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NHS
Shropshire, Telford and Wrekin Community and Hospitals
NHS Group





Hospital Update

October 2026

The agreed alliance between Shropshire Community Health NHS Trust and The Shrewsbury and Telford Hospital NHS Trust

Proud of our progress – we will keep going

Shropshire, Telford and Wrekin Community and Hospitals NHS Group

For patients		For colleagues	
Significantly reduced waiting times for RTT and children's services	You said, we could improve urgent and emergency care: additional assessments and increased Virtual Ward, Integrated Front Door:	Launched the Doctor's Mess at PRH working closely with our resident doctors to improve their experience	Recognition: 600 nominations received for the Annual Group Awards, 100 people recognised for long service
10,000 outpatients slots released through efficiency	Among most improved Trusts nationally for elective care and in top trusts Cancer	Investing in education: Achieved University Status for SaTH. Training passport ShropCom	Investing in training for 10,000 colleagues to further support a compassionate culture
Improved quality: reduced falls, increased diabetes foot assessments, Enhanced Therapeutics Observation of Care pilot	*You said* patients could benefit from robotic assisted surgery. *S*econd robot introduced at PRH.	Continued work in embedding the Sexual Safety Charter	Investing in more modern tools, reducing reliance on agency and giving better facilities to provide the best place to work
Major estates developments – improved X-ray facilities, developing ED	Improved patient safety through multi-million pound digital investment	Listening to your views: Group model, financial recovery, Improvement	Improved opportunities for flexible working and developing an agile working strategy to offer this to more colleagues










Group Finance update

Shropshire, Telford and Wrekin Community and Hospitals NHS Group

- The Group is £8.8m behind its financial plan; £9.1m off-plan at SaTH, and £0.3m surplus to plan at ShropCom.
- There was £100m deficit in 2023/24
- £20.4m of efficiencies delivered so far this year - more than ever before at this time of the year – we are £0.8m offtrack so need to keep going!
- £2.1m a day budget
- ShropCom: good progress reducing red risks on efficiencies plan, continued focus on agency costs
- SaTH:
  - Slowed spending on non-pay, but more to do to recover from first months of the year
  - Significant reduction in agency spend - £4m+ to £0.5m per month
  - Development of a financial recovery plan

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Transforming our workforce needs

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- Our duty to taxpayers is to regularly review and align our workforce to deliver care for our population's needs
- Both organisations have strong foundations – reducing reliance on agency and modernising services
- More modern pathways, tools and treatment will change our workforce needs and we need to keep evolving
- If we deliver the best care, the finances take care of themselves
- We want to get this right to reduce uncertainty for colleagues as far as possible
- We will be open and honest about these changes and listen to your ideas and suggestions
- By investing in more modern ways of working, we estimate we can deliver £20m in our annual workforce costs
- There are no set targets in terms of headcount – we estimate £20m is on average 400 posts (4% of our total workforce)
- This is the right thing to do for the communities we serve, but we recognise this is not easy
- We will support people through the changes happening (recognising this is happening across the NHS)
- Through continuing to explore redeployment, upskilling, carefully considering every vacancy and offering fixed term contracts where appropriate, we hope to minimise the risks of compulsory redundancies
- There is no one size approach and senior leaders will be working within their teams to discuss openly any change needed
- This is a team effort – it is not focused on specific areas or grades and any changes are based on what a modern NHS service needs

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Let's get Digital

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Enhancing digital capability across our Group

From Electronic Patient Records and digital forms to Electronic Ordering and AI Scribe supporting our clinicians in all clinical settings, we're laying the foundations of shared information with our clinical partners in both acute and community care.

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It's about:

- Ensuring patient safety
- Giving staff better access to information
- Reducing duplication and paper-based processes
- Creating more time for patient care
- Building a health service fit for the future in line with the NHS 10 Year Plan

Every digital programme contributes to a wider goal of ensuring safer, more connected care across our hospitals and community services.

AI Scribe (Ambient Voice Technology)

We're expanding the use of AI scribe across our Group.



AI Scribe supports clinicians by capturing the consultation and producing a draft clinical note or letter. This means clinicians can spend more time listening and talking to patients, and less time completing documentation.

Wave 1 specialties

- Urology
- Obs/Gynae
- Breast
- Paediatrics and Pathology
- Head and Neck, including ENT and Maxillofacial
- The use of AI Scribe will also be expanded in the Emergency Department

Clinical Ambassadors are going live first next week, helping to test the technology and support colleagues before the wider rollout begins in Nov.

