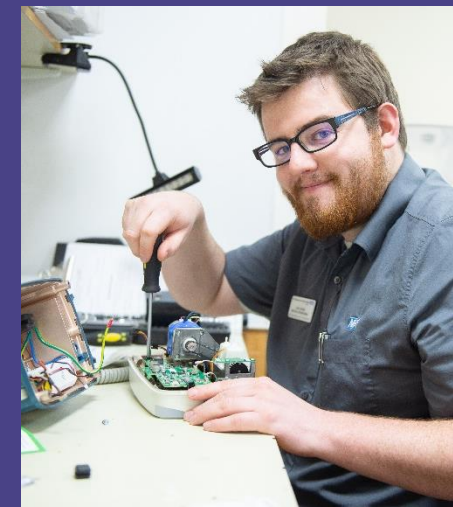


Hospitals Transformation Programme: Urgent and Emergency Care and Medicine Focus Group

14 February 2023



What will we cover?

- Recap of the Hospitals Transformation Programme
- What will this mean for Urgent and Emergency Care and Medicine?
- What are your thoughts?
- Equality and Health Inequalities Impact Assessment
- Current developments at the Princess Royal Hospital site in Telford
- Date of the next meeting



Terms of reference/purpose of the group

The aim of the Hospitals Transformation Programme (HTP) Urgent and Emergency Care and Medicine Focus Group is to bring a public and community perspective to the MEC Services workstream, helping to shape the future of our hospital services.

The Focus Group is an advisory group involving key stakeholders and community representatives to ensure that the services and the delivery of care are developed in partnership with our local communities. The Group will provide constructive challenge and scrutiny of decisions from a patient and public perspective.



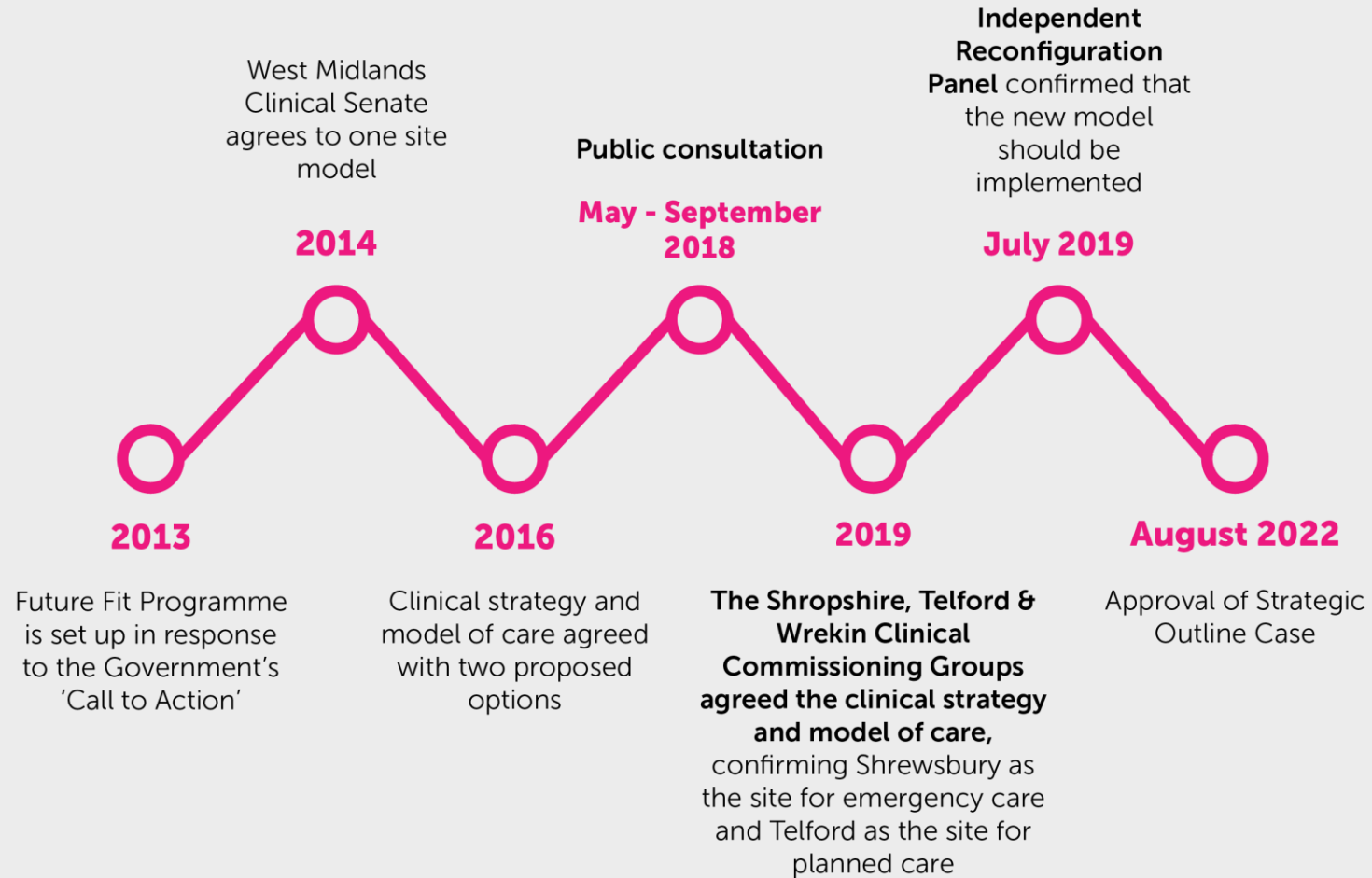
What is the Hospitals Transformation Programme?



