

# Public Participation Report Quarter 4 (January - March 2024)

Julia Clarke – Director of Public Participation



# Highlights of Public Participation – Q4

## COMMUNITY ENGAGEMENT (for details see slides 5 – 13)

- The SaTH Public Assurance Forum, which provides independent assurance on our engagement met on the 15 April 2024 and the highlights of this meeting are outlined in slides 5-6
- 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
- Over the past Quarter, the Public Participation team have supported 27 HTP events with the public. These include a number of specialist focus groups including mental health, dementia and the new RSH front entrance. We continue to hold our regular W&C's and MEC & SAC focus groups and our About Health Event.
- Our Social Inclusion Facilitator has been making stronger links with a number of seldom heard groups. This work aligns with with our Trust and system focus on Health Inequalities (CORE20PLUS5) and EDI
- There were no questions following the public Trust Board meetings this quarter





# Highlights of Public Participation – Q4

## VOLUNTEERS (for details see slides 14 – 20)

- We have 324 active volunteers within the Trust who have provided 7072 hours of their time this quarter across 30+ clinical and non-clinical roles. We have 169 volunteers on our Youth volunteer scheme (16-24 year olds)
- This Quarter we sent out our **Annual Volunteer Survey** to find out the views of our volunteers. Following the analysis of the data we held a focus group with our volunteers in February to discuss the results and developed an action plan with them.
- Cohort 2 (Midwifery) of the **Volunteer to Career programme** finished with a celebratory evening of volunteers and staff. Preparation are now underway for cohort 3 who will be volunteering within Radiotherapy. Applications for this cohort have now closed and the introductory session will be held in April.
- **New PRH Volunteer-led Information Desk installed.** There is now a new volunteer-led Information Desk in the main entrance of PRH. The Information Desk is a place where people can come to ask for help, as well as promoting ways for the Public to #GetInvolved with the hospital



# Highlights of Public Participation – Q4

## SATH CHARITY (for details see slides 21 – 27)

- Income for the 3 months January – March 2024 was **£133,967** compared to **£56,890** in the same period last year. Expenditure for the same period was **£55,629** compared to **£80,875** in 2023.
- Final income for the year 2023/24 was **£471,251** compared to **£413,244** in 2022/23. Total expenditure for the year was **£517,437** compared to **£369,851** in 2022/23
- In Quarter 4 the charity approved 74 charitable fund requests across 14 different funds
- 1945 people are registered as SaTH Charity supporters (this includes staff and members of the public)
- Following a successful £30K grant from NHS Charities Together, we have appointed a marketing and communications officer and are on track in delivering a project to increase awareness and promote SaTH Charity. Results from a survey we recently undertook are outlined within this report
- Our supporters continue to fundraise for SaTH Charity in Quarter 4 some of which are highlighted within this report.



(pictured 'gravity chair' purchased for staff to relax in)

# COMMUNITY ENGAGEMENT (1): Public Assurance Forum 15 April 2024

- The Public Assurance Forum (PAF) met on 15<sup>th</sup> April 2024,
- Key Items that were discussed at the Forum included:
  - **HTP and engagement activity** in Q4 from HTP and Public Participation teams – confirmed Full Business Case has been submitted and going through approvals process. Q4 engagement activity discussed and feedback received and acted upon to date in focus groups. The report will be presented at About Health event on 30 April. Advised of proposed road changes and planned parking arrangements as well as design concepts.
  - **PALS update and patient story** from Head of Service including learning from PALS and Complaints and an overview of the governance structure in place to ensure independence. Focusing on improving visibility and access to the service and working with the community engagement to reach out to our communities. There is now an improved system for recording compliments. Confirmed that the team are linking with Llais in mid-Wales (as well as HealthWatch and **PohWer** for complaints advocacy support).
  - **Strategy & Partnership Report** from Director of Strategy & Partnership with high-level summary of activity. Working with Rehab Recovery Units (one on each hospital site) which is improving flow and staffed by Shropshire Community Trust. SaTH is working on collaborating with the University Hospital of North Midlands (Stoke) in cardiology and robotic surgery. Also working with Robert Jones and with Shropshire Community Trust looking at virtual ward progress and joint recruitment/procurement processes. Confirmed that the two-storey modular ward at RSH front entrance was funded by NHSE to increase capacity (by Autumn 2024) and we are looking at optimum use of the additional bed capacity that will provide.
  - **Updates from health & social care partner members** – Llais advised on recent meetings and concerns raised around proposed changes to the Air Ambulance service in Wales. Confirmed importance of SaTH working in partnership with Powys Teaching Health Board.



