



Hospital Update

August 2026

Improving care for patients

Our performance

- Referral To Treatment performance continues to improve – 82.92% in June (community)
- Urgent Community Referral – 2 hour response times performing above target (89.01% against 70% target)
- Record ED attendance in July – increase of almost 9%
- 4 hour – 52% seen within target
- 12 hour – 79% seen within target
- Ambulance handovers – average handover 38.5min/40 min target

Our quality

- Measles is circulating in our communities. Do you know your immunity status? Arrange an MMR if you are not fully protected.
- CQC report on finding in Urgent & Emergency Care at RSH and PRH published 20 August with improvements seen in all areas (see next slide)
- CQC – final condition on SaTH's registration has been removed

Our next steps

- Ongoing improvement work across the Group to transform flow, and patient discharge
- Flu vaccinations coming in September for pregnant women and children and from October for those at higher risk of serious illness or anyone aged 65 or older, with all staff rollout in Oct.
- **Be wise, immunise!**
- Winter planning
- Infection Prevention and Control campaign

CQC highlights improving services

- Friday morning the CQC announce findings into medical care and UEC services at RSH and PRH
- Improvements seen in all services
- Significant improvement in RSH Medicine – now rated Good and PRH UEC Requires Improvement (from Inadequate) and with three Good domains
- RSH and PRH remain Requires Improvement overall. PRH: Good in Well Led & Caring domains
- CQC noted the kind, friendly colleagues, learning and safety culture and recognise the “incredible pressure” colleagues face in these services
- Recognition of partnership working as a Group and the new services since 2024
- UEC is everyone’s responsibility and fantastic teamwork recognised in report

	Safe	Effective	Caring	Responsive	Well-led	Overall
RSH overall 2026	Requires improvement	Requires improvement	Requires improvement	Requires improvement	Requires improvement	Requires improvement
RSH overall 2024	Requires improvement	Requires improvement	Requires improvement	Requires improvement	Requires improvement	Requires improvement
RSH medical care 2026	Requires improvement	Good	Good	Good	Good	Good
RSH medical care 2024	Requires improvement	Good	Good	Requires improvement	Requires improvement	Requires improvement
RSH UEC 2026	Requires improvement	Good	Requires improvement	Requires improvement	Requires improvement	Requires improvement
RSH UEC 2024	Requires improvement	Good	Requires improvement	Inadequate	Requires improvement	Requires improvement
PRH overall 2026	Requires improvement	Requires improvement	Good	Requires improvement	Good	Requires improvement
PRH overall 2024	Requires improvement	Requires improvement	Good	Requires improvement	Requires improvement	Requires improvement
PRH medical care 2026	Requires improvement	Requires improvement	Good	Requires improvement	Good	Requires improvement
PRH medical care 2024	Requires improvement	Requires improvement	Good	Requires improvement	Requires improvement	Requires improvement
PRH UEC 2026	Requires improvement	Good	Good	Requires improvement	Good	Requires improvement
PRH UEC 2024	Inadequate	Good	Requires improvement	Inadequate	Requires improvement	Inadequate

Our pledges



The best place to work

Everyone has a voice, is valued and is recognised. Everyone is empowered and can thrive. Everyone is supported in the healthiest place to work.



Our Vision:
Consistently excellent care • Safer • Kinder
• More personal • For everyone

The safest and kindest care



Leading excellence in safety. Always listening, learning and continuously improving. Everyone receives kindness in every experience.



Leaders in modern, sustainable healthcare

Working in partnership to transform care, embracing innovation, reducing inequalities and meeting the needs of current and future generations.

The best place to receive healthcare



Everyone receives early, responsive care closer to home with fast access to excellent hospital care. People have the best start in life and the best opportunities to lead healthy and independent lives.