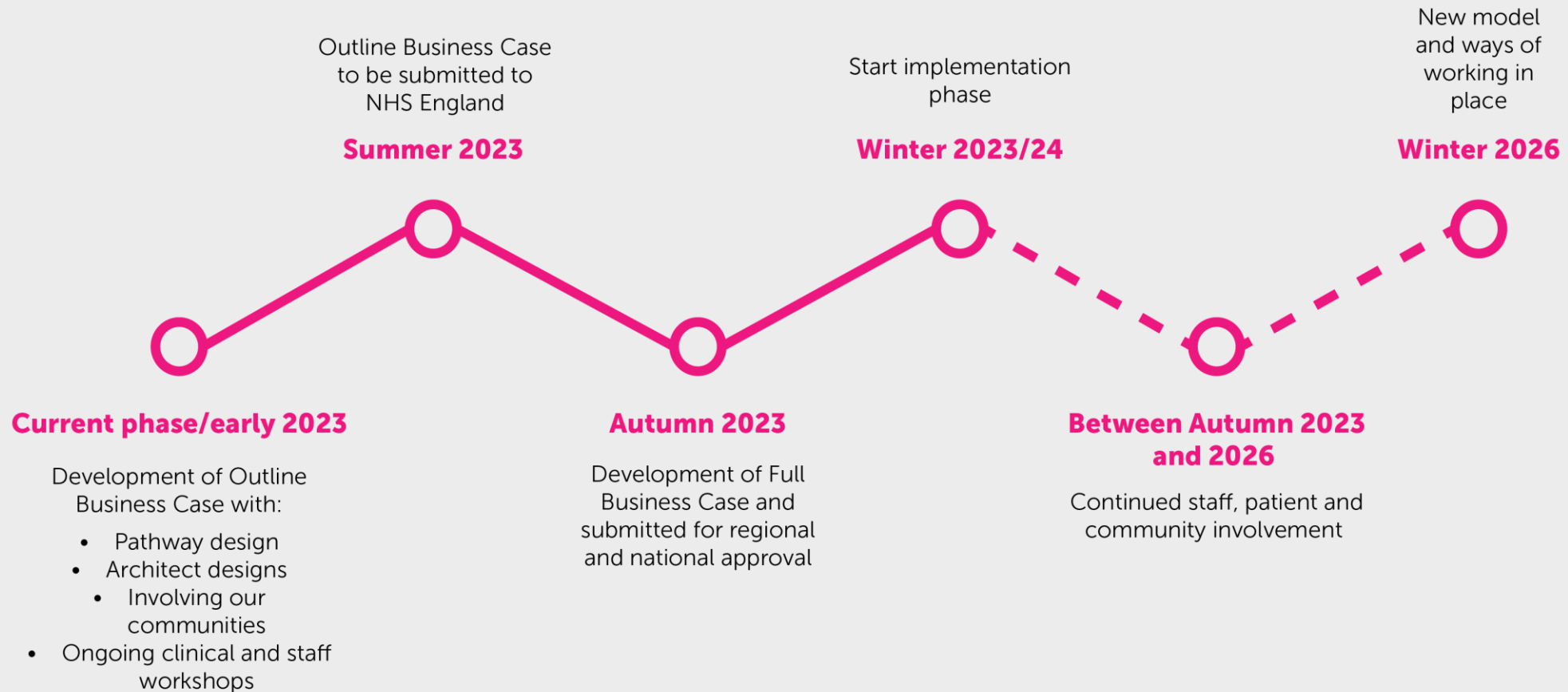
- The Hospitals Transformation Programme is a project, following on from NHS Future Fit, that will improve hospital services across Shropshire, Telford & Wrekin and mid Wales by changing the way services are delivered (the clinical model) across our two, main, hospital sites:
 - The Princess Royal Hospital in Telford
 - The Royal Shrewsbury Hospital
- We need hospital services that give everyone across Shropshire, Telford & Wrekin and mid Wales (north Powys) access to the best possible hospital care, planned and in an urgent and emergency situation, with the right staff and right facilities being available when they need them.