We continue to work with consultants and colleagues in support roles as part of the rollout and are committed to supporting everyone through changes.

Preparing for 2028 – Neighbourhoods & HTP

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Neighbourhoods progress:

- **Leading delivery across our communities:** We've taken on the lead integrator role for all nine neighbourhoods across Shropshire, Telford and Wrekin, helping partners turn the shared *Healthy Neighbourhoods* vision into practical, locally led services.
- **Bringing services together around residents:** We have supported Primary Care Networks to co-produce neighbourhood plans with community, hospital and mental health services, councils and voluntary and community organisations.
- **Focusing first on prevention and those most at risk:** Initial plans prioritise people living with frailty and cardiovascular renal metabolic health risks, using population-health information to identify high risk patients and coordinate proactive care closer to home.
- **Moving from planning into delivery:** All neighbourhood proposals have now been received and are being reviewed with partners. We are working through the remaining workforce, funding, data-sharing and governance requirements so that mobilisation can be phased safely according to local readiness.

HTP progress:

- Health Care Relocations has been appointed to work with colleagues on detailed move and patient transfer plans, as well as supporting delivery on site.
- Helping our services and colleagues to get ready for the changes is a key priority, supported by HTP Change Agents who are helping teams understand, shape and prepare for the changes ahead
- Construction remains on track – with areas within the new extension now being complete. We are currently progressing the children's emergency care footprint
- We recently held a second focus group with children and young people to further develop the seating requirements within the new building

HTP Together

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BE WISE, IMMUNISE!

- We are already seeing cases of flu, so don't delay.
- Flu can cause serious illness, so vaccination is an important way to protect ourselves and our families.
- Help us reduce sickness levels due to flu – get your flu jab early



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Stoptober

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Use this Stoptober to take your first step towards stopping smoking or vaping.

- Reach 28 smoke-free days and you are five times more likely to quit for good.
- Every quit attempt counts, even if you have tried before.
- Support is available. You do not have to do it alone.
- SaTH is moving towards becoming completely smoke-free, including vaping, by the end of 2026.

Get help to quit

- Shropshire Council Stop Smoking Support
- Telford & Wrekin Council Help to Stop Smoking
- NHS Better Health tools and advice

We are smoke-free sites and are refreshing our policy. Start your journey today.

STOPTOBER

Join us in making our sites smoke-free



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Recognising our colleagues

Shropshire, Telford and Wrekin Community and Hospitals NHS Group



SaTH's Orthodontic and Oral Surgery teams won the 'Advancing Patient Safety with Data and Analytics' category at the 2026 HSJ Patient Safety Awards. Their project improved care for children and young people needing impacted canine surgery, reducing waiting times by up to 88% and benefiting more than 200 patients.



Congratulations and thank you to 20 ShropCom colleagues that celebrated 25 and 40 years NHS service respectively.
Thank you for everything you do for patients and families every day.



Congratulations to SaTH Theatre Team Leader Sandra Bebbington who was crowned world champion in RAW powerlifting at the AWPC world champions in Manchester



Congratulations to colleagues across the Group who completed the SaTH 3 and 4 leadership programmes. The programme covered digital and AI, business cases and bringing care closer to home.



In September, 22 colleagues from SaTH, ShropCom, RJAH and Pontesbury and Worthen Medical Practice joined the Galvanise programme. Galvanise is a development programme for aspiring leaders from ethnic minority backgrounds.



Fantastic news as our Estates Team were highly commended in the Healthcare Estates Awards (IHEEM Awards). They were recognised in the Net Zero Innovation Award category – for their 'Transformation at a hospital trust to deliver sustainable, modern healthcare'. The Estates Team has contributed to significant carbon reductions, cost savings and improvements to the healthcare environment. Initiatives including the £16.2 million RSH decarbonisation programme, solar energy generation investment, energy efficiency measures, waste reduction projects, digital transformation and sustainable travel schemes were included in the submission.

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Thank you

Volunteer Monthly Activity



September 25	
Number of Volunteers who completed a shift over 25	110
Number of Volunteer who completed a shift under 25	32
Total number of Volunteer hours	2190
Total number of Volunteers 30th September 2025	214

September 26	
Number of Volunteers who completed a shift over 25	117
Number of Volunteer who completed a shift under 25	13
Total number of Volunteer hours	1783
Total number of Volunteers 30th September 2026	219

The agreed alliance between Shropshire Community Health NHS Trust and The Shrewsbury and Telford Hospital NHS Trust

Volunteer Highlights

Jean goes the extra mile for SaTH charity

A huge thank you to our wonderful volunteer Jean, who recently supported a SaTH Charity Dementia Walk, helping to make the day a welcoming and memorable experience for everyone taking part.