# COMMUNITY ENGAGEMENT (2): Public Assurance Forum 15 April 2024

- **Electronic Patient Record** report delivered by Director of Digital Transformation – one week until “Go Live” weekend on 19 April when the old IT systems will be replaced providing quicker and easier access to clinical information. The new system will also link up existing new IT systems. Over 1 million records will be transferred and 5000 staff have been trained. Discussed next phases of digital system covering SaTH and partner organisations to support the ICS digital strategy. Confirmed there had been conversations with Mid-Wales partners. Question about future outpatient appointment electronic communication which will be developed over time and integrated into the NHS app along with diagnostic results.

## - Reports on recent service changes

- **Renal dialysis twilight service, Telford** – the Forum received an update which advised that the Renal Dialysis Twilight service at Hollinswood has been phased out as the extra capacity in the new building had reduced the need for extra shifts. All patients impacted by the change, had individual conversations and offered alternatives shifts or been transferred to RSH twilight service

- **Pain service** – SaTH has worked closely with the ICB around this single-consultant service which closed on 31 March 2024. Noted 122 patients treated last year. No patients have been left unseen and any still on the waiting list have been referred back to their GP to seek alternative providers. Concern was expressed that the alternative providers have not yet been identified. An update on the MSK Transformation project and pain management in community programme was provided, and SaTH has been linking into this through Public Health.

- **Did Not Attend (DNA) report** – Acting Deputy Divisional Director (Clinical Support Services) provided update on measures in place to reduce DNAs.

- **Updates from Divisions** – with innovative reports received from Clinical Support Services, Women & Childrens and Surgery, Anaesthetics, Critical Care & Cancer. It was also noted that Patient Experience team were establishing a group for patients with autism and learning disabilities following an HTP focus group

- The **Q4 Public Participation Action Plan** and **draft Public Participation Board report** were also received

# COMMUNITY ENGAGEMENT

The Community Engagement team hold a series of community events where the public across Shropshire, Telford & Wrekin and Powys are invited to join us virtually to find out more about their hospitals, which includes:

- **Monthly email update** – An email update to our 4200+ members and organisations
- **Monthly Hospital Update (previously Community Cascade)** – this is delivered once a month and focuses on current news and provides a Q&A opportunity
- **About Health Events**– There is an ongoing series of virtual health events for staff and the public.
- Over the past Quarter, the Public Participation team have supported a significant number of HTP events with the public. These include Quarterly public focus groups for Women and Children's and MEC&SAC (Medicine, Emergency Care and Surgery, Anaesthetic, Critical Care and Cancer). There have also been specialist focus groups on Mental Health, Dementia and the new RSH Front Entrance.
- The community engagement team continue to attend a number of external events, listening to our local communities and sharing opportunities for them to get involved.



# COMMUNITY ENGAGEMENT – Social Inclusion

- We have attended a total of five Careers Information Fairs across Shropshire and mid-Powys. These were held in Shrewsbury, Ludlow, Oswestry, Newtown and Welshpool.
- We visited both The Ark homelessness project and Shropshire Supports Refugees in Shrewsbury. At these meetings we engaged with staff and service users and captured their experience.
- A visit was made to Market Drayton Royal British Legion where we discussed concerns with Armed Forces Veterans. These included the need to identify as a veteran as part of the Armed Forces Compact.
- We visited the KIP Project in Wellington with the Telford & Wrekin Public Health team. This homelessness project is a partnership of VCS organisations supporting vulnerable individuals with multiple and complex needs. We had discussions with both clients and support staff around the hospital discharge experience.

- The Shropshire European Organisation is a non-profit company which helps and supports the Eastern Europe community. We met a member of the Bulgarian community, who has invited us to come and talk to their local community group.
- We are working with Powys Association of Voluntary Organisations to explore new ways of engaging the rural agricultural community in relation to Health and Wellbeing.
- We attended the Chinese New Year celebrations at the Chinese Arts and Culture Centre in Telford. Attendees had opportunity to visit various workshops





# Getting involved with HTP

The Public Participation Team has 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:

- **Quarterly focus groups** which are aligned to our clinical workstreams. Workstream focus groups have been planned over the next two years which will inform the plans as they develop towards implementation. We hold the focus groups every 3 months, and members can attend in person or via MS Teams. Two focus groups were held in early March for Medicine and Emergency Care with Surgery, Anaesthetics and Cancer and another focus group for Women & Children's services
- We are holding a series of specialised focus groups based upon the feedback we received from our focus group members and local communities. This quarter we have held focus groups relating to HTP on Dementia, Mental Health and the new RSH Front Entrance.
- **Q&As and action logs** from our focus groups are published in the public domain and can be found here with the Q&As from the focus groups held in March: [HTP Focus Groups – SaTH](#)
- PAF members are now allocated as public representatives on the 1:50 Clinical Design workstream meetings with the Architects and clinical teams
- **Quarterly *About Health* HTP events have been delivered** - The next About Health event is on the evening of **30 April 2024 at 6.30pm**