A recap of our journey so far



Our journey to come



Why do we need to work differently?

- The COVID-19 pandemic, and the pressures this winter have shown that more than ever, we need these changes; our agreed new model of care.
- Having duplicated services across different sites mean that our ways of working are not as good as they could be and impact on the service we can provide.
- Unsustainable workforce across duplicated services.
- Long waiting times for urgent, emergency and planned care.
- Buildings do not give layout, space or capacity required, including for infection prevention and keeping people safe from seasonal infections, eg, Covid and flu.
- We are committed to developing two thriving hospital sites – the Princess Royal Hospital in Telford and the Royal Shrewsbury Hospital – that provide the best care to all of the communities we serve.



What do we mean by Urgent and Emergency Care and Medicine?

- **Urgent care** involves any non-life-threatening illness or injury needing urgent attention which might be dealt with by phone or online consultation through NHS 111, pharmacy advice, out-of-hours GP appointments, and/or attending an urgent care centre or service.
- **Emergency care** involves life and limb-threatening illnesses or accidents which require immediate treatment, usually via an ambulance taking you to an emergency department after calling 999, or being involved in a trauma, eg, car accident.
- **Medicine** covers specialist hospital services such as:
 - Cardiology
 - Care of the elderly
 - Diabetes and endocrinology
 - General medicine
 - Respiratory
 - Renal
 - Stroke



Excellent care, in the right place, at the right time, from the right people



**Dedicated Emergency
Department with
immediate access to
medical and surgical
specialities**

Timely access to the right specialist
consultants

Eliminate 12-hour breaches and
reduced ambulance waiting times

Shorter hospital stays



**Ring-fenced planned care
capacity supporting the
needs of our population**

Fewer procedures cancelled

Improved cancer waiting times

Resilient to peaks in emergency
demand



**Improved
care for everyone**

Modern, well-designed facilities

A better experience of care

Positive impact on staff experience



**Integrated services for
local people**

Simpler and more effective patient
pathways

Working seamlessly with our health
and social care partners

Alleviating the burden on Primary
Care caused by planned care delays

If I need urgent care...

- NHS 111 will help make sure you get to the right place.
- If the problem is urgent but there is no threat to life and limb, 24/7 urgent care services will be available at both sites with an A&E Local model in Telford.
- You will have direct access to a multidisciplinary team of health, care and community professionals for diagnosis and treatment in the same place, on the same day.



Urgent care services
24/7 at both sites

Telford

Shrewsbury

✓	Simple injuries from falls and sport	✓
✓	Dislocation of fingers and toes	✓
✓	Cuts and abrasions	✓
✓	Minor scalds and burns	✓
✓	Bites and stings	✓
✓	Ear, nose and throat problems	✓
✓	Coughs and colds	✓
✓	Abdominal pain	✓
✓	Vomiting and diarrhoea	✓
✓	Imaging	✓
✓	Same day diagnostics	✓



In an emergency...

- In a life or limb-threatening emergency, you will be taken straight to Shrewsbury usually by ambulance “blue-light.”
- There will be faster access to medical and surgical specialties, all on the same hospital site.
- If you go to Telford as a “walk-in” but do need emergency, life or limb-saving treatment, expert staff will be able to support, stabilise and transfer you to the emergency site.



A modern emergency department in Shrewsbury for everyone

- This is the agreed, most appropriate location for everyone arriving in an emergency from across Shropshire, Telford & Wrekin and mid Wales.



Why is this an improved service?

