

# Hospitals Transformation Programme: April 2024 update



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# Why are we here?



- Where are we in the process?
- Latest developments
- Your feedback
- Questions

**Rachel Webster**, HTP Nursing, Midwifery and AHP Lead

**Hannah Morris**, Head of Public Participation

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# Introduction

# PRH will become the site specialising in 'Planned Care'



- ✓ Diagnostic endoscopy
- ✓ Vibrant planned care site, planned inpatient surgery with medical and surgical inpatients on a planned pathway of care
- ✓ Adult and child outpatients
- ✓ Day case surgery centre
- ✓ Midwife led unit
- ✓ 24/7 urgent treatment service, which would enable c.65% of patients who would have attended the traditional accident and emergency medicine department to be seen at PRH
- ✓ Dedicated procedure suite for local anaesthetics
- ✓ Enhanced rehab facilities and new therapy led wards
- ✓ Respiratory diagnostic and treatment centre
- ✓ Cancer treatment day unit

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# Princess Royal Hospital dedicated planned care hub – aligned with HTP



Work is progressing on our £24million Planned Care Hub at PRH. This purpose-built facility will consist of four theatres and a dedicated recovery area for elective care.

The hub will enable us to deliver day case operations all year round which means that:

- Our patients will face **fewer delays** for treatment, improving outcomes
- We are **far less likely to postpone procedures** due to winter and bed pressures
- Able to deliver more procedures per year



# RSH will become the site specialising in Emergency Care



- ✓ Emergency Department
- ✓ Urgent Treatment Centre
- ✓ Critical Care Unit
- ✓ Consultant-led Maternity Care
- ✓ Children's Inpatient Services
- ✓ Emergency and Trauma Surgery with complex, planned and Children's Surgery
- ✓ Emergency Medicine, including Cardiology, Stroke, Respiratory and Acute Medicine
- ✓ Consultant Neonatal Services
- ✓ Head and Neck Inpatient Services
- ✓ Radiotherapy and inpatient and day Cancer Care and treatment

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# At both sites....



- ✓ 24 hour urgent care services
- ✓ Midwife led maternity services
- ✓ Outpatient Adult
- ✓ Day case chemotherapy
- ✓ Outpatient Child
- ✓ Frail and elderly care services
- ✓ Diagnostics
- ✓ Diagnostic Endoscopy



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# Latest developments



# Where are we in the process?



- We've **worked with lead clinicians** to add further detail into the clinical model to start to design the “**flow**” of clinical services
- **Full planning permission has been granted for our new healthcare facilities at RSH**
- **Preparations underway** to develop the detail and solutions for the delivery and implementation phase
- The **Outline Business Case** for the programme has been formally approved in the latest and penultimate stage of national approval. We are now preparing our Full Business Case (FBC).
- The IRP report has been **published** with the overall **conclusion** that

*“subject to the recommendations in the report the Hospitals Transformation Programme (as described in the NHS Trust’s outline business case) is the best way forward to improve acute hospital services for the whole population served in Shropshire, Telford and Wrekin, and mid Wales”.*

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# The Royal Shrewsbury Hospital proposals



The plans for RSH include approximately 30,000 sq. m of new building which will consist of:

- A new entrance, reception and hospitality offer as well as enhanced patient drop off facilities and accessible parking to cater for patients and visitors across Shropshire, Telford and Wrekin, and mid-Wales
- A purpose designed large Emergency Medicine department with a paediatric zone aligned with a new urgent treatment centre
- An Acute Medicine floor
- Consultant-led Maternity, Gynaecology and Neonatal services with Midwifery led delivery
- A children's centre including enlarged children's assessment unit, children's inpatient, oncology and surgical services
- An adult Oncology and Haematology ward with increased single accommodation
- A large new Critical Care Unit



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# Design - Wayfinding

## We have designed signs to:

Indicate the direction you need to go.

## We have designed signs to:

Confirm and offer reassurance that you are on the right path.