Jean came along in full fairy style and, together with her husband, who also stayed throughout the day to help with the set-up, threw herself into supporting the event.

The feedback from the event team said it all: *“We all fell in love with her. She was such an asset.”*

SaTH Charity’s Dementia Appeal helps fund resources, activities and dementia-friendly improvements that can make hospital a less confusing and distressing environment for people living with dementia.

It was lovely to see Jean bringing the same warmth, kindness and enthusiasm that she shows in her volunteering with an event supporting such an important cause.



Volunteer Wellbeing

We recently held another online wellbeing session for volunteers, focusing on managing other people’s distress.

The session explored how we can be affected by the emotions and behaviours of others, why people may respond in difficult ways, and practical ways to manage these situations while looking after our own wellbeing. The online format allowed volunteers from both sites to join easily, and we received some really positive feedback from those who attended.

Volunteer Highlights

Volunteer Driver Service

244
Journeys completed in September

18
Operational volunteer drivers in September

2
New volunteer drivers in progress





RSH Buggy Service

196
Estimated Patients in September*

10
Operational volunteer drivers in September

1
New volunteer drivers in progress

* Buggy Drivers transport an average of 14 patients per shift – we plan to keep a tally going forward to replace the estimated figure with an actual figure.

September 2026

Monthly Activity

September 2025	
Total Income (August)	£19,549
Number of In Memory Donations (funeral collections)	7
Number of Legacy Donations	1
Number of Charitable Expenditure requests approved	28
Value of the Charitable Expenditure requests approved	£18,627

September 2026	
Total Income (August)	£19,347
Number of In Memory Donations (funeral collections)	3
Number of Legacy Donations	1
Number of Charitable Expenditure requests approved	25
Value of the Charitable Expenditure requests approved	£176,960



Jaynet who is running the Chicago Marathon for the Haematology Fund on 11 October 2026

Please note: The 'Value of Charitable Expenditure request approved' is different from the charitable 'expenditure on the next slide' as it reflects approvals but not the physical purchase and debit of funds from the charitable bank account

Supporting our Patients

Shrewsbury and Telford Hospital Charity

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New End of Life Care Room

The family of Derek Perks have made a donation of over £1,500 to Shrewsbury and Telford Hospital Charity in memory of their father, helping to create a comforting and peaceful environment for patients receiving end of life care.

Derek's was cared for on the Acute Medical Unit at Royal Shrewsbury Hospital in one of our Swan Rooms. Inspired by their experience and the kindness shown by staff throughout Derek's care, the family wished for donations made in his memory to support the creation of more calming Swan spaces for patients and families.

Impact Statement: Jules Lewis, End of Life Care Lead Nurse said *"Thank you to the family for this kind donation to the Swan Fund. Having another Swan room on the Acute Medical Unit at RSH will make a real difference during life's most difficult moments."*



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Fundraising Update

Developing corporate partnerships

E Manton - following selection of as their 'Charity of the Year' –A partnership brochure has been created, outlining sponsorship opportunities, listing the 60 charitable funds, and potential engagement opportunities.

VitalEnergi (VE) - Development of a bespoke partnership proposal is progressing, building on discussions around social value investment opportunities.

IHP Charity Ball (20 November Hawkstone Park) - Planning and development activity continues for the IHP Charity Ball sponsorship programme. Focused on demonstrating the impact businesses can have through SaTH charitable support. services.

Hospital presence: Thank You campaign

Development is underway for the Charity's Thank You Campaign, which will initially launch within Cancer Services. The campaign aims to increase awareness of Shrewsbury and Telford Hospital Charity across hospital sites, encourage regular expressions of gratitude for staff and services, and create more opportunities for patients, families and visitors to support the Charity.



Upcoming events and income generation pipeline



- Jackfield Brass Band - 10 Oct 2026
  Event planning continues, with support being sought from the Communications Team to help maximise media coverage and encourage ticket sales.

2027

- 'Off The Block' Charity Abseil - 10 Apr
- London Marathon 2027 - 24 & 25 April
- Football Tournament – TBC May

5-year Corporate Strategy

The Charity's first five-year corporate strategy is being developed. The strategy will establish clear fundraising priorities, strengthen partnership development, identify sustainable income streams and provide a long-term framework for growth and charitable impact across the Trust.