- Most people who currently attend our A&E departments need urgent care for non-life or limb-threatening conditions and don't need a comprehensive emergency department or hospital admission. Approximately two-thirds (65%) of patients will access same day urgent care in the same place they do now.
- The right staff will be available, with the right equipment to see, diagnose and treat your urgent and emergency needs on the same day. Including via same-day emergency assessment at PRH which enhances the urgent care offer. Bringing specialist teams all together in the same hospital will resolve the majority of the issues that affect the current emergency care provided to all residents.
- We will be working even more closely with, NHS 111, our primary and community care colleagues.
- We can provide better, more joined up care for children in an emergency situation by being located alongside dedicated, specialist paediatric staff.



How is Medicine affected?

- Where it makes sense to do so, eg, to align with the emergency department and dependent specialties, services will also move/be based at the Royal Shrewsbury Hospital. This includes:
 - Cardiology
 - Stroke services (rehab will continue at Telford)
- Anyone needing to be admitted to hospital will be admitted to the Royal Shrewsbury Hospital where they will have the access to the right staff and facilities if needed.
- Frailty services will be provided within the enhanced urgent care service to prevent as many people needing to stay in hospital/be admitted to Shrewsbury as possible.
- Outpatient and outreach services continue at both sites and within the community.



Examples

- If you have a stroke, a member of your family, carer or friends will phone 999 (Act FAST) and the specialist ambulance crew will begin treatment on your way to the emergency department at the Royal Shrewsbury Hospital where you will be met by specialist emergency and stroke teams who will be able to diagnose and begin your treatment quickly. Once you are clinically well enough, you will be able to access rehabilitation services as close to home as possible – in Shrewsbury, Telford and north Powys.
- If you have chest pain and phone 999, paramedics will carry out a heart tracing to determine where you will be the best place for care. If you're having a heart attack, you will be taken to the specialist heart attack centre in Stoke or Wolverhampton. If you're not having a heart attack, the ambulance crew will bring you to the emergency department at the Royal Shrewsbury Hospital for prompt assessment by the emergency department and cardiologists. If you 'walk-in' to the Princess Royal Hospital A&E Local with chest pain, you'll have a tracing and the same triage process. If it is a heart attack, you'll be taken to Stoke/Wolverhampton. If it isn't but you need to stay in hospital for further testing, you'll be taken to Shrewsbury. If you can be treated on the same day, you'll be able to stay in Telford for same day treatment and discharge.



Making the most of the investment

- This is a clinically led programme and we are committed to delivering the best care possible for all patients.
- Working with clinicians and architects we are developing more detailed plans to maximise this substantial investment and estates – we can't afford further delays with rising inflation.
- We are committed to delivering the clinical model agreed through the consultation maximising our available funding.
- We are realistic that in the current financial climate, we need to prioritise investment in the right areas – without compromising our clinical model.
- We are not giving up on our bigger ambitions and will seek further bidding opportunities for national funding which will be built into future investment programmes.
- This is in addition to the already £24 million investment into planned care at the Princess Royal Hospital in 2023 which will support our ambitions, alongside a new front entrance to the site with enhanced retail facilities.





The Shrewsbury and
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Questions from you to us



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Questions from us to you



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We would like your thoughts on ...

- 1) What would good look like?
- 2) What do you think are the biggest barriers to achieving this?
- 3) What do you think are possible solutions?



Continued developments at the Princess Royal Hospital



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Investing in the front entrance

- Not included in original HTP scheme/capital
- Out of date and without facilities for patients, visitors, staff
- Working with commercial partners to develop retail offer
despite relatively low footfall



