Integrated Care System
Shropshire, Telford and Wrekin

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Hospitals Transformation Programme Focus Group

3 September 2026






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Programme overview

Integrated Care System
Shropshire, Telford and Wrekin

Programme Road Map

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December 2023
Outline business case approved nationally

May 2024
Main business case approved nationally

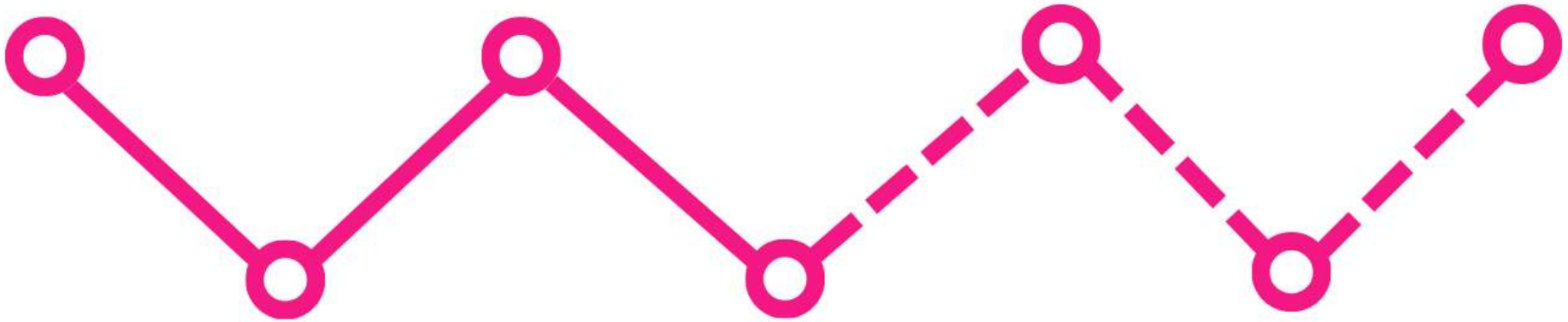
Summer 2024
Outpatients entrance closes and site is prepared

December 2025
Final concrete pour for building structure

End 2026
Structure of new building complete and weathertight

Late 2027
New building handed over to Trust

First Half 2028
Patients admitted to new building



Construction update

- Hoarding is now set up around the ED – if you visit the department soon, the access route will look different, but ED remains open. Please continue to access care as normal.
- The smaller 40-metre tower crane was dismantled over two days on 27 and 28 June. Installed in December 2024, the crane has played a key role in constructing the building's concrete frame and steel structure. The larger crane, which arrived in February 2025, expected to be dismantled later this year as construction continues.
- Construction teams are now focused on the internal fit-out of the building, alongside the installation and commissioning of mechanical and electrical systems.





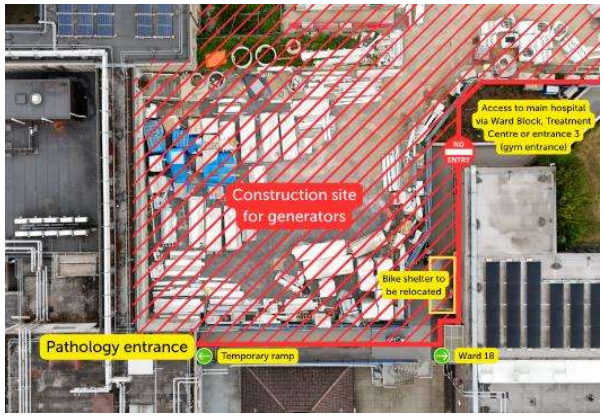


Generator works

- Work has now begun near Pathology at RSH to prepare the site for the delivery and installation of new generators that will support the new healthcare facilities currently under construction.
- In October, a crane will be positioned in the turning circle near Pathology to lift the generators into their permanent location on the former Elizabeth House site.
- Before the generators can be delivered and installed, our contractors are carrying out preparatory work and to support this we have closed a small section of footpath on our site.
- We expect the footpath to be closed until Autumn this year when a crane will be positioned in the turning circle near Pathology to lift the new generators into their permanent location on the former Elizabeth House site.

What this means for patients and visitors:

- If you are visiting Ophthalmology/Eye department and Urgent Eye Clinic or Children's Outpatients, please park in car park zone 0 and use the external walking route to the Copthorne building.
- If you are visiting for an outpatient appointment or services within the main hospital please use the Ward Block entrance (Entrance 1) or Treatment Centre entrance (Entrance 2)
- Temporary signage has been added around the site to support these changes and further information, including a site map, can be found on our website.