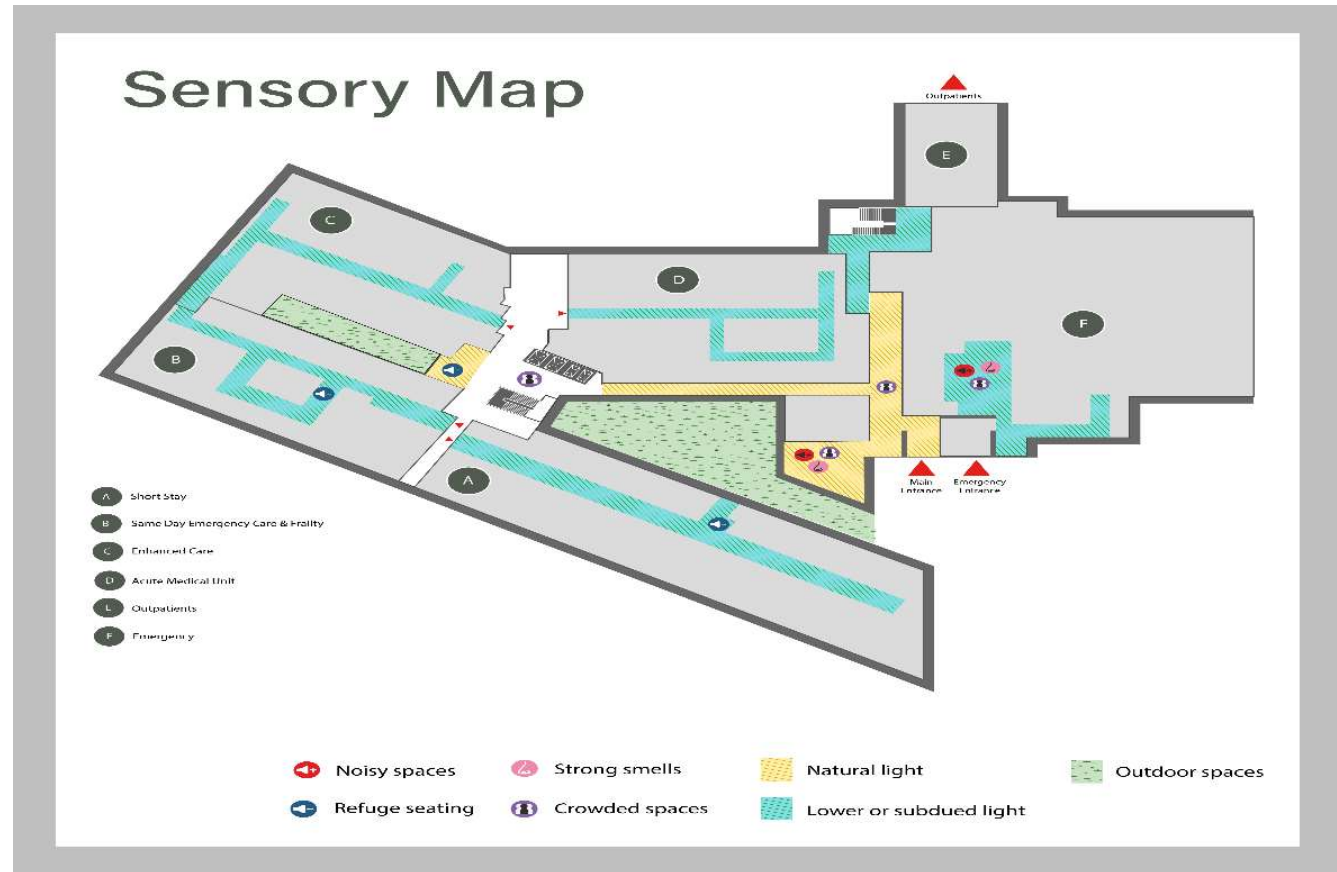
## We have designed signs to:

Clearly identify that you have reached your destination.