Artist's impression of PRH front entrance



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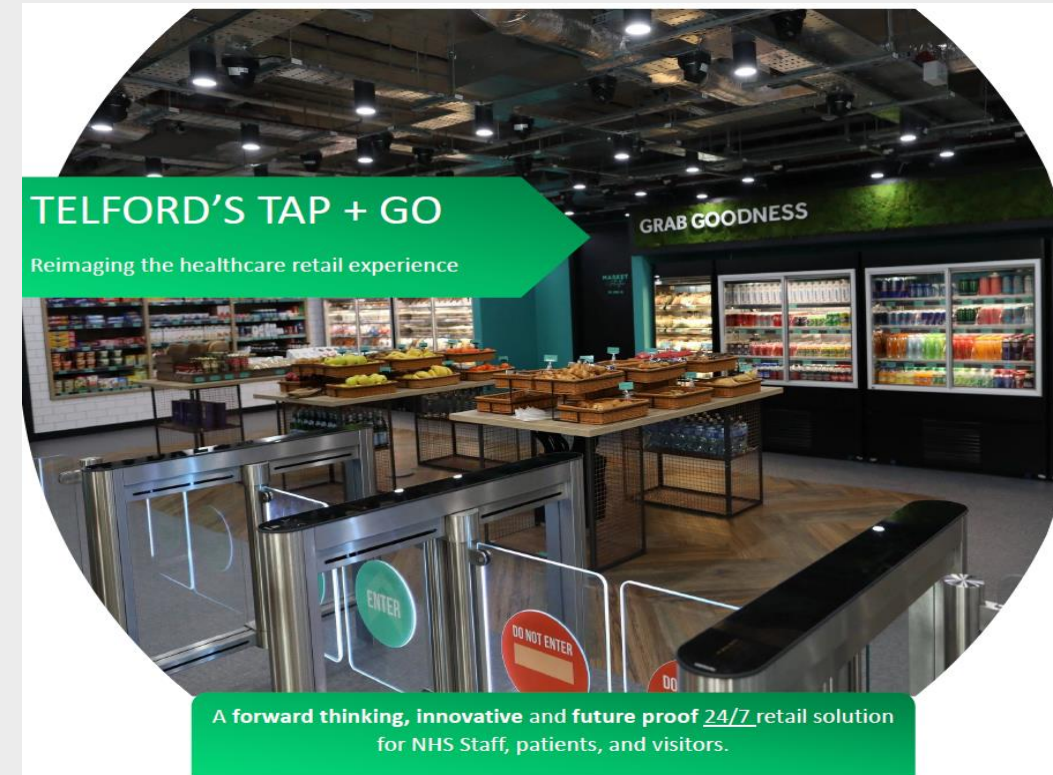
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- Transforming front door
- Improved reception
- Better access
- Better wayfinding
- Increased retail space