Children's Emergency Footprint

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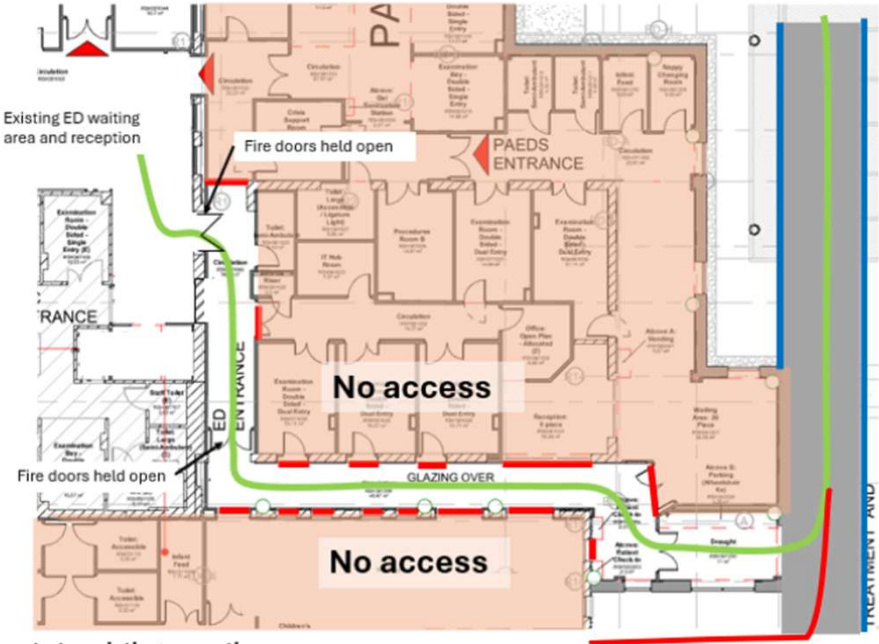
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From Wednesday 29 July how patients access the Emergency Department (ED) at Royal Shrewsbury Hospital has changed.

Walk-in attendances to the department are now via the newly constructed entrance which is to the left-hand side of the road leading to ED. Patients and visitors are advised to follow signage into the department. Once inside the hospital, patients will follow a corridor leading to the waiting room and reception to check-in to the department.

Our website and signage has been updated to reflect this change.

This change is part of the full redevelopment of the ED, set for completion in 2027.



Internal access route to existing reception (starting 29.07.2026)

Princess Royal Hospital

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- More than **10,000 patients** have now received their operations at the elective surgery hub at PRH- we are continuing to make great progress in reducing waiting times for planned care.
- The **surgical robot** now in use in the PRH elective surgical hub contributed to the successful completion of **5 gallbladder surgeries** in a day, the highest number completed in a day at SaTH, with a non-robot assisted high intensity theatre list running on the same day and delivering 11 surgeries where 9 would be the expected maximum.
- The hub has also received **accreditation as part of the GIRFT (Getting It Right First Time)** and Royal College of Surgeons elective surgical hub programme. The hub accreditation scheme enables trusts to seek formal assessment of their surgical hub sites against a defined set of criteria – and offers the recognition that they are meeting the highest standards of clinical and operational practice.
- **Making our hospital a great place to work** – a new Doctors' Mess has officially been opened at PRH. The new Mess offers resident doctors significantly improved facilities, including a well-equipped kitchen, comfortable lounge area, lockers, computers, and telephone access. A dedicated quiet room, located adjacent to the main space, also provides an area for quiet rest and reflection





Workforce

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Workforce plans are being finalised in line with the clinical pathways which will ensure that we have recruitment and training plans in place for when HTP is implemented.

Approximately **2,000** employees will be changing either the site that they are based on, or they will change to start working across both Hospital sites. To support employees with the changes Team Managers have been leading discussions with their teams to understand how staff feel about the changes and how we can support them through the process.

To support the new ways some teams will be working, Over **100 Change Agents** have been recruited and trained, from every division within the Trust. They will be able to:

- Support and influence colleagues who are struggling with change
- Establish relationships with people who influence the programme
- Link in with stakeholders
- Build trust in what the Trust are doing by communicating locally and regularly
- Help identify when/what engagement and communication is needed to satisfy the audience
- Help target people who could assist to promote the project
- Identify individuals who could disrupt the process

Seating Focus Group

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Seating focus group overview

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The HTP seating evaluation focus group, held on 23 June 2026, generated a substantial volume of feedback, with sample seating provided by four suppliers and participation from both members of the public and Trust staff members.