# You said, we did – some examples from focus groups

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>   |

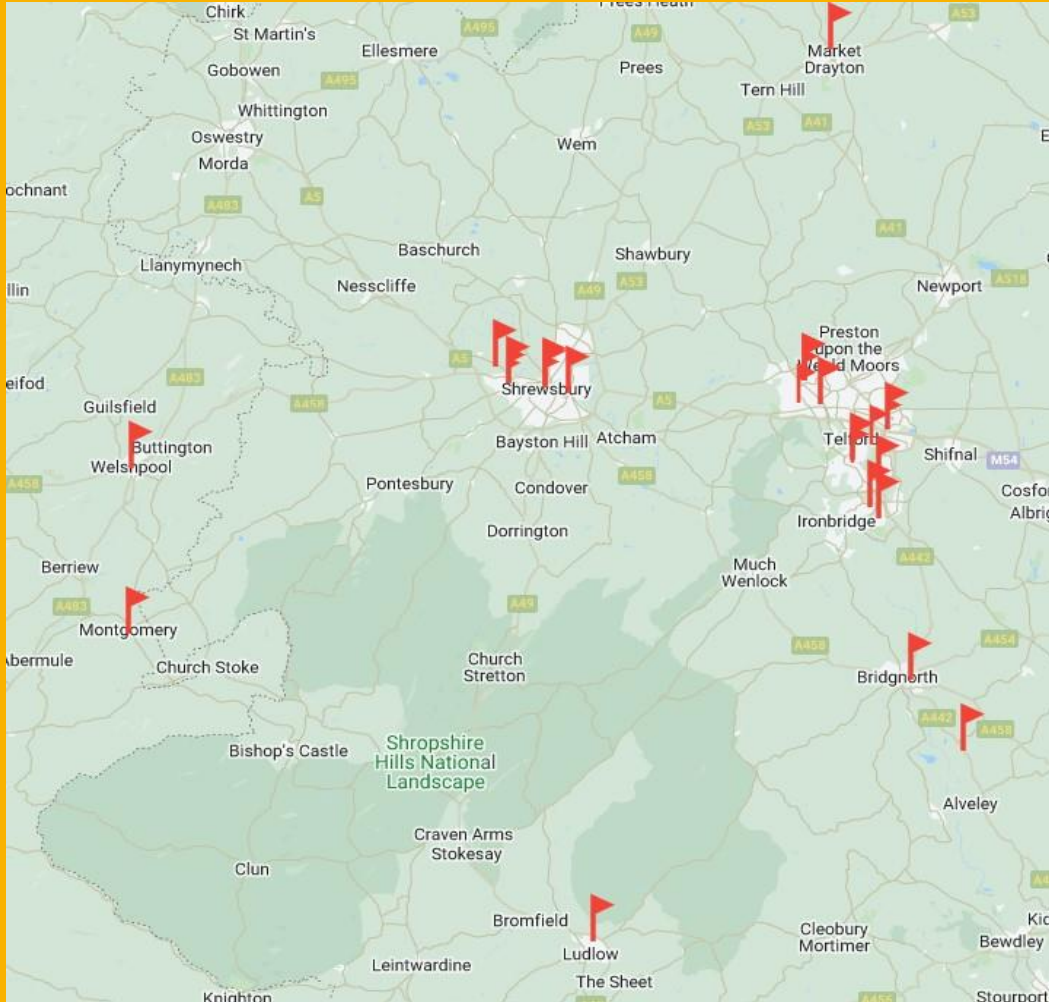
# Additional engagement routes

| 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> |



# HTP Engagement

The map displays the 27 events we have attended in Quarter 4 (Jan – April 2024) and discussed HTP with the public.



In Q1 2024/25 we have the following events planned:

| Date          | Event  | Required attendees                     |
|---------------|--|--|
| 4 April 2024  | HTP drop-in event, Wem Town Hall                 | HTP, Public Participation              |
| 11 April 2024 | SALC- HTP presentation to Central Shropshire     | HTP, Public Participation              |
| 15 April 2024 | Public Assurance Forum                           | HTP, Public Participation, PAF members |
| 16 April 2024 | SALC- HTP presentation to North Shropshire       | HTP, Public Participation              |
| 17 April 2024 | Market Drayton Health and Wellbeing Festival     | HTP, Public Participation              |
| 18 April 2024 | Brookside Big Local Resident Meeting             | HTP, Public Participation              |
| 23 April 2024 | Telford HOSC presentation                        | HTP, Public Participation              |
| 26 April 2024 | One Voice Telford                                | HTP, Public Participation              |
| 30 April 2024 | About Health Event – HTP                         | HTP, Public Participation              |
| 15 May 2024   | Age UK, HTP drop in event                        | HTP, Public Participation              |
| 15 May 2024   | Whittington Parish Council Annual Public meeting | HTP, Public Participation              |
| 18 May 2024   | Children's and Young People's HTP Focus groups   | HTP, Public Participation              |
| 20 May 2024   | NSRAF (Vetrans) HTP presentation                 | HTP, Public Participation              |
| 23 May 2024   | Young People's Academy                           | HTP, Public Participation              |
| 26 May 2024   | People's Academy                                 | HTP, Public Participation              |
| 3 June 2024   | MEC & SAC Focus Group                            | HTP, Public Participation              |
| 7 June 2024   | W&C Focus Group                                  | HTP, Public Participation              |
| 13 June 2024  | HTP drop in – Church Stretton                    | HTP, Public Participation              |