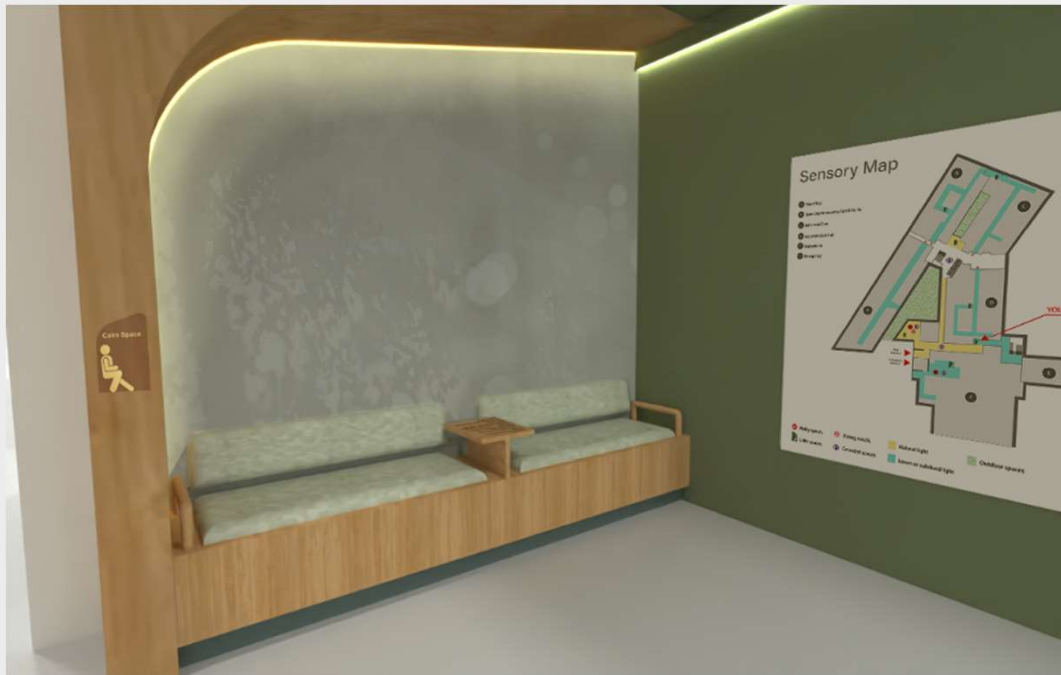
# Design - Sensory Map

We introduced the idea of a Sensory Map placed at the main entrance and on each floor of the new building. Areas that are inevitably crowded, bright or noisy are clearly marked, alongside retreat spaces so patients could plan their journey.



# Furniture and Lighting

## Circulation Enhancements for neurodiversity



Calm spaces could be a location for a sensory map



Exploring distinctive Calm Space icons to look out for!



# Construction



- Some disruption to users and local residents in respect of noise, dust and vibrations.
- We are working closely with staff, patients, and local residents to keep them updated on our progress.
- The development will be carried out in phases whilst maintaining the full operation of the hospital.

## An indicative timeline of building works subject to planning permission and other factors:



# Travel and Transport

We held two travel and transport focus groups for both our sites on **28 September** and **17 November** to gather public feedback and listen to concerns. This feedback is now being worked through to inform our wider Travel and Transport plans but also feed into considerations for our HTP plans where appropriate.

## Ongoing work to improve car parking for everyone:

- We know how challenging the car parking situation can be and we are committed to improving this at all our sites.
- We continue to prioritise our car parking for patients and visitors.
- Staff are being encouraged to use the free Park and Ride available for colleagues working at both RSH and PRH.
- We are working to maximise the existing space, in particular at our hospitals, to create additional car parking



# Other recent SaTH developments



Community Diagnostic Centre at Hollinswood house.



A total of 2,230 blood tests and 1,045 scans were carried out at the CDC in the first four weeks.



Planned care hub will soon be open at PRH which will support thousands of operations each year.



New MRI scanner worth nearly £1.4 million has been lifted into place at the county's first CDC.