Measure	Result
Total respondents	27
Public respondents	14
Staff respondents	13
Seating items reviewed	52
Individual item review records captured	457

Some key findings from the session include:

Arm rests were repeatedly identified as an important aid to sitting and standing. Participants frequently commented that arm rests made chairs easier to use and improved independence. There was a particular preference for **flat arm rests that are parallel to the floor**, rather than rounded designs, as these were considered more supportive when pushing up from a seated position.

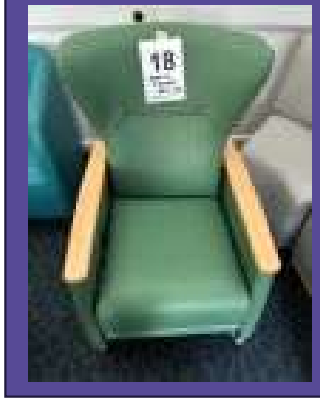
A range of seating heights is needed. Respondents recognised that people vary significantly in height, mobility and physical ability, and highlighted the importance of providing seating at different heights. One participant suggested using different colours to identify different seat heights.

Waiting areas should accommodate wheelchair users and accompanying relatives. Public feedback highlighted the importance of incorporating gaps within seating layouts so wheelchair users can remain alongside family members and carers rather than being separated from them.





Highlighted seating items



The highest scoring seating option overall. An electric recliner, praised for its comfort, adaptability, and suitability for long bedside stays.

Overall score: **4.75**



The highest scoring waiting area option, praised for its durability, simple but attractive design, and comfort for short to medium waits.

Overall score: **4.65**



A staff favourite that was also highly rated by the public. The thoughtful adaptability allows for use in numerous applications, while still scoring very high for comfort.

Overall score **4.33**



Overall score: **3.41**

ED style bench seating - viewed as a practical and durable bench seating solution, with concerns about long term comfort and the lack of arm rests.



Reinforced anti-throw tub chair - viewed as robust and relatively comfortable for a specialist product, with availability in larger seating configurations.

Overall score: **4**



Anti-ligature recliner - praised for improving dignity and comfort within ligature-free mental health rooms and allowing patients to rest or sleep more comfortably.

Overall score: **3.23**

Conclusions and next steps

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Public Conclusions

What does 'good' look like: A well-padded, sturdy chair with supportive lumbar and back support, armrests that aid standing, suitable seat height, and comfort for prolonged waiting times. Different heights should be available across the estate to meet different patient needs.

What to avoid: Hard or minimally padded seating, very low chairs, chairs without supportive armrests, low-back designs, excessively deep or oversized seats, and any furniture that feels unstable or flimsy.

Staff Conclusions

Patient safety considerations centred on transfer support, adjustability, dementia-friendly features and specialist mental health requirements. The most common concerns related to low seating that could make standing difficult, potential pressure care risks and the need to support safe patient transfers.

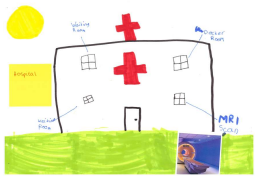
Key IPC Themes Infection prevention and control was one of the most consistent themes within the staff feedback and was raised across multiple suppliers and chair types. While comfort and support were important, staff repeatedly emphasised that seating must also withstand the demands of a healthcare environment. These include ease of cleaning, including underneath furniture, ability to withstand cleaning products, and avoidance where possible of seams, stitching, upholstery details or gaps and joins in sectional furniture that could allow for the accumulation of dirt, dust or debris.

Next Steps

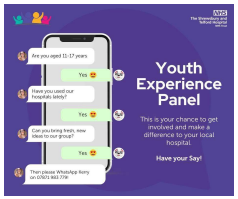
The HTP team is now working with the Trust Procurement Nurse and with teams throughout the Trust, starting in Critical Care and repeating throughout the areas that will need new seating for the move into the new building at Royal Shrewsbury Hospital, to trial preferred seating options from the focus group.

Once a range of options have been trialled throughout the areas that will be affected, the results will be reviewed alongside financial considerations to make final decisions on seating procurement for the Hospitals Transformation Programme.

A children and young people's seating focus group will be held in September to generate shortlists for these respective areas as well. The Trust's Youth Experience Panel will participate, and an open invite will go out to children and young people in the community, the session will be held in the children's outpatient department in Princess Royal Hospital.