Group finance update

- We are **off track in our finances**
- No additional money or loans in the NHS and we must get back on track and deliver our financial allocation
- **We have a plan and it is doable!** We need all budget holders and 10,000 colleagues to do their bit
- We have delivered **£12m of efficiencies** in SaTH and **£1.2m** in ShropCom so far but sadly, it is not enough and we can't keep overspending
- **224 days** left in the financial year - to catch up on our £2.6m overspend and deliver what we promised!
- Even in ShropCom, we are slightly behind with our current CIP efficiencies and know this year will be harder
- **Our plan is doable** – in SaTH we have **£1.9m a day** to spend on patient care
- Our focus remains on patients – protecting every pound



Children and Young People - Shropcom



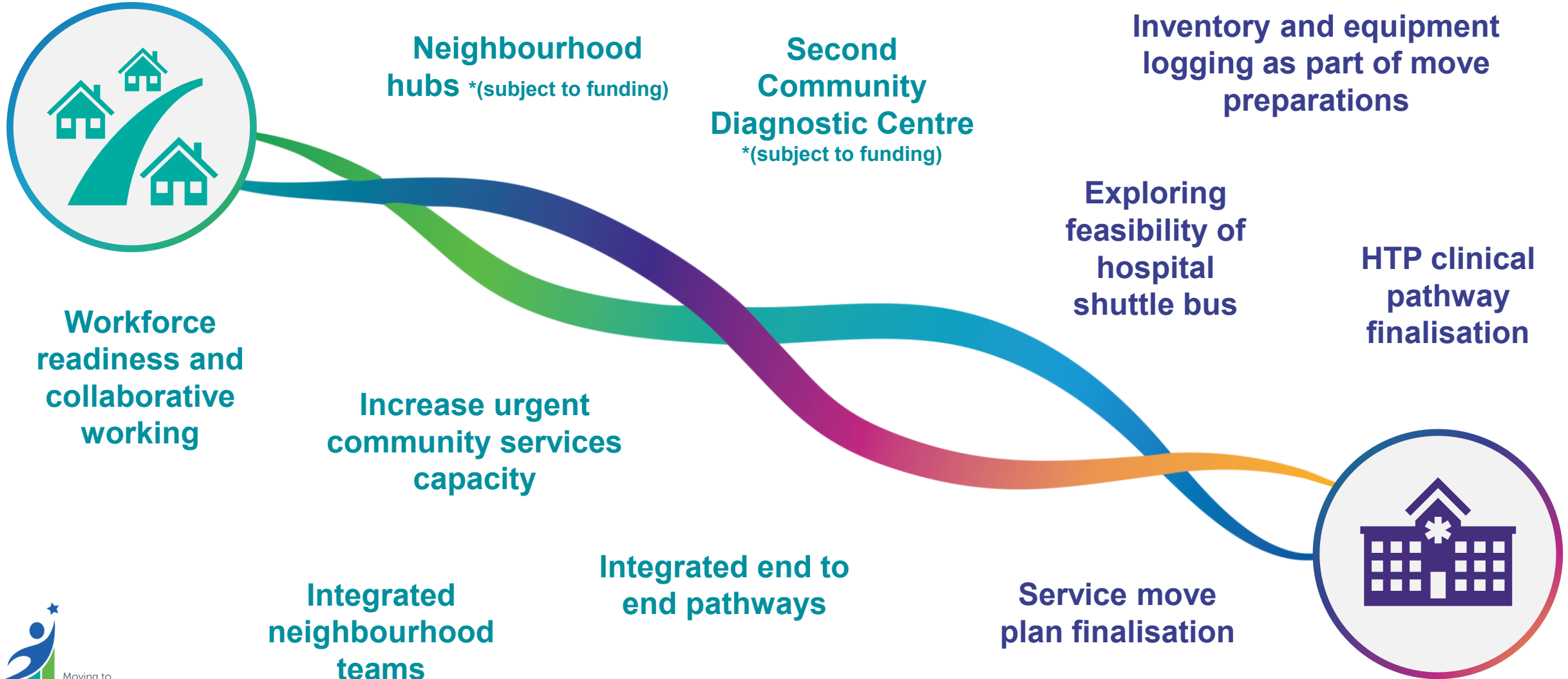
By redesigning its developmental assessment pathway, ShropCom reduced average waits for children from over 52 weeks to around 32 weeks, helping more children access the right care sooner while making better use of clinical time and reducing unnecessary appointments.