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# Future Estate Aspirations for PRH



- Integrated Health Hub
  - Facilities to support virtual outpatient appointments
  - Further integration with community services
  - Provision of mental health support services
  - Space for enhancing frailty services
- Refurbishment of wards with increased single rooms
- Investment in community healthcare, e.g. Community Diagnostic Centre at Hollinswood House
- Redevelopment and upgrade of outpatient departments
- Further development and expansion of planned services and the estate
- Refocussing education opportunities
- Sustainable estate



# How can you and your residents get involved?



The Shrewsbury and  
Telford Hospital  
NHS Trust



Integrated  
Care System  
Shropshire, Telford and Wrekin

# Upcoming Public Involvement



We are entering an exciting phase for the programme as we design the detailed patient pathways. We will continue to ramp up engagement and communications, working closely with our local communities, patients and colleagues to ensure we improve the experience for all the communities we serve. **All focus groups have the presentation, Q&As and action logs uploaded onto our website for complete transparency**

If you would like us to attend an existing meeting or join you at an event, please email: [sath.engagement@nhs.net](mailto:sath.engagement@nhs.net)

## General engagement sessions

About health event: HTP (Online), **Tuesday 30 April, 6:30pm – 7:30pm**

Age UK office, Shrewsbury (SY1 1HX), **Wednesday 15 May, 1pm – 4pm**

Wellington Market, Telford, **Thursday 23 May, 10am - 2pm**

Mayfair Community Centre, Church Stretton, **Wednesday 13 June, 10am-1pm**

## Focus group sessions

Sight loss focus group: **Thursday 16 May, 1pm – 2.30pm**

Children & Young People focus group: **Saturday 18 May**

MEC & SAC focus group: **Monday 3 June, 10am – 12pm**

Women and Children's focus group: **Friday 7 June, 10am – 12pm**



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# You said, we did – some examples

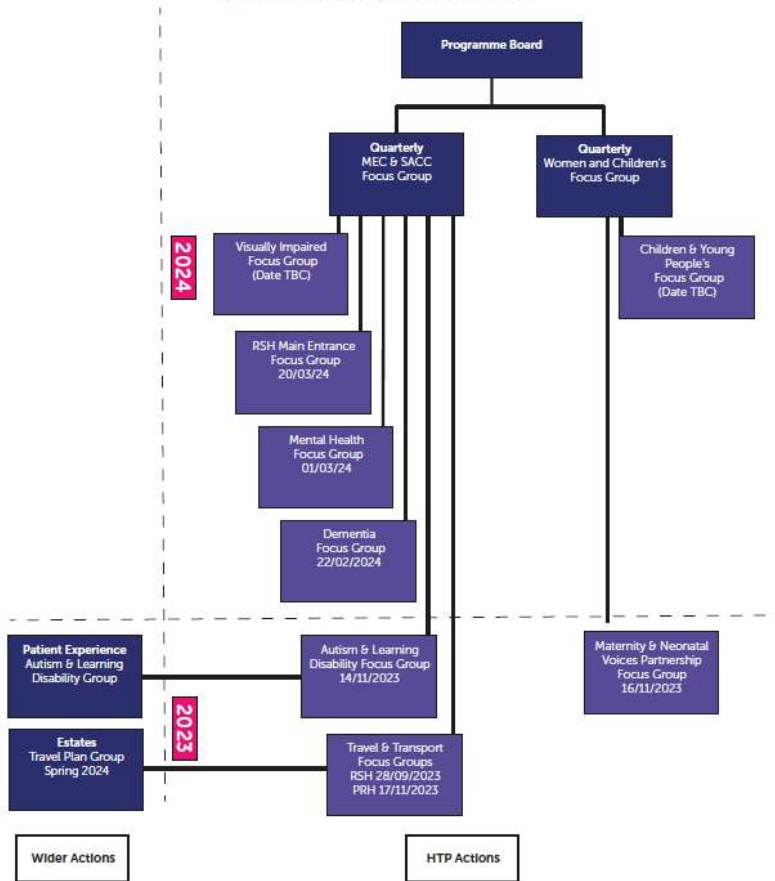
Please see action logs for further details - [Hospitals Transformation Programme Focus Groups - SaTH](#)