# COMMUNITY ENGAGEMENT: Questions from Trust Board meetings

We look to identify any trends in questions to the Trust Board so that we can be responsive in planning future engagement events with our local communities. All eligible questions submitted to the Trust Board from the public are published on our website - [Public Questions Log – SaTH](#)

- During Quarter 4 no eligible\* questions were submitted to the Trust Board, but there was a late submission for Q3 December 2023 Trust Board. All eligible questions submitted to the Trust Board from the public are published on our website - [Public Questions Log – SaTH](#)
- Following Board Questions submitted in December 2023, a response have been provided to the following questions:
  - Please advise each of the specific features of incapacity SaTH management attribute to be each of the cause/s of A&E ‘intense overcrowding’ ?
  - Please advise each of which department/s and/or committee/s within SaTH is/are addressing each of the cause/s of A&E overcrowding ?
  - In the interests of patient safety (increase in SaTH A&E deaths noted) please advise a) each of the actions SaTH is i) taking and ii) planning to provide capacities to meet patient need demand, to avert ‘intense overcrowding’ in A&E, to allow deep cleans; b) by which date will each of these be delivered?
- Responses to these questions can be found 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



# VOLUNTEERS - Volunteers' Highlights

We currently have 324 active volunteers at the Trust.

- Our **Youth Volunteer scheme** re-opened this quarter and we currently have 169 youth volunteers on the scheme
- This Quarter we sent out our **Annual Volunteer Survey** to find out the views of our volunteers. Following the analysis of the data we held a focus group with our volunteers in February and developed an action plan.
- Cohort 2 (Midwifery) of the **Volunteer to Career programme** finished with a celebratory evening of volunteers and staff. Of the 18 volunteers who completed the programme, 16 have either been offer university or college places to study midwifery/nursing/Health related subject or have secure employment at the Trust.
- **Volunteers' week 2024 1 – 7 June.** Plans are well underway to celebrate volunteer's week 2024. The celebration event is booked for 29<sup>th</sup> May which is in school holidays to allow for our young volunteers to attend

## Quarter 4

New applications received

139

Volunteers completed the application process

80

Total Active volunteers

324

Total hours

7027



# VOLUNTEERS - Volunteers' Highlights

- **Volunteers have been refreshing their training with the Moving and Handling team.** Volunteers complete eLearning and additional face to face training. Through our volunteer management software training our volunteers are alerted when this training needs refreshing. This quarter many of our volunteers were newly trained or “refreshed” in wheelchair, beds and roll cage training.
- **Volunteers have been asked to support with the big switch over to Careflow on the weekend of 19<sup>th</sup> April.** We already have three volunteers signed up to support and expect more to sign up closer to the time.
- **New PRH Volunteer-led Information Desk installed.** There is now a new volunteer-led Information Desk in the main entrance of PRH. The Information Desk is a place where people can come to ask for help, as well as promoting ways for the Public to #GetInvolved with the hospital



# VOLUNTEERS – Annual Survey

- Each year an annual volunteer survey is sent to all active volunteers to gain their feedback and to look at ways we can improve our volunteer's experience at SaTH
- 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)**
- **82% of volunteers are motivated to volunteer to give something back**



- Highlights from the survey included(out of a score of 10):
  - 9.1 felt that their role makes a difference to patients/service users
  - 9.2 agrees that SaTH respects individual differences (e.g. cultures, backgrounds etc
  - 8.9 feels valued by the Trust
  - 9.1 volunteers feel supported by volunteer team and 9.0 by wards and departments



# VOLUNTEERS – Annual survey, You said, we did...

| You said...   | We did...  |
|---|--|
| I think in A&E we could offer an earlier shift to cover breakfasts, say seven to eleven   | These shifts are now available on My Impact  |
| Would be great to have a volunteer's swipe card (Maternity) that maybe is kept in the office, and we sign it in and out on shift to save taking the other workers | We have made contact to the Ward Manager and Matron, and swipe passes are going to be made available to maternity (antenatal and postnatal) volunteers   |
| More emotional support offered to volunteers that may be dealing with difficult cases at the hospital   | <p>The wards/department and volunteer team are available for any volunteer who may want to talk to us about any issue. Volunteers can also access some of our staff support services.</p> <p>We are planning to arrange regular drop-in sessions at both sites where you can have a coffee and chat to us about any concerns or issues.</p> <p>We have also designed (and currently in print) an information card which volunteers can attach to their ID badges which has contact information on.</p> |
| A functional vacuum would be good on the response desk (RSH), sometimes one is there sometimes not  | We have been in contact with Admissions and asked them to place a request for this   |
| Have more easy access to parking  | Parking is an issue at both hospital sites. There are a number of initiatives which the Trust has put in place (including a Park and Ride service at RSH and PRH).   |



