patients.



Looking Ahead



- The eagerly awaited Memory Trees have now been ordered and have been delivered. We are now doing the building and different coloured leaves are available to purchase by families, and any staff bereavements will have a complimentary place on the memory trees.
- We are working with Workforce to help promote their Share Gratitude programme throughout cancer services
- We are also working with Workforce to sponsor the 'Moving to Excellence' Awards and will be purchasing the winners' trophies and nomination badges

Other upcoming Events:

- 5th July Run Shrewsbury 5/10k – 10 people running for SaTH Charity
- Shrewsbury Half Marathon and Metric Half Marathon 27th September
- Charity Concert 10th October
- 'Off the Block 2026' Abseil – moved to April 2027



Volunteer Monthly Activity



June 25

Total number of
volunteers

248

Total number of hours
volunteered

1953

June 26

Total number of
volunteers

221

Total number of hours
volunteered

2201

Volunteer Highlights



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223

Journeys completed in
April

19

Operational volunteer
drivers in April

6

New volunteer drivers
in progress

Volunteer Driver Service Update

In May, our Volunteer Driver Service has continued to support as many patients as possible across our hospital sites.

RSH Patient Transport Buggy Service

Our Patient Transport Buggy Service is proving to be a very popular service and we are happy to see the service operating on a daily basis. Our volunteers are finding the role enjoyable and rewarding as they help our patients get to their appointments on time and making their experience within the hospital a little less stressful.

We have now trained **11** volunteers to drive our Patient Transport Buggy at the Royal Shrewsbury Hospital, with **2** new volunteer currently in process.



Volunteer Highlights



Congratulations to Cohort 6 of Volunteer to Career!

Julia Clarke, Director of Public Participation, was proud to congratulate the volunteers who have successfully completed Cohort 6 of our Volunteer to Career programme on 9th June. Each volunteer has completed a minimum of 50 hours volunteering along with attending five interactive evening sessions delivered by Rachel Armstrong our Head of Non-Clinical Education.

The Volunteer to Career Programme consists of five interactive sessions designed to help participants develop confidence, understand NHS values, identify their strengths, explore career opportunities, and gain practical skills in completing applications and personal statements. The programme concludes with a celebration event, recognising participants' achievements and supporting them to plan their next steps. Following completion, participants are encouraged to continue volunteering while pursuing employment, apprenticeships, education, training, or other opportunities aligned with their career aspirations.



Community Engagement - Overview

Cancer | Diabetes | Respiratory | Cardiovascular



The Community Engagement Team is moving to developing an engagement session that we can take out to our local community groups across Shropshire, Telford & Wrekin and mid-Wales. This will help us share clear, up-to-date information about our hospitals and acute care and encourage more people to get involved. We will revisit groups we connected with through the Hospitals Transformation Programme (HTP) while also reaching out to new communities to broaden our engagement.