| You Said   | We did   |
|--|--|
| <p>Currently there is one bereavement suite in the new build plus the ability to flex a room to provide a second room if required. Is it possible to have two Bereavements suites with the flexibility of a third when required?</p> | <p>We have looked at our plans and following your feedback we have incorporated a second Bereavement suite with the flexibility to have a third if required. The Bereavement suites will have their own entrance and will have a lounge area attached</p>  |
| <p>Losing a baby is very difficult, and it can be really challenging if the sound from the post-natal ward can be heard in the bereavement suite – will you soundproof these rooms?</p>  | <p>Yes definitely, we will ensure these rooms are well soundproof, as well as the areas around them. We can separate the corridor by the suites from the main ward to ensure that other patients are not using it as a throughway.</p>   |
| <p>Hospital can be really challenging for people with neurodiverse needs, particularly the noise and sound. How will the new build accommodate for our patients who have additional needs</p>  | <p>We have worked with our focus groups to look at the designs, we are looking to identify Calm spaces within the new build (areas that have retreat areas, which will reduce acoustic levels and have softer lighting). We will look at having sensory maps throughout the building, which will identify calm spaces, areas which may be busy or quieter areas – this will support our patients and carers navigate the building.</p> |
| <p>Would it be possible to have fold down seating in the corridors – if you are pregnant or have mobility issues the corridors can be quite a challenge and it would be really helpful to have some seating in these areas?</p>      | <p>Yes, we are looking at putting permanent seating and calm areas along our corridors. Hospital corridors can often look quite bland and uninviting spaces – we are planning to put seating along our corridors to make some of them social areas, and other calm areas. It's important that all areas of the new build is designed to support our patients visiting the areas – not just the clinical space.</p>                     |
| <p>Can the public be involved in wording and wayfinding – some of the terms such as “crisis rooms” and “SDEC” can be stigmatising or too clinical for patients to know what they mean?</p>   | <p>We agree, it is important that both our staff and patients understand the names of different areas. We are working with our clinicians to look at the wording, but we will also be asking our focus groups to get involved and support this piece of work.</p>  |
| <p>Consider one more than one main entrance for the new build at RSH, due to the high level of footfall through the entrance to the building</p>   | <p>Following feedback AHR have redesigned the front entrance of the new build – there will now be an entrance for emergency care and another for the rest of the building</p>  |
| <p>Consider introducing free parking for community transport as it is often a difficult issue to manage</p>  | <p>Links have been provided to community groups with our car parking team (within facilities) to action community vehicles being registered at our hospitals</p>   |
| <p>Feedback providing a communal/open area for post-natal/ante-natal families where they can have a cup of tea or chat because it can quite isolating if in hospital</p>   | <p>AHR will look to see what can be achieved in communal spaces with the maternity inpatient floor</p>   |

# Process for speciality focus groups

Focus Group Actions 2023/2024



- Speciality focus groups are additional sessions on topics that warrant further exploration for the HTP project
- All the speciality focus group actions are fed back into the quarterly focus groups as detailed in opposite diagram



# Additional engagement routes



| Event & Date   | Subject   |
|--|---|
| Community Cascade  | Monthly Trust News Update including update on HTP   |
| Monthly newsletter email update - sent to our 4000+ community members  | Update from Public Participation team including HTP update and details on how to get involved                         |
| Three weekly 1:50 HTP Clinical design meetings in ED, acute medicine, critical care, maternity & children's services – Public Assurance Forum member representatives on each group | Detailed design discussions with architects and clinical teams  |
| Quarterly Public Assurance Forum (next one January 2024) with representatives from organisations across health & social care in Shropshire, Telford & Wrekin & Mid-Wales           | Presentation from HTP team with Q&As  |
| SaTH Academies (Different academies offered to adults, young people, adults with learning disabilities and long-term unemployed in conjunction with employment agencies)           | Presentation from HTP team with Q&As <a href="#">The People's Academy at SaTH</a>                                     |
| SaTH website and intranet  | Webpages which support public engagement and Latest HTP meetings/feedback <a href="#">Public Participation - SaTH</a> |