# VOLUNTEERS – Annual survey, You said, we did...

| You said...   | We did...   |
|---|---|
| I find a more detailed explanation of the role and also how the differing roles/groups/committees link would be extremely useful...less uses of acronyms, especially within reports | We have passed this feedback onto our patient experience team   |
| Pay for travel expenses   | We do pay travel expenses, please let us know if you aren't sure about how to do this   |
| The geography of RSH A&E is challenging. Encourage RSH vols to download and print a map in case they need to run errands to there   | We have added a map of A&E (kindly designed by one of our volunteers) to My Impact and will let all new A&E volunteers know to download it.   |
| Volunteers not being utilised fully and wards/departments not understanding the volunteer role  | A feedback session is being arranged with Volunteers to talk about ideas and try to include a member of staff to find out their suggestions. Over the next year we will be working with wards to develop our support of volunteers on placement and update our information pack for wards/departments |
| Local induction/Onboarding  | Book in a feedback session with Volunteers to talk about ideas and try to include a member of staff to find out their suggestions. All volunteers are offered the opportunity to have more than one shadowing sessions with a more experience volunteer.  |
| Volunteer team visibility   | Members of the volunteer team will be signing up for shifts on either site – please let us know if you would like us to shadow your shift.  |

# VOLUNTEERS - Volunteer to Career (VtC)

The aim of the clinical led pathway is to provide volunteers with career support and interventions including career conversations, mentoring, guidance on career pathways, employability support and mock interviews and skills. Alongside this the volunteers also get the chance to volunteer for 50+ hours on a postnatal/antenatal ward over a 6 month period. **The programme is focussed on building a skilled potential workforce for The Shrewsbury and Telford Hospital Trust.**



We had a fantastic turn out for our presentation evening for Cohort 2. All volunteers were presented with their certificate of completion for the programme, a certificate of recognition for their hours completed and a presentation folder.

The volunteers were thanked for their dedication and hard work over the last few months and their combined total of over 1000 hours of volunteering.

A reflection video was played, which you can view [here](#).



“The V2C programme really helped me with my interview, I explained all the things I had learnt whilst volunteering and really boasted about the support sessions and all the amazing things we got taught - the interviewers were very impressed and said they had never heard of the programme before but it sounded amazing and very much needed in more trusts to give potential students a good idea of the role and gain valuable experience!”

# VOLUNTEERS - Volunteer to Career (VtC)

## Cohort 3 – Radiotherapy launches 25 April 2024

The aim of the clinically-led career pathway is to provide volunteers with career support and interventions including career conversations, mentoring, guidance on career pathways, employability support and mock interviews and skills. Alongside this the volunteers also get the chance to volunteer for 50+ hours within **Radiotherapy** at the Royal Shrewsbury Hospital over a 6 month period.

The programme is focussed on building a skilled potential workforce for The Shrewsbury and Telford Hospital Trust.

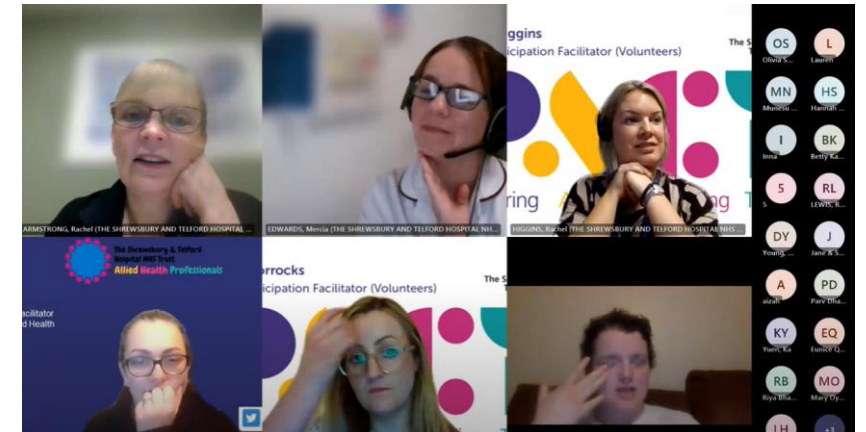
- The 'Find out more' MS Teams for cohort 3 event was well attended with over **30** potential volunteers joining online to hear about the next VtC programme which is focussing on therapeutic radiotherapy.
- Recruitment is now closed with 16 people registered for the welcome event



a Helpforce programme

## Volunteer to Career

Volunteering for your future



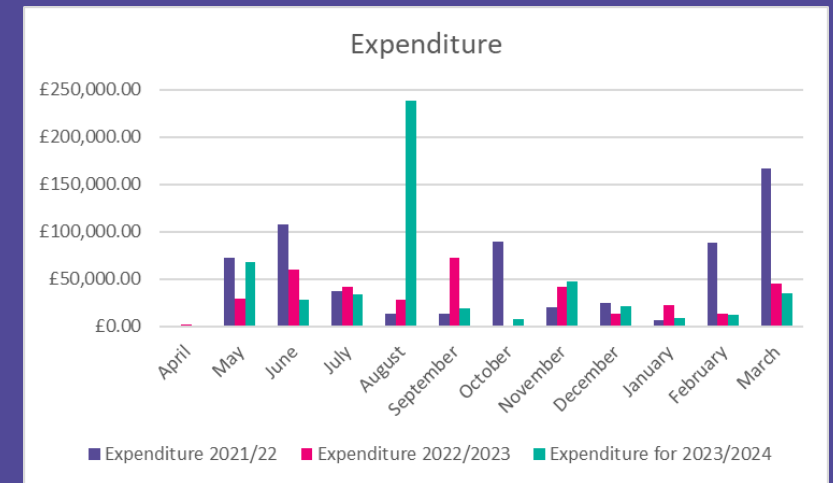
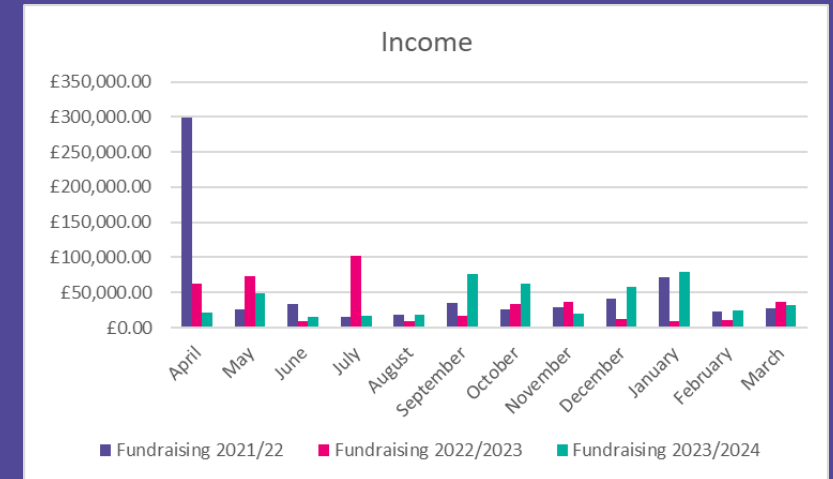


# SaTH CHARITY - Highlights

- Income for the 3 months January – March 2024 was **£133,967** compared to **£56,890** in the same period last year. Expenditure for the same period was **£55,629** compared to **£80,875** in 2023.
- Final income for the year 2023/24 was **£471,251** compared to **£413,244** in 2022/23. Total expenditure for the year was **£517,437** compared to **£369,851**

## During this period SaTH Charity had:

- 300 monetary donation entries registered on the charity database across 26 different funds
- 33 donations were marked as ‘In Memory’ donations
- 1,049 members of staff are now playing the staff lottery with 50% of proceeds supporting the Small Things Big Difference fund for staff and 50% given in prize money
- 1945 people are registered as a supporter/donor/fundraiser (this includes staff and members of the public)
- The Staff Fund (The Small Things Make a Big Difference) had 42 requests for support to enhance the experience of staff at work, which also promotes the work of the Charity.