Ward 35, Nephrology, SaTH

Ward 35's team is piloting a new community-based model of care, seeing suitable patients closer to home rather than bringing them into hospital. The approach is improving the patient experience, while also creating efficiencies by freeing up hospital capacity and enabling clinical teams to use their time more effectively.



Preparing for 2028 – Neighbourhoods & HTP



Digital transformation

We want to be leading the way! Our ambition is to use digital technology to support our Group to deliver safer, more efficient services - improving patient care and the working lives of colleagues

Multi million-pound investment in new technology and modern tools for our Group.

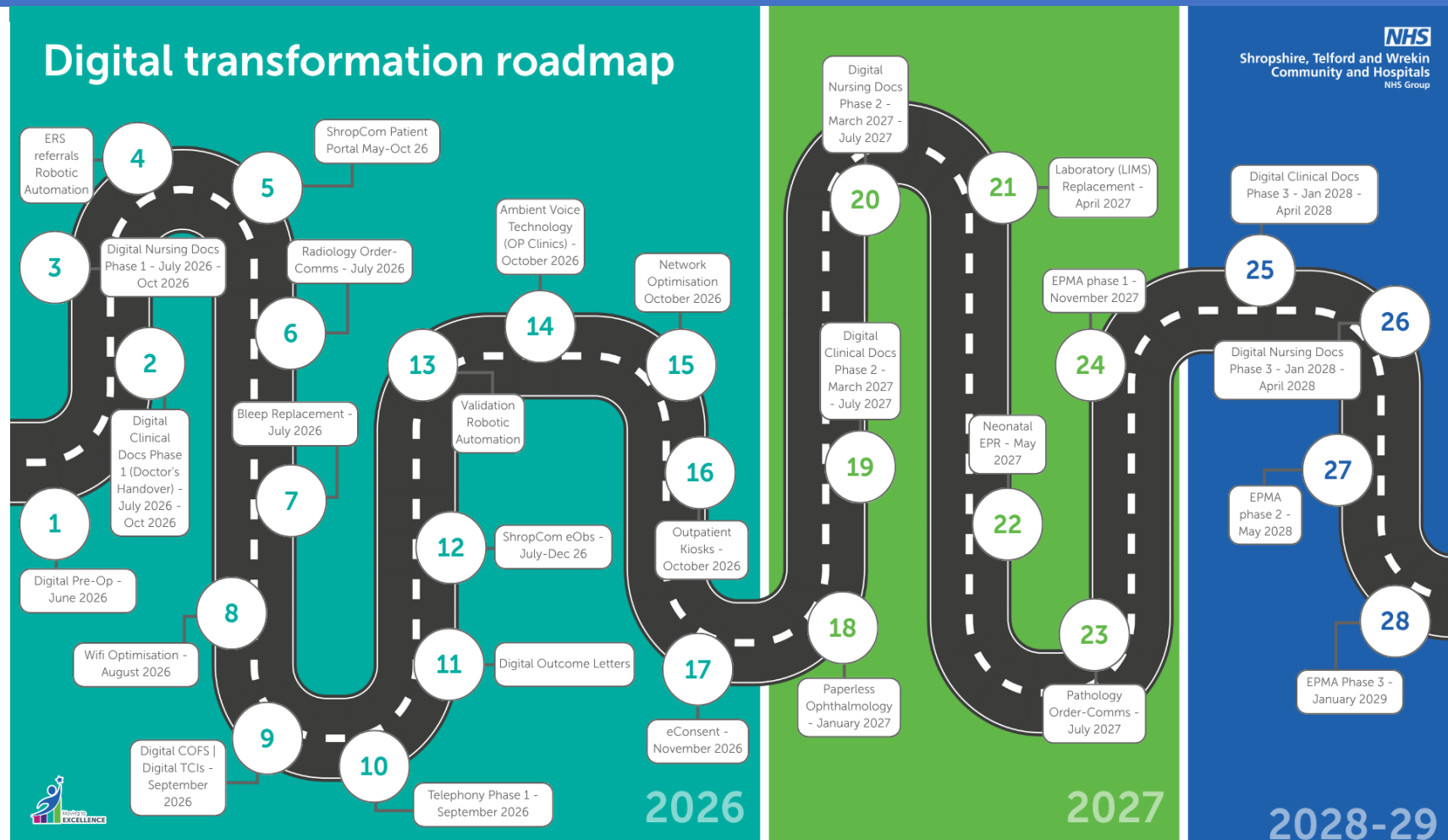
Integrated digital team to **strengthen collaboration.**