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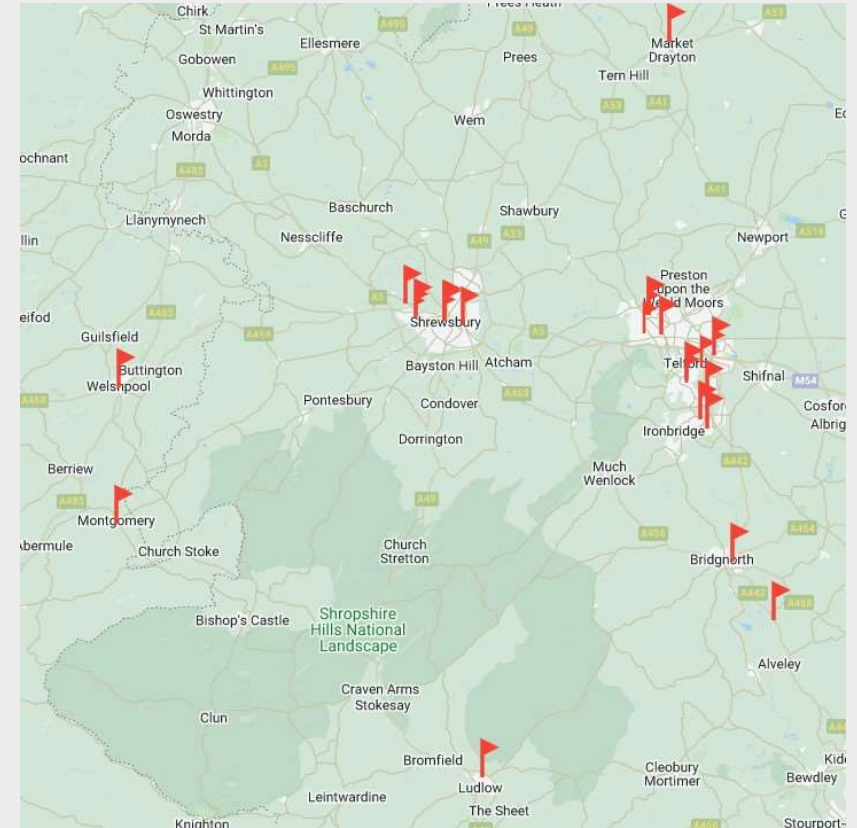
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# Engagement at external events – Q4

January – March 2024



- We have an ongoing calendar of external meetings and events that we attend in our local communities
- All outcomes from these events are recorded on our events tracker
- The map opposite shows the 27 events we attended in Quarter 4 (January – March 2024) and discussed HTP. These meetings are important to reach out to our seldom heard communities, who may not attend Trust meetings.
- Whilst the map highlights where these meetings happened, the meetings/events often covered a wider geographical area.
- In addition, in Quarter 3 we attended 12 online meetings/events, often these meetings covered large geographical areas across T&W, Shropshire and mid Wales.



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# Engagement at external events – Q1

April – June 2024



- The map opposite shows the 18 events we have attended or plan to attend in Quarter 4 (Jan – April 2024) and discussed HTP, more events will be added as they are confirmed.
- Our next round of drop-in events will take the team to Age UK's offices in Shrewsbury on 15<sup>th</sup> May, Wellington Market on 23<sup>rd</sup> May, and Mayfair Community Centre in Church Stretton on 13<sup>th</sup> June.
- In Quarter 1 we have attended or plan to attend 7 online meetings/events; often these meetings cover large geographical areas across T&W, Shropshire and mid Wales, more dates will be added as they are confirmed.



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# Questions



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# Thank you



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