Community Engagement Team Statistics



Community Members

Total at 30/06/26 **5330**

Joined in June 15



Organisations

Total at 31/05/26 **476**

Joined in June 1



Community Events

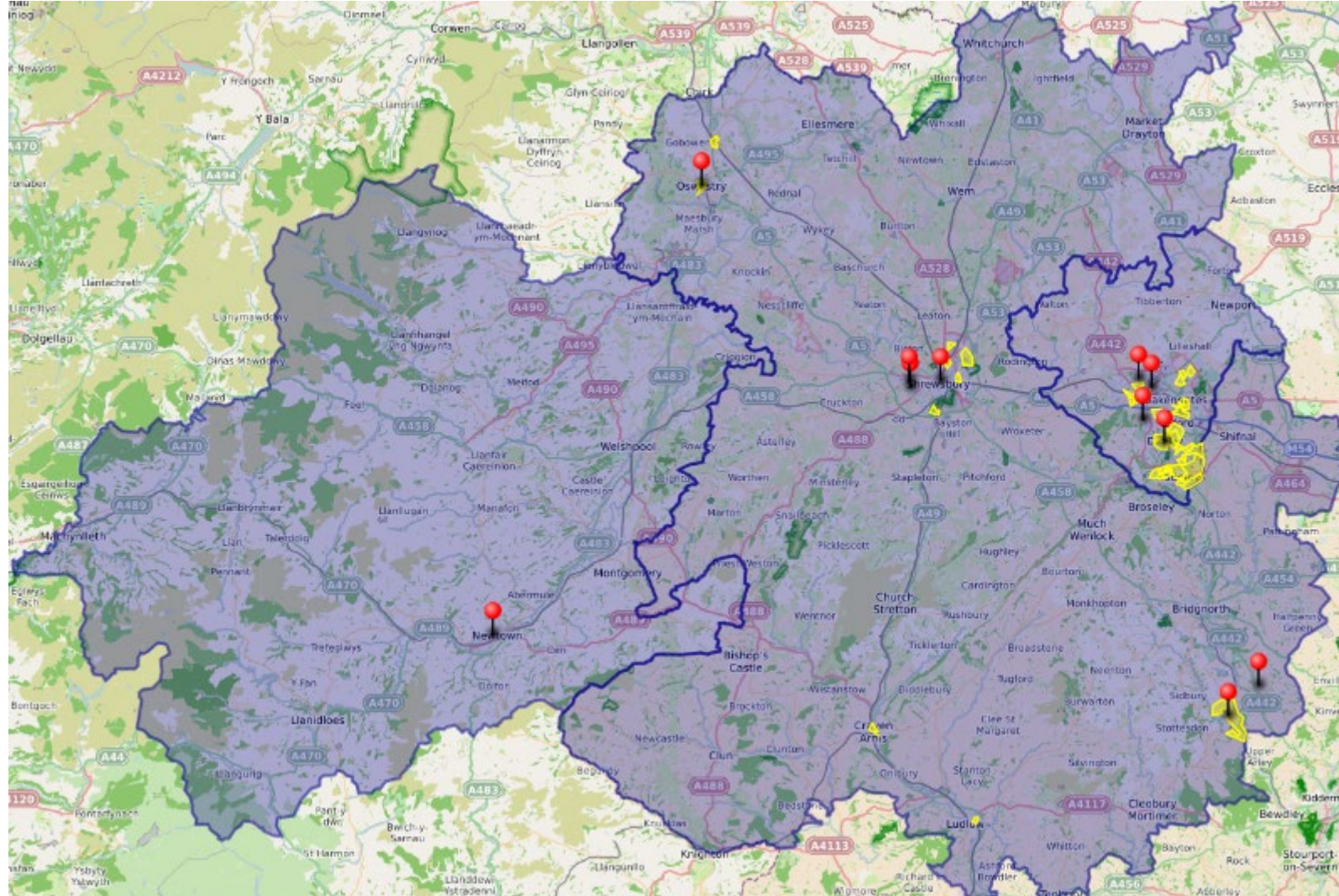
Held **4**

Attended 10

Engagement Map



Shropshire, Telford and Wrekin
Community and Hospitals
NHS Group



Engagement visits in June:

- 01/06 – Ketley Brook GRT Site visit
- 03/06 – Telford Patients First
- 05/06 – Oswestry Charity Market (HTP drop-in)
- 08/06 – Group Strategic Priorities Focus Group
- 09/06 – Hadley Live Well Hub (HTP drop-in)
- 11/06 – Mental Health Forum & Green Network
- 18/06 – Leegomery Live Well Hub (HTP drop-in)
- 19/06 – Shrewsbury Library (HTP drop-in)
- 22/06 – Newtown HTP drop-in
- 23/06 – HTP Seating Focus Group
- 30/06 – Southeast Shropshire Community Connectors

Engagement in June



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Hospital Meetings

About Health – Living a Healthy Life with Type 2 Diabetes

We marked Diabetes week, (08 – 14 June) with a presentation by **Julia Morgan-Williams, the Adult Diabetes Service Lead at Shropshire Community Trust**, looking specifically at Type 2 diabetes. The Group model offers more scope for engaging around health priorities and we look forward to greater collaboration in the future.



Hospital Update

June's Hospital Update saw strong engagement, with 16 attendees (64% of those registered). Insights from these sessions are now shaping our new **Hospital Connect** presentation—helping us keep communities informed and connected to what's happening in their local hospitals.



Thank you

Questions