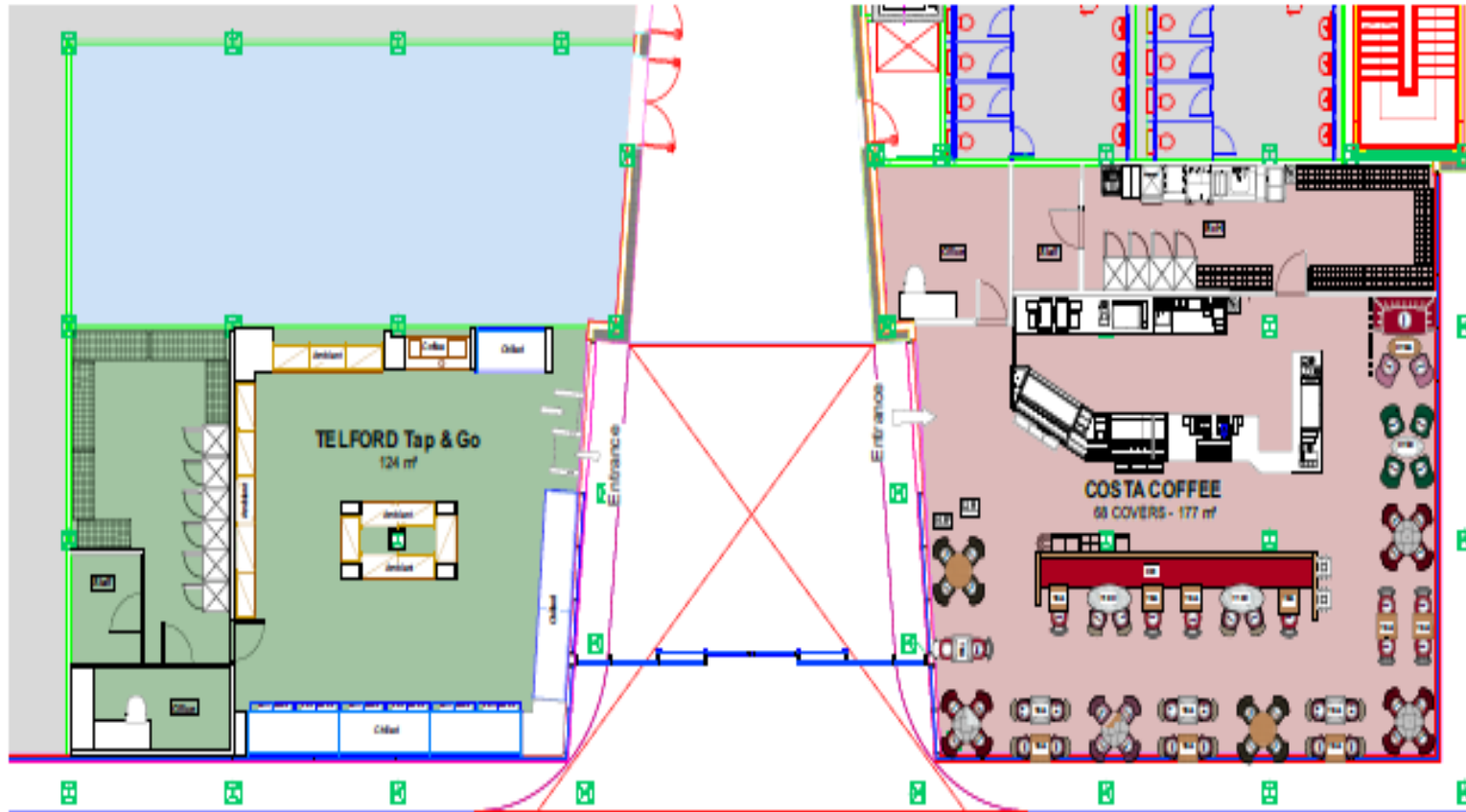


Retail offer

- Staffed coffee shop during set hours
- One of the first hospitals in NHS to offer “frictionless” retail services (core range of products to be agreed)
- Uses app or credit/debit card plus pre-paid cards available
- Core range of products to be agreed



Indicative footprint



Next steps

Establish focus group to discuss/comment on;

- Frictionless offer
- Range of products
- Relaxation environment

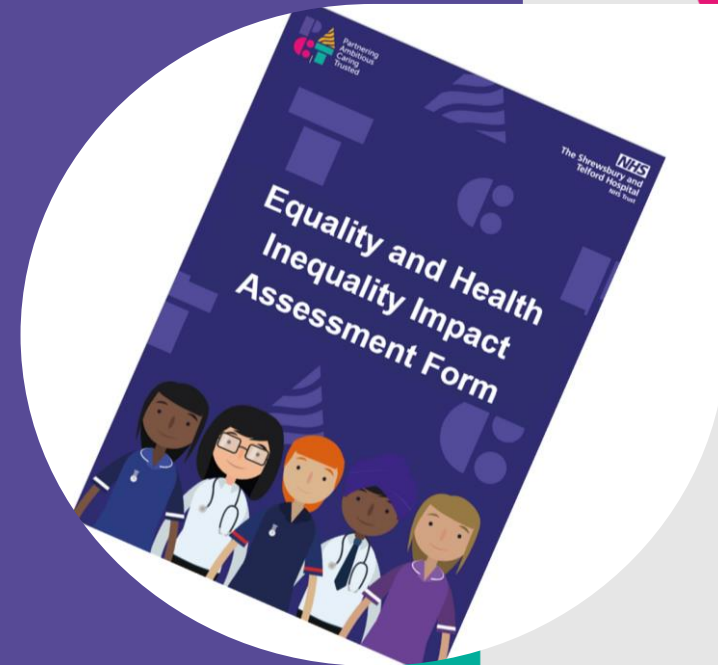
If interested in taking part please register at sath.engagement@nhs.net



Equality and Health Inequality Impact Assessments

Kate Ballinger
Community Engagement Facilitator

February 2023



The Public Sector Equality Duty



Equality Act 2010

The Equality Act (2010) states that public sector organisations must, in the exercise of their functions, have due regard to:

- ✓ Eliminate discrimination, harassment and victimisation
- ✓ Advance equality of opportunity amongst protected characteristics
- ✓ Foster good relations between protected characteristics

What is an EqHIIA?

An **Equality and Health Inequality Impact Assessment** tool for ensuring that equality, social inclusion and community cohesion issues are considered when drawing up policies or proposals which affect the delivery of services and the employment practice of the Trust.

Assessments are carried out on:

- new services as they are developed
- existing services if we need to change the way they are delivered.

The aim of an EqHIIA is to identify any positive or negative impacts, specifically looking at Health Inequalities and the 9 protected characteristics laid out in the Equality Act: **age, disability, gender reassignment, marriage/civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation**



Why do we carry out eQHIA?