We have, so far, invested in:

- RiO Electronic Patient Record (EPR) upgrade
- Careflow Connect/Workflow and Clinical Narrative – **now live in PRH Surgical services**
- (Integrated Clinical Environment) ICE order comms - radiology

Our next steps

- Careflow Connect/Workflow and Clinical Narrative in Medical Emergency Centre (MEC)
- Ambient Voice Technology
- Outpatient kiosk
- Electronic Prescribing



Meet the Team: Admiral Nurse service



Lucy Hawkins,
Admiral Nurse

Cheryl Scarrott,
Lead Admiral Nurse

Kerry Davani,
Admiral Nurse

Admiral Nurses are specialist dementia nurses who provide expert advice, emotional support and practical guidance to families affected by dementia. They work across Telford and Wrekin, including home visits for families who meet the referral criteria.

The service is delivered by three Admiral Nurses and was recently Highly Commended at the national Dementia Care Awards in recognition of its dedication to supporting families living with dementia.

Our Group ambition is to grow this service including in the acute hospitals.

The three videos below offer a closer look at the work of our Admiral Nurses and the support they provide to families affected by dementia. You can also hear from a family member about their own experience of being supported by the service.



shropcom.admiralnurses@nhs.net



03330 358 4584

Video 1: [Cheryl Scarrott](#)

Video 2: [Jane's Story](#)

Video 3: [Cheryl and Jane – in conversation](#)

New colleagues and new roles



Jon Davis

Group Deputy Chief
Digital Information Officer

Jon is an experienced NHS digital leader with more than 20 years' experience across technology, digital transformation, information and innovation in health and care.

He has supported and led major programmes including electronic patient record optimisation, shared care records, cloud migration, cyber security improvements, artificial intelligence, advanced analytics and patient-facing digital services.

Jon is passionate about using digital technology, data and innovation to improve patient care, staff experience and productivity, and to support integrated care and neighbourhood health services. Before joining the NHS, Jon served in the British Army with the Royal Corps of Signals.



Dr Jenni Rowlands

Medical Director (SaTH)
and Consultant Radiologist

Jenni qualified as a doctor in London in 1997 before completing specialist radiology training in Bristol and joining SaTH as a Consultant in 2014.

She is passionate about improving healthcare for communities across Shropshire, Telford and Wrekin and Mid Wales, with a focus on compassionate, safe care and embedding multiprofessional education into high-quality patient care.

Jenni is proud to have supported the Trust's application to achieve university hospital status and works closely with university partners. She is committed to developing a forward-looking, compassionate culture and maintaining high standards across the Trust.



Hana Imaan

Deputy Director of Planning
and Transformation

Hana joined The Shrewsbury and Telford Hospital NHS Trust in August 2026 as Deputy Director of Planning and Transformation, bringing almost 20 years' experience across strategy, planning and transformation.

She has held a range of senior leadership roles across the NHS, independent healthcare and charitable sectors, including NHS organisations in Leicester, Birmingham and Nottingham. Her work has included large-scale transformation, service redesign, governance, assurance and performance improvement.

Hana is passionate about collaborative leadership, developing high-performing teams and delivering meaningful change for patients, communities and colleagues. She is looking forward to working with teams and partners across the Trust and wider system to support delivery of the Trust's strategic ambitions.

