

Hospitals Transformation Programme: MEC & SAC Focus Group

11 July 2024



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Why are we here?



- Where are we in the process?
- Latest developments
- Your feedback
- How can you get involved?
- Questions

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A reminder...

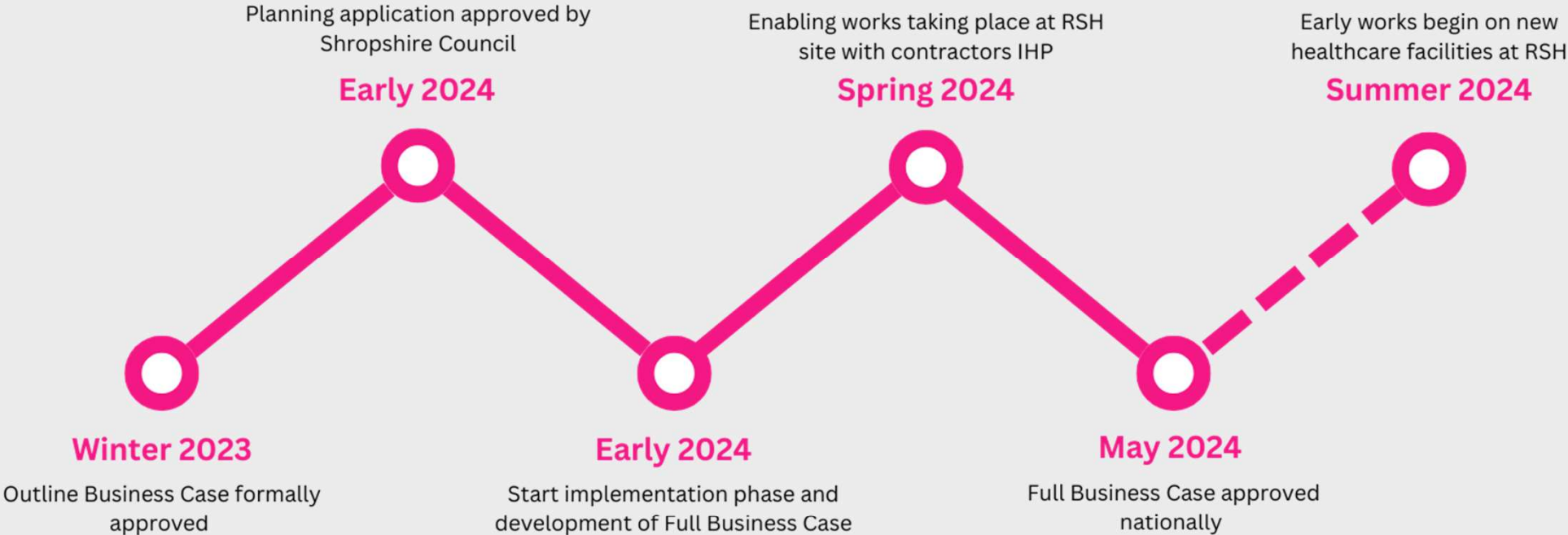


The Shrewsbury and
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NHS Trust



Integrated
Care System
Shropshire, Telford and Wrekin

Where are we in the process?



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The clinical model: 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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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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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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Latest developments

Where are we in the process?

Working with **lead clinicians** to help design our clinical services

We received national approