

## Board of Director's meeting: 9 May 2024

<b>Agenda item</b>	075/24		
<b>Report Title</b>	Public Participation Report Q4 2023/24		
<b>Executive Lead</b>	Julia Clarke, Director of Public Participation		
<b>Report Author</b>	Hannah Morris, Head of Public Participation		
<b>CQC Domain:</b>	<b>Link to Strategic Goal:</b>	<b>Link to BAF / risk:</b>	
Safe	Our patients and community	√	BAF9
Effective	Our people		
Caring	Our service delivery		<b>Trust Risk Register id:</b>
Responsive	Our governance		
Well Led	Our partners	√	
<b>Consultation Communication</b>	Public Assurance Forum – 15 April 2024 Senior Leadership Committee – 18 April 2024		
<b>Executive summary:</b>	<p>1. The Board's attention is drawn to the following sections:</p> <ul style="list-style-type: none"> <li>• Community Engagement (slides 5-13)</li> <li>• Volunteers (slides 14-20)</li> <li>• SaTH Charity (slides 21-27)</li> </ul> <p>2. The risks are:</p> <ul style="list-style-type: none"> <li>• Fail to deliver the Public Participation Plan, resulting lack of confidence of our communities</li> <li>• Fail to deliver statutory duties (s242) to engage with the public</li> </ul> <p>3. We have the following actions:</p> <ul style="list-style-type: none"> <li>• A detailed five-year action plan with progress being reviewed at each meeting by the Public Assurance Forum</li> <li>• Continue to support our Divisions to ensure they meet their Statutory Duties.</li> </ul>		
<b>Recommendations for the Board:</b>	<p>The Board of Directors is asked to:</p> <p><b>Note</b> the current activity in Quarter 4 across the Public Participation Team.</p>		
<b>Appendices:</b>	Appendix 1: Quarterly Public Participation Trust Board Report (within Supplementary Information Pack)		

## **1.0 Public Participation Team**

The Public Participation Team consists of three main inter-related public-facing services

- Community Engagement
- Volunteering
- Charity management

Under the banner of Get Involved – Make a Difference the team <https://www.sath.nhs.uk/about-us/get-involved/get-involved-public-participation/> there are lots of different ways to Get Involved and we've listened to feedback from our communities and made it easier to do. We reach out to engage with the public and the emphasis is on everything we do directly linking to our local communities.

## **2.0 Community Engagement (slides 5-13 in accompanying presentation)**

The accompanying slides contain more information on:

- 2.1 The Public Participation Team continues to engage with the public with a regular series of virtual and face to face meetings, health lectures and email updates. Our community members (4595) and organisations (413) continue to increase. (Slide 7 details)
- 2.2 Our Social Inclusion Facilitator has been making stronger links with a number of Seldom Heard Groups this Quarter focusing on homelessness and rough sleeping, veterans, BAME groups, rurality as well as making links with other statutory organisation (such as Public Health) (Slide 8).
- 2.3 The Public Participation Department has also been supporting our Trust to engage with our local communities around the Hospital Transformation Programme (HTP). The team has organised a number of events including public focus groups (aligned to the clinical workstreams), focus groups for patients with specific condition eg mental illness, dementia and a focus group looking at the new main entrance following feedback from communities. All focus groups presentations are published along with Q&As and action logs (after they've been reviewed by the attendees). We also hold quarterly HTP About Health Events with a presentation from the HTP team and an opportunity to discuss and ask questions, which are recorded and available on our website. (See slides 9-12) For more information please see our website: [HTP Focus Groups - SaTH](#)
- 2.4 There were no questions following the Trust Board meeting this quarter but there was a late submission for Q3 December 2023 Trust Board (slide 13). Following Board Questions submitted in December 2023, a response was provided on our website: [Public Questions Log – SaTH](#). A meeting has been arranged with the member of public who requested further information. The meeting will be on 26<sup>th</sup> April with the Director of Nursing, Chief Operating Officer and the Director of Strategy and Partnership