Recognising our colleagues



ShropCom's Healthy Smile Team welcomed British Dental Association Chair Eddie Crouch to see the Brilliant Brushers programme in action, showcasing how supervised toothbrushing in schools helps improve children's oral health and reduce inequalities.



A warm welcome to the new Resident Doctors who had their induction to SaTH in July at SECC. They will continue their training and work across a wide range of specialties with practical and ward-based learning which, supported with an extensive teaching programme, will help them to progress in their chosen field of medicine.



Congratulations to the Vocational Learning Team for retaining Pearson Direct Claim Status for another 12 months, recognising high-quality assessments, strong learner support and excellent record keeping.

Annual
Moving to
EXCELLENCE
Awards



Thank you to everyone who has nominated in the Annual Moving to Excellence Awards. All nominees will be shortlisted soon, with finalists notified in early September ahead of this year's event which takes place in October.

FOR HEALTHCARE LEADERS

HSJ

SaTH has been shortlisted in three HSJ Awards categories: Trust of the Year 2026, Performance Recovery of the Year and Modernising Diagnostics. The achievement recognises the outstanding improvements delivered by colleagues and partners for patients across our communities.

Volunteer Monthly Activity



July 25		July 26	
Total number of Volunteer hours	2130	Total number of Volunteer hours	2135
Total number of Volunteers 31 st July 2025	229	Total number of Volunteers 31 st July 2026	218

Volunteer Highlights



Meet and Greet Volunteers Supporting Patients Through Hospital Changes

Our Treatment Centre and Admissions/Ward Block Meet and Greet Volunteers have continued to provide invaluable support to patients, visitors and staff during the recent changes to access routes at Royal Shrewsbury Hospital, including the closure of the Copthorne Building entrance.

With many patients and visitors finding navigation around the site more challenging than usual, our volunteers are playing a vital role in offering directions, reassurance and a warm welcome, helping to ease what can often be an anxious experience.

We have received excellent feedback from colleagues, some who have made a point of getting in touch with the Volunteer Team, to praise the volunteers for their professionalism, compassion and flexibility during this period of change. Their support has not only improved the experience for patients and visitors but has also been greatly appreciated by staff across the hospital.



Volunteer Highlights



Volunteer Driver Service Update

266

Journeys completed in
July

19

Operational volunteer
drivers in July

2

New volunteer drivers
in progress

In July, our Volunteer Driver Service has continued to support patients as possible across our hospital sites and CDC at Hollinswood House.

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.



Overview – Community Engagement



The Community Engagement Team are writing to more than 30 groups and organisations who we have previously visited to talk about the Hospitals Transformation Programme, with an offer to take **HospitalConnect** to them in the Autumn (a presentation on latest news from SaTH and SCHAT).

We are sharing information about these sessions across the area served by our hospitals through the Community Connectors network, and in the last month have received several invitations to attend local community groups.

Community Engagement Team Statistics



Community Members

Total at 30/07/26 **5291**

Joined in July 18



Organisations

Total at 30/07/26 **507**

Joined in July 42



Community Events

Held **2**

Attended **5**

July in the Transforming PRH hub



Key themes from conversations with patients and the public:

- Improved awareness and understanding of the Hospital Transformation Programme.
- Positive interest in future service developments at PRH, particularly respiratory services.
- Recognition of the valuable contribution of SaTH Charity and Lingen Davies in delivering enhancements beyond core capital-funded elements.
- Reassurance provided to individuals with concerns about future access to services and use of the PRH site.
- Distribution of Hospitals Transformation Programme and charity information materials to support ongoing public awareness.