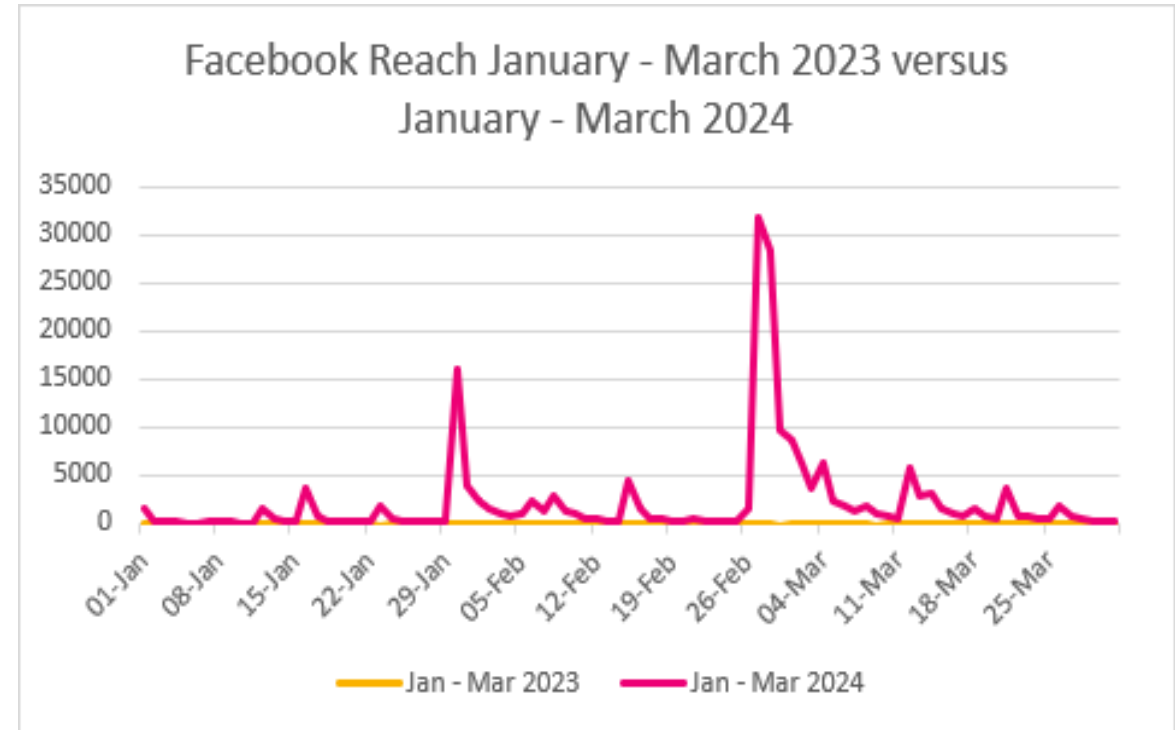
# NHS CT Development Grant

The NHS CT funded grant to develop the SaTH Charity brand and visibility in the community is progressing well.

The main element of the grant is the funding of a Charity Communications Officer. Based on progress made the project has been adapted to increase the hours of the post to 30 as opposed to gaining external consultancy and agency support.

Key points from the project this Quarter include:

- A survey about SaTH Charity has gone out to staff and our community so that we can understand more about people’s understanding and perception of the charity. The survey results have now been collected and have been reviewed (please see the next slide for more detail).
- Social Media interaction continues to grow and develop. The more posts we can get out and share spreads the news that SaTH Charity is keen to engage and support fundraisers. (please see the reach of our social media opposite)
- Contacting local funeral directors asking how SaTH Charity could support them with providing information to relatives who may wish to donate to our charity. The objective was to remind key contacts that they could suggest SaTH Charity as a potential benefactor from collections. This has been positively received
- A Social Media post asking knitters to provide dementia blankets, and items for the Neonatal dept went viral with donations coming from Glasgow and Cornwall! This is shown in the two peaks on the graph opposite!
- The new Charity promotional leaflet has been designed and printed



\* [Hootsuite](#) defines reach as the following: “On Facebook, Reach defines how many people saw content from your Facebook Page, or about your Facebook Page (for example, a post you were tagged in)... Instagram defines Accounts Reached as the number of unique accounts who have seen your content on-screen at least once”

# NHS CT Development Grant (Month 6)

As part of the project, a questionnaire was sent out to the public and staff via the quarterly newsletter, via Chatterbox and social media. The questionnaire had 39 responses. The baseline survey was previously conducted in July – August 2023.

After reviewing the data, it appears 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.

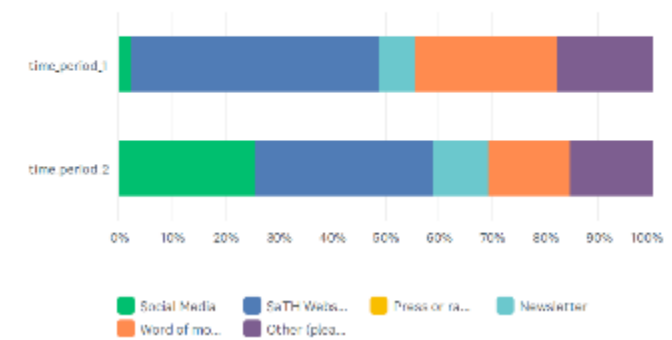
**74% of people thought the charity had a positive on clinical outcomes.** We recognised that we need to do more work on promoting the work we do and the items we purchase for clinical areas, so it's clear the impact we are having on clinical outcomes.

The biggest increase we saw from the previous survey was in relation to the question: 'Would you consider donating to SaTH Charity?' with those who answered 'Yes' to this question increased from 44% to 77%. Similarly, the number of people who answered, 'Yes' to 'Would you consider fundraising for SaTH Charity?' also increased from 42% to 56%.

The answers from the survey will help to direct our calendar of events and social media including the content of newsletters. One of the first actions is to advertise our fundraising packs and the support we offer for those undertaking fundraising for us.