### **3.0 Volunteers (Slides 14-20)**

- 3.1 We currently have 324 volunteers, who have given over 7027 hours of volunteer time in Quarter 4 across a wide range of activities (see Slide 14). There are over 30 different role descriptions across all areas on the Trust including non-clinical support roles
- 3.2 This quarter we have carried out our annual volunteer survey (see slides 16-18). Following the collation of data from this year's survey we held a focus group with our volunteers to go through the results and subsequent action plan which has been developed by the volunteer team. 93% of volunteers would recommend volunteering at SaTH (7% said maybe). A "You Said, We Did" was developed as a result of the survey (see slide 17-18) to ensure that we respond to the comments made by our volunteers.
- 3.3 The volunteer team have successfully been awarded a £25K grant to develop a Volunteers to Careers Programme (slide 19-20). Cohort 2 within Midwifery completed the programme this Quarter, finishing with a celebratory evening with family and staff. Cohort 3 is focusing on Radiotherapy and all places for this cohort have been allocated.

### **4.0 SaTH Charity (Slides 21-27)**

- 4.1 Income for the 3 months of Q3 2023 was £133,967 and expenditure for this period was £55,629. (Slide 21)
- 4.2 To date we have 1945 SaTH Charity Supporters and 1049 members of staff are now playing the staff lottery (from zero when it was started four years ago) and half the funding is paid out in winnings to staff and half re-invested in the staff Small Things Big Difference Trust Fund.
- 4.3 The Trust has had a successful bid application approved by NHS Charities Together for £30K. The grant is to support the development of SaTH Charity by raising awareness around fundraising and improving the visibility of the charity. With funding from the grant, a Charity Marketing and Communications Officer has been appointed and are on track in delivering a project to increase awareness and promote SaTH Charity (Slide 22-23).
- 4.4 This Quarter a survey was sent out to staff and the public about SaTH Charity and was compared to the baseline survey that was previously conducted in July/August 2023. The results showed that the increased activity on social media is increasing awareness of the Charity, with 25% of participants hearing about us on social media, this is compared with 2% in the previous survey.
- 4.5 In Quarter 4 the charity approved 74 charitable fund requests across 14 different funds. Some of the items of expenditure in Quarter 4 are shown on Slide 24 along with the impact statements from staff showing the benefit for patients and hospital staff alike. It illustrates the benefit that can be created through fundraising and donations made to SaTH Charity.

## **5.0 Q2 Forward Plan (summarised slides 27-29)**

### **5.1 General activity**

- Supporting staff with any future service changes engagement
- Supporting the HTP Communications and Engagement programme, including quarterly focus groups for the public and patients. There will be a focus on supporting engagement around specific interest groups (Learning disabilities, young people and children, Mental Health)
- A Young People's Academy and a People's Academy to start in Q1
- To continue to support staff wellbeing through SaTH Charity
- Attendance at community events to engage with the public
- **Volunteers week 2024 1 – 7 June.** Plans are well underway to celebrate volunteers week 2024. The celebration event is booked for 29<sup>th</sup> May at the Wroxeter Hotel, which is in school holidays to allow for our young volunteers to attend

**5.2 Dates for your diary – please contact [sath.engagement@nhs.net](mailto:sath.engagement@nhs.net) or visit our website for more information [Public Participation - SaTH](#)**

### **COMMUNITY ENGAGEMENT MEETINGS**

<b>Date</b>	<b>Time</b>	<b>Event</b>
Wednesday 10 April	11:00 – 12:00	Monthly Hospital Update (formerly Community Cascade)
Tuesday 30 April	18:30 – 19:30	<i>About Health Event</i> – Hospitals Transformation Programme
Wednesday 08 May	11:00 – 12:00	Monthly Hospital Update (formerly Community Cascade)
Thursday 30 May	18:30 – 19:30	<i>About Health event</i> – Operational Update

### **HOSPITAL TRANSFORMATION PROGRAMME FOCUS GROUPS**

<b>Hospitals Transformation Focus Group</b>			
<b>Date</b>	<b>Time</b>	<b>Event</b>	<b>Booking</b>
Monday 03 June	10:00 – 12:00	Medicine and Emergency Care/Surgery, Anaesthetics and Cancer Focus Group	Via email
Friday 07 June	10:00 – 12:00	Women's and Children's Focus group	Via email
Saturday 18 May	10:00 – 12:00	Children/Young People Focus Group	Via email

## **7. Recommendations**

The Board of Directors is asked to:

NOTE the current activity in Quarter 4 across the Public Participation Team

Julia Clarke  
**Director of Public Participation**  
April 2024