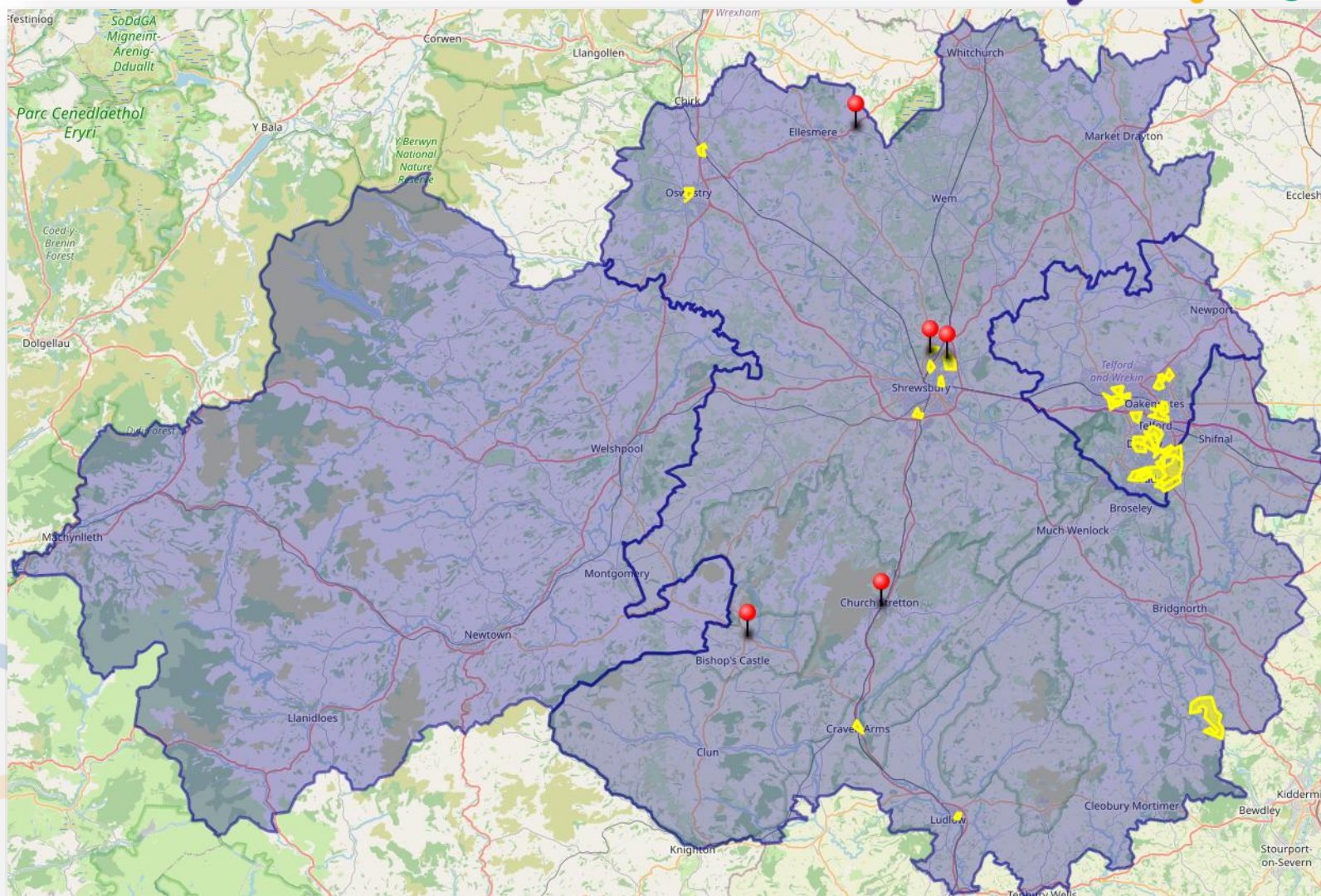


The Community Engagement team assume responsibility for the Transforming PRH hub in August, and we look forward to bringing further insight in future presentations.