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Working with our partners

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Shrewsbury and Telford Hospital Charity

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Shrewsbury and Telford Hospital Charity are fundraising to support the Hospitals Transformation Programme. The Women & Children's services appeal is raising money to be used in the development of a children's terrace garden and a sensory room in the new building at Royal Shrewsbury Hospital.

The charity is also working closely with the Shrewsbury Severn Rotary Club on the Critical Care and Oncology terrace garden. Plans for this important space have been agreed, including an external oxygen port, although electric awnings are being considered rather than the sails depicted on the following slide. The plans are now being costed, with fundraising already underway.

Women & Children's current campaign total:

~£30,000

Critical Care & Oncology terrace campaign current total:

~£8,000



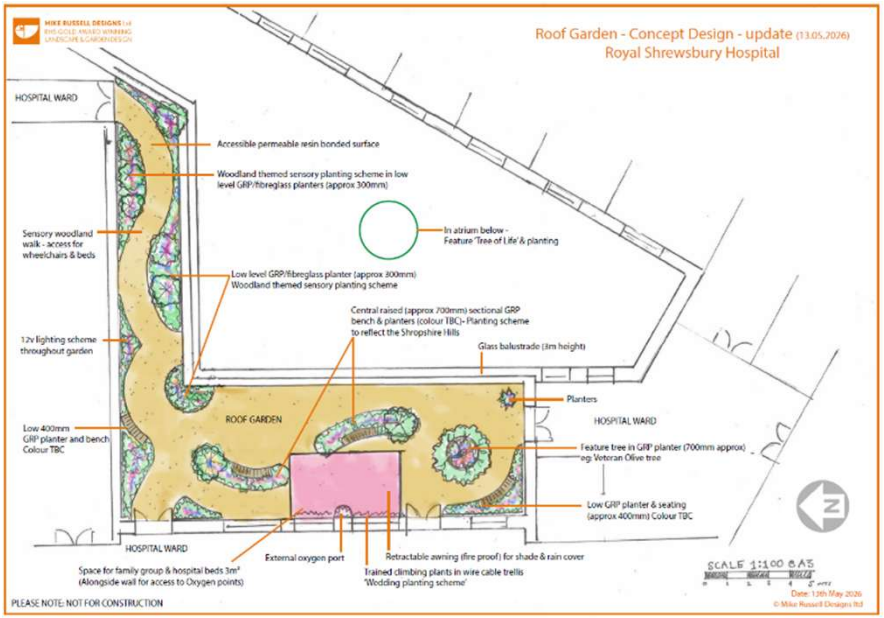
Shrewsbury and Telford Hospital Charity

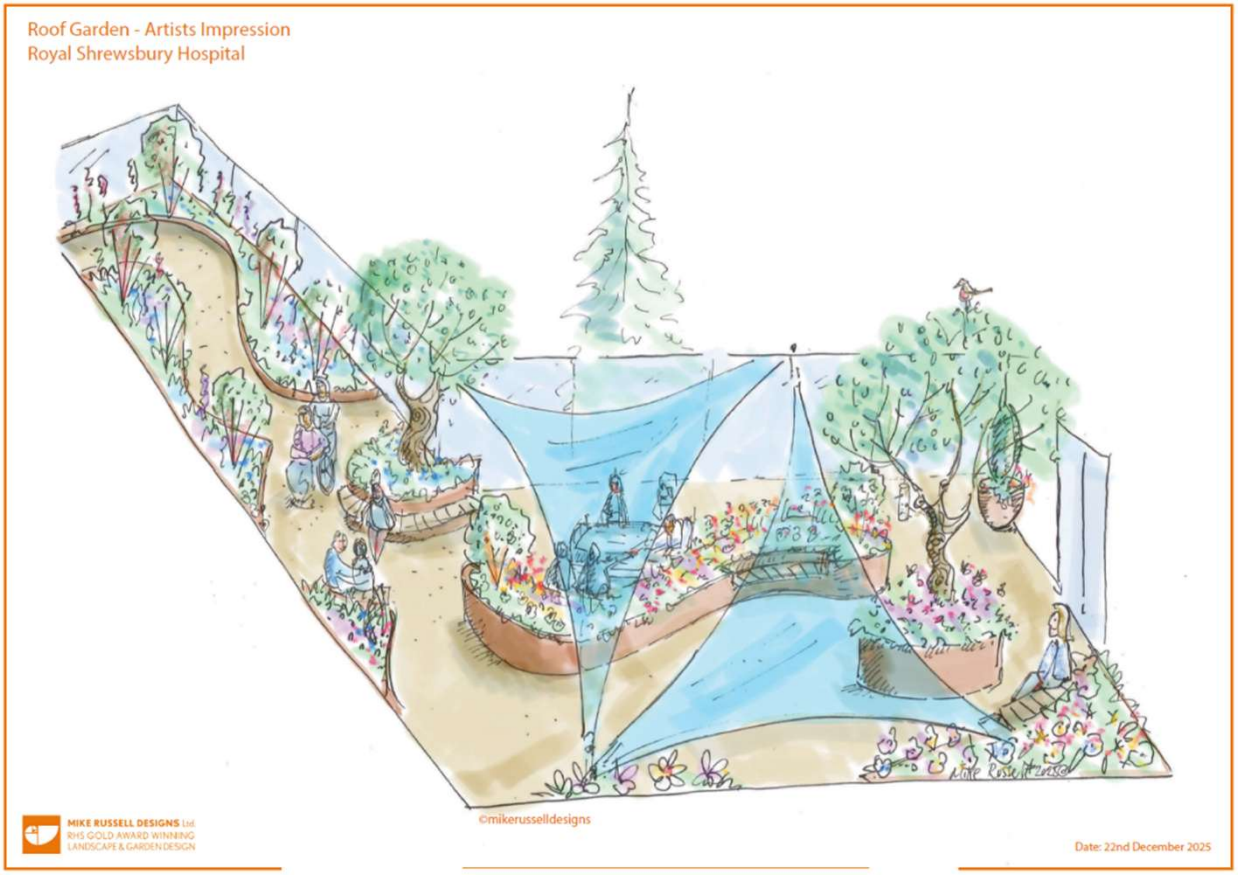
Rotary Club of Shrewsbury Severn

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These images show the agreed concept for the Critical Care & Oncology Terrace Garden as well as an artist's impression of the space.





Cancer Centre at PRH

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We are pleased to share illustrative images of the new cancer treatment facilities at PRH. The development will be funded through the generosity of Lingen Davies supporters and all services provided to patients in the new building will be delivered by SaTH's clinical teams.











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How can you remain involved?

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Some of the changes to the design following public feedback

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Throughout the programme we have engaged and worked with our communities – they have had a direct impact into the programme and design of new healthcare facilities such as the following examples:

- Redesigned main entrance into the hospital – now with separate entrances for ED/UTC and main hospital
- Second bereavement suite added to W&C floors and one flexible room if required – this includes soundproofing of these rooms
- Providing calm spaces within the building for those with additional needs
- Providing a sensory room within W&C floors for children with learning disabilities and families
- Yellow toilet doors to make them easy to distinguish
- Lift display units for lone deaf/mute visitors – visual and audible instructions available through auto dialler
- Clear colour differentiation between floors, walls and doors for those living with dementia and with additional visual needs
- External oxygen port added to design of CC/Oncology terrace garden to allow all patients to benefit from access to the outdoors