EqHIAs are important because:

- They give us a better and more detailed understanding of issues or barriers faced by people in the different groups and how a proposed service change will impact upon them
- Potential equality impacts are likely to be experienced disproportionately by groups who are marginalised or disadvantaged
- Promote equality
- We can put in place mitigation where negative impacts are found
- We have a legal requirement in relation to the protected characteristics
- They are a tool to eliminate institutional discrimination
- They are helpful in identifying gaps and making improvements to services
- They help avoid continuing or adopting harmful policies or procedures
- They will help us to identify how we can make our services more accessible and appropriate



Our EqHIA process

- Our process for EqHIA for service changes is:
 - All EqHIA are completed by the service operational lead
 - The draft EqHIA is shared with the clinical team and public participation department for comment
 - The draft EqHIA is then shared with public and patient representatives, this focus group and our Public Assurance Forum for further comment
 - Any negative impacts and mitigations that are identified during the assessment will be included in an action plan, which remains the responsibility of the service delivery lead.
- All EqHIAs are published on our website here: [Services Changes and Developments – SaTH](#)



Looking at travel and transport

- During the Future Fit consultation (2018), a Travel and Transport Group was set up to specifically look at the implications on travel and transport for our communities in the event of service change. Documents available here: [Travel and Transport - NHS Future Fit](#)
- The group consisted of patient representatives alongside key stakeholders from Shropshire, Telford & Wrekin and Powys and was led by an independent Chair.
- The group recommended that the views of the public in relation to key themes (ambulance conveyancing, public transport accessibility and journey times, opportunities to utilise technologies to support virtual consultations) identified through their discussions are considered as we progress in developing the programme.



Looking at travel and transport

We recognise Travel and Transport is a key issue that is raised by both staff, patients and visitors to our site and a recent Travel and Transport review has been commissioned this also recognises a need to undertake further work with regards to:

- Car park facilities
- Ambulance conveyancing
- Staff, patient and visitor transport requirements



Looking at travel and transport

A recent Travel and Transport review has been commissioned.

Once the outputs of the review are available and we move to progress our plans and move towards implementation (over the next few years) we will work with our communities, via:

- Our Focus Groups
- Public Assurance Forum and;
- anyone identified as being potentially adversely affected through the EHIA's to identify any mitigating actions, eg, reimbursements and potential, alternative, transport offers and options.



Continued communications

We will continue to raise awareness of the programme and changes via:

- Public meetings and attending existing meetings/community groups on request
- Working with the media
- Issuing regular updates in existing channels (monthly newsletter to over 3000 members)
- Collateral/physical presence in the hospitals: posters, awareness boards, leaflets
- Social media advertising
- Community mail-outs and information available in key community locations
- Videos and animations
- Information materials available to colleagues across Shropshire, Telford & Wrekin and mid Wales (GPs, ambulances, community care)



Get involved

- There will be a range of ways to get involved over the next few years.
- You can help us develop these plans in the best way for the future of local healthcare services.
- The About Health meeting was recorded and is available here: <https://www.sath.nhs.uk/news/htp-about-health-event/>
- Future sessions are being arranged on a quarterly basis and we will write out to you with details and dates.
- Workstream focus groups have been planned over the next two years which will inform the plans as they develop towards implementation. Themes include transport and PRH front end investment. If you are interested in joining any of the groups please email sath.engagement@nhs.net
- We are updating the Equality and Health Inequalities Impact Assessments for each of the services involved and will put in place any necessary mitigating actions, liaising directly with those communities affected.
- We want to ensure that anyone who is interested can get involved in some way.
- 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.
- Join the Big Health and Wellbeing Conversation: www.nhsbigconversation.org





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**The next Urgent and
Emergency Care and
Medicine Focus Group will
take place on:**

25 May 2023, 11.30 – 1.30pm



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Further opportunities to get involved in Health



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- The Shropshire, Telford & Wrekin Big Health and Wellbeing Conversation was launched on Monday 13 February 2023 which will inform the Join Forward Plan for health and care over the next five years.
- Over the next 4 months there will be a number of opportunities for the public to input to the design and delivery of primary, secondary and community care services.
- To find out what is happening in your local area, visit: www.nhsbigconversation.org



**HOSPITALS
TRANSFORMATION
PROGRAMME**



HIGHER QUALITY,
SAFER CARE



IMPROVED
OUTCOMES



BETTER
ACCESS



A GREAT PLACE
TO WORK