Engagement Map



Shropshire, Telford and Wrekin
Community and Hospitals
NHS Group



Engagement visits in June:

- 07/07/26 – Shrewsbury Community Connectors, Emmanuel Church, Shrewsbury
- 14/07/26 – Southwest Community Connectors, Mayfair Community Centre, Church Stretton
- 15/07/26 – North Shropshire Community Connectors, Welshampton Parish Hall, Ellesmere
- 23/07/26 – HTP drop-in, The Lantern, Sundorne, Shrewsbury
- 31/07/26 – HTP drop-in, Lydham Friday Market (Lydham Village Hall), near Bishop's Castle

Looking Ahead



	Awareness events					About Health events
August	01-07 August Breastfeeding Awareness week	National Immunization Awareness Month	Summer Sun Safety Month	28 August Makaton International Awareness Day		
September	07 – 13 September Know your numbers week	Blood Cancer Awareness Month	Gynaecological, Urological, Childhood Cancer Awareness Month	25 September World Lung Day	10 September World Suicide Prevention Day	Tbc Know Your Numbers (Hypertension) 24/09/26 Respiratory Medicine
October	National Cholesterol Month	Breast Cancer Awareness Month	18 October World Menopause Awareness Day	10 October World Mental Health Day	Stoptober	15/10/26 Menopause 27/10/26 Hospitals Transformation Programme

FOCUS GROUPS - SEPTEMBER

3/9/26 10am-12.30

HTP Update

Local Care Transformation Programme Update

Nuclear Medicine PRH, Shrewsbury Dental Services

19/9/26

Children and Young People seating group

SaTH Charity Income & Expenditure Highlights

20 charitable expenditure requests were approved in June. Requests included:

- **£17,546** for 6 x specialist computers for Haematology
- **£1,112** for Monopolar Forceps for Breast Cancer
- **£4,187** for direct-line PALS telephones for RSH and PRH
- **£1,063** for items for patients living with Dementia

Donation recorded into the charity bank account in June over £1,000 included:

£1,260 for the Swan Fund



SaTH Charity - Supporting our Patients



Shropshire, Telford and Wrekin
Community and Hospitals
NHS Group

Supporting Patients with Learning Disabilities and Autism £1,950

Shrewsbury and Telford Hospital Charity has funded 100 sensory care bags to support patients with Learning Disabilities and Autism during emergency admissions. The initiative was developed in response to patient feedback highlighting the challenges that busy hospital environments can present for individuals experiencing sensory overload, anxiety and distress.

The care bags are now available for use across the Trust and contain a range of sensory and distraction resources, including ear defenders, fidget tools, colouring activities, an eye mask and easy-read patient information. The bags form part of the Trust's wider Learning Disability and Autism improvement programme and are helping patients feel more comfortable, supported and able to engage with their care.

The Charity's support has enabled this initiative to deliver a practical intervention that is already benefiting patients and families while demonstrating the positive impact of charitable funding on patient care and experience.



Our Fundraisers



Upcoming fundraisers:

[Jason O'Neill is fundraising for The Shrewsbury and Telford Hospital NHS Trust Charity](#)

[Kirstie Thomas is fundraising for The Shrewsbury and Telford Hospital NHS Trust Charity](#)

[Jayant Patel is fundraising for The Shrewsbury and Telford Hospital NHS Trust Charity](#)

[Bobby Bird is fundraising for The Shrewsbury and Telford Hospital NHS Trust Charity](#)

[ELLA WEBSTER is fundraising for The Shrewsbury and Telford Hospital NHS Trust Charity](#)

Sent out as press releases:

[NHS staff raise £570 for Shrewsbury and Telford Hospital Charity at the Shrewsbury 5/10K – SaTH](#)



Looking Ahead



- We are working with Workforce to help promote their Share Gratitude programme throughout the Trust
- We will be planning opening events for the Memory Trees which are being installed at RSH and PRH
- We are working with our three London Marathon Runners to support their fundraising
- We are promoting the Shrewsbury Half Marathon to staff
- We continue to work with Charity Volunteer Sally Jamieson to promote her Memory Walk in aid of the Dementia Fund

Upcoming Events:

- Memory walk 19th September – Shrewsbury Quarry
- Shrewsbury Half Marathon and Metric Half Marathon 27th September - Shrewsbury
- Charity Concert 10th October – Wellington Telford
- IHP Charity Dinner 13 November – Hawkstone park
- 'Off the Block 2026' Abseil - April 2027 Royal Shrewsbury Hospital, Ward Block





Thank you