September 2026

Looking Ahead

Shrewsbury and Telford Hospital Charity

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Upcoming Fundraisers:

- Jayant Patel is fundraising for The Shrewsbury and Telford Hospital NHS Trust Charity
- Callum MacLennan is fundraising for The Shrewsbury and Telford Hospital NHS Trust Charity
- Lydia Hughes is fundraising for The Shrewsbury and Telford Hospital NHS Trust Charity

Upcoming projects:

- Opening ceremonies for the Tree of Memories are scheduled on 3rd of December at RSH and 4th December at PRH 12:00-13:00.



Callum MacLennan, Capacity & Flow Manager, running who is running the London Marathon for the charity in 2027

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Overview

Cancer | Diabetes | Respiratory | Cardiovascular

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HOSPITALS CONNECT

This month	Year to date	Planned
2	3	7

Hospitals Connect sessions were delivered to **Albrighton Patient Participation Group** and **Telford Diabetes UK** in September, with a further **three sessions planned in October, three in November and one confirmed in the New Year**.

Feedback from participating organisations is being used to shape future presentations, with additional information incorporated where requested to ensure sessions remain relevant to local communities.

Community Engagement Team Statistics

Community Members
Total at 30/09/26 **4971**
Joined in September 23

Organisations
Total at 30/09/26 **508**
Joined in September 0

Community Events
Held **6**
Attended 9

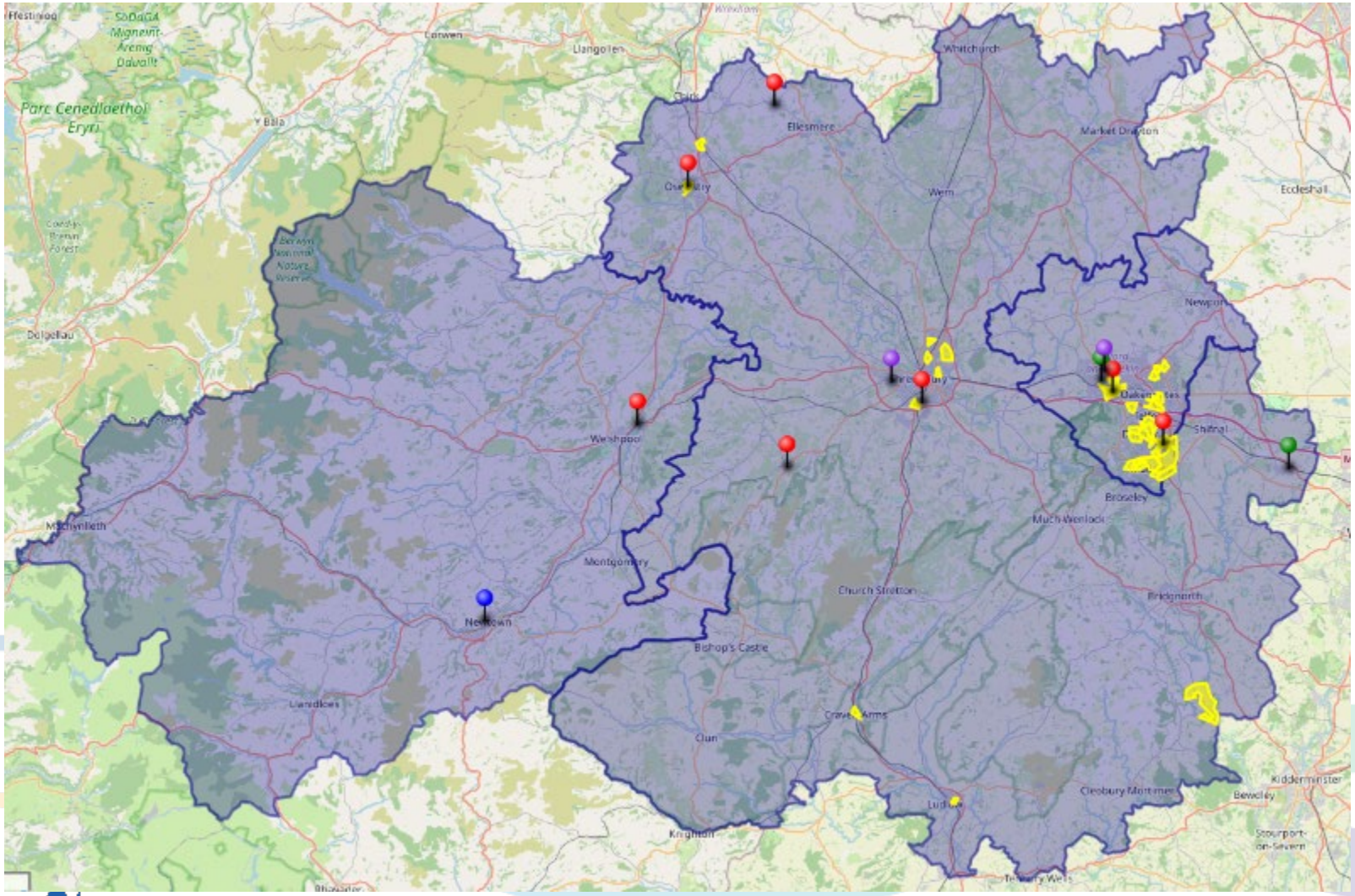
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Engagement Map