Our next focus group will be Thursday 3rd December 2026, 10:00-12:00

Find out more here, or scan the QR code:
https://bit.ly/FocusGroups-HTP

Engagement in the Community

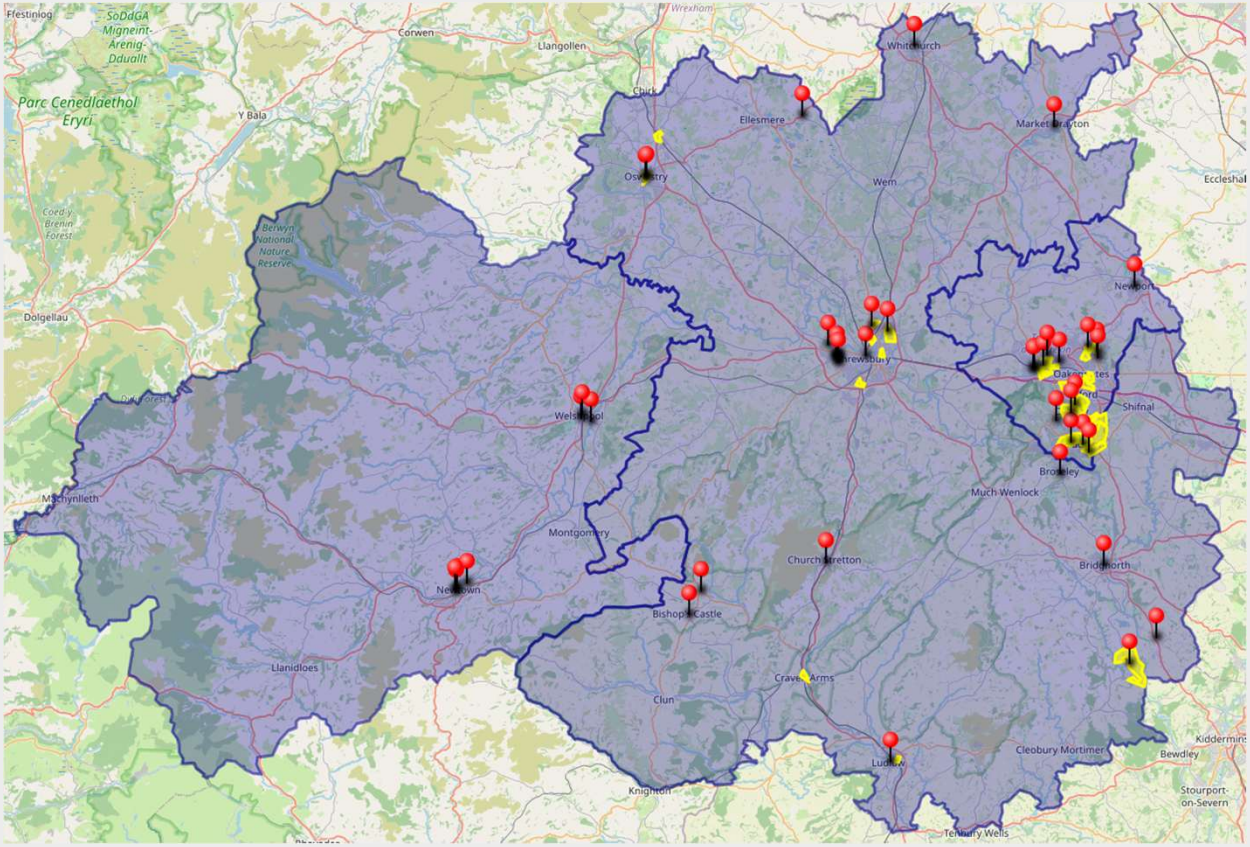
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We continue to hold informational public drop-ins and deliver presentations to interested groups through 2026 and beyond. The map shows visits undertaken thus far in 2026, with the yellow areas highlighting communities that are amongst the 20% most deprived nationally. We are always looking for opportunities to share information, if there is an event you think we should be attending, please email **sath.engagement@nhs.net**

Upcoming dates:

- 04/09 - Oswestry Charity Market, drop-in
- 08/09 – Sambrook Centre, Stirchley, with Healthy Telford Community Blood Pressure Project, drop-in
- 09/09 – Telford Diabetes UK, Hospital Connect presentation
- 19/09 – Shrewsbury Community Connectors, meeting
- 27/09 – Welshpool Livestock Market, with Farming Fit & PTHB, drop-in



Next About Health (online update, open to all)
3 November, 6.30pm-7.30pm

HOSPITALS TRANSFORMATION PROGRAMME

HIGHER QUALITY, SAFER CARE
IMPROVED OUTCOMES
BETTER ACCESS
A GREAT PLACE TO WORK

Additional engagement routes

Event & Date	Subject
Monthly Hospital Update – MS Teams (next one 30th September)	Monthly Trust News Update including update on HTP
Hospital Connect – presentation to community groups, in person or online	Trust news update delivered in the community or online over MS Teams, email sath.engagement@nhs.net to book as session
Monthly newsletter email update - sent to our 5000+ community members	Update from Public Participation team including HTP update and details on how to get involved
Quarterly About Health online updates (next one 3rd November)	One hour MS Teams online presentation for public from HTP team with Q&As
Quarterly Public Assurance Forum (next one October 2026) with representatives from organisations across health & social care in Shropshire, Telford & Wrekin & Mid Wales	Presentation from HTP team with Q&As
SaTH website and intranet	Webpages which support public engagement and Latest HTP meetings/feedback Public Participation - SaTH

Thank you for joining us…

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- If you sign up to become a community member sath.engagement@nhs.net we will keep you updated on how you can get involved and updated on the programme through our monthly update.

- Any further questions, please email: sath.engagement@nhs.net