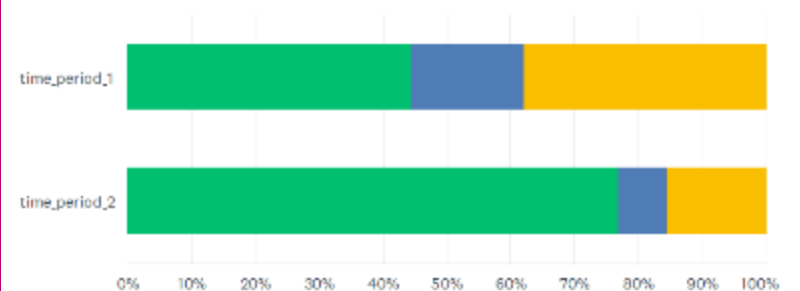
Q3 If you have heard of SaTH Charity, where did you find out about it?

Answered: 84 Skipped: 0



Q5 Would you consider donating to SaTH Charity?

Answered: 84 Skipped: 0



# SaTH CHARITY - Expenditure

In the three months January to March 2024 there were **74** approved requests for charitable funds across **14** different funds. Examples of approved funding included:

- An Outdoor storage unit to protect and make more accessible the play equipment within the Children's Courtyard at PRH.
- A Specialist Phlebotomy chair for the Haematology dept to enable them to take bloods more effectively without causing patient distress.
- Gym equipment for the Therapy team to support patient recovery.
- Reclining chairs for AMU, SAU and the discharge lounge at RSH to improve patient experience and their comfort.
- Relative's chairs for Swan Rooms on Ward 25 and 27 to enable relatives to stay with patients at end of life.
- Development of facilities within the relative's room in Critical Care to include a sofa bed and armchair so that relatives can rest whilst visiting patients at a traumatic time.

"I would like to thank you both again for supplying our teams with the various items for our new offices in the old Accommodation Block at RSH. We have moved in today and I cannot tell you how fantastic it is to have these items available. Believe it or not, the Hoover has already been in use, the fridge is absolutely perfect and the microwave being eyed up for enabling different lunch options!"

Fiona Richards - Corporate Nursing





# SaTH Charity Fundraising

Our supporters continue to fundraise on behalf of SaTH Charity, in this quarter some of the highlights included:

- Hospital Trust Director (Nigel Lee) and his son Flight Lieutenant Tom Lee successfully scaled Mount Kilimanjaro for charity by climbing the mountain in Tanzania. They started their climb on Wednesday January 17 and reached the summit to raise funds for **SaTH Charity's Cancer Fund** and the RAF Benevolent Fund
- Following on from the successful of last year's SaTH Charity football tournament, which raised over £1,000 for the charity, colleague Mark Rawlings is organising another 7-a-side tournament for SaTH teams on Sunday 19 May, 10:00 – 16:00 at the Shrewsbury Sports Village. Money raised from the event is being donated to the Dementia Care Appeal fund.



# SaTH Charity Fundraising

Our long-time supporter Sally Jamieson ran another exciting event. This time she organised a charity bunny trail for children, alongside a memory walk for adults in aid of our Dementia Fund and Alzheimer’s Research UK Shropshire Fundraising Group. The walk took place on Good Friday, 29 March between 10:00 – 15:00, in the Quarry Park in Shrewsbury. The event raised £1000 for the Dementia Appeal

Local organisations have supported SaTH Charity over Easter by donating Easter Eggs to children as inpatients or as visitors to our young people’s assessment units within our busy A&E departments. The Charity received support from local businesses and organisations including Tesco, Morrisons, Newtown Cricket Club, Sainsburys and Babcock International





# PUBLIC PARTICIPATION - Forward Plan

- The Public Assurance Forum to meet on 15 July 2024 (last met 15<sup>th</sup> April 2024)
- 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 (e.g 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



# Dates for your diary

| Date               | Time          | Event  | Booking |
|--------------------|---------------|--|---------|
| 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                 |         |

| Hospitals Transformation Focus Group |               |  |           |
|--------------------------------------|---------------|--|-----------|
| Date                                 | Time          | Event  | Booking   |
| 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 |

If you are interested in joining a Focus Group please email [sath.engagement@nhs.net](mailto:sath.engagement@nhs.net)



# People's Academy Dates for 2024



| Young People's Academy |                      |
|------------------------|----------------------|
| Date                   | Location             |
| Wednesday 22 May       | SECC                 |
| Wednesday 24 July      | PRH Education Centre |
| Wednesday 30 October   | SECC                 |

| People's Academy       |                      |
|------------------------|----------------------|
| Date                   | Location             |
| Wednesday 26 June      | SECC                 |
| Wednesday 25 September | PRH Education Centre |
| Wednesday 27 November  | SECC                 |