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Shropshire, Telford and Wrekin Community and Hospitals NHS Group



Engagement visits in September:

- 02/09 - Albrighton Medical Practice PPG, Hospital Connect **presentation**
- 03/09 - HTP Quarterly **Focus Group**
- 04/09 - Oswestry Charity Market, **drop-in**
- 08/09 - Sambrook Centre, Stirchley, (with T&W Healthy Lifestyles), **drop-in**
- 09/09 - Hafan Yr Afon, Newtown Locality **Meeting**
- 09/09 - Wellington, Telford Diabetes UK Hospital Connect **presentation**
- 15/09 - STFC Football Ground, Acute/GP consultants conference, **information stand**
- 17/09 - Minsterley Village Hall, Village Halls Conference, **information stand**
- 19/09 - Princess Royal Hospital, Children & Young People Seating **Focus Group**
- 24/09 - Criftins Village Hall, community coffee morning, **information stand**
- 24/09 - AFC Telford Utd Football Ground, Group AGM, **information stand**
- 28/09 - Welshpool Livestock Market (with Farming Fit/PTHB), **drop-in**

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HTP Engagement

The Quarterly HTP focus group was held on 3rd September, as a hybrid meeting held in William Farr House, with the option to join over MS Teams. The meeting featured updates from senior members of the HTP team as well as the Local Care Transformation team, and also covered proposed service changes in Nuclear Medicine and Community Dental services. The meeting was well attended with 5 members of the public in the room and a further 15 online.

Open public drop-ins were held at Oswestry market, the Sambrook Centre in Stirchley, and the Welshpool Livestock Market, continuing the focus on areas of deprivation and rural communities.

There were also information stands at the SaTH organised Consultant/GP Conference at STFC Football Ground, and the Community Resource organised Village Halls Conference held in Minsterley Village Hall, which offered some excellent networking opportunities and leads on further rural engagement.

Planned Autumn drop-ins and presentations including some yet to be confirmed:

- 01/10 – Willey Village Hall (near Broseley), Village Halls Conference, information stand
- 06/10 – Malinslee Live Well Hub, Malinslee TELDOC GP practice, drop-in
- 06/10 - Shropshire Association of Local Councils, online presentation
- 07/10 - AHP Conference, SECC, information stand
- 13/10 - Shrewsbury Severn Rotary Club, HTP presentation
- 14/10 – Telford Macular Society Support Group, presentation
- 26/10 - Public Assurance Forum, HTP presentation
- 03/11 - About Health: HTP, online presentation
- 10/11 - Shrewsbury Community Connectors, meeting
- 24/11 - Malinslee Live Well Hub, Malinslee TELDOC GP practice, drop-in
- 01/12 - William Farr House, HTP Focus Group
- 09/12 - Woodside Live Well Hun, drop-in

Looking Ahead

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	Hospital Meetings	Awareness events					About Health events
October	**28/10/26** Hospitals Update	**National Cholesterol Month**	**Breast Cancer Awareness Month**	18 October **World Menopause Awareness Day**	10 October **World Mental Health Day**	**Stoptober**	**15/10/26** **Menopause**
November	**25/11/26** Hospitals Update	**Pancreatic Cancer Awareness Month**	14/11/26 **World Diabetes Day**	**Diabetes Awareness Month (prevention)**	16-20 November **UK Malnutrition Awareness Week**	MOVEMBER **Movember** **Men's Health Awareness Month**	**03/11/26** **Hospitals Transformation Programme** **12/11/26** **Diabetic Footcare**
December	No Hospitals Update this month	01 - 07 Dec **Crohn's and Colitis Awareness Week**	01/12/26 **World AIDS Day**	02 - 08 December **National Grief Week**			04/12/26 **Palliative and End of Life Care**

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September 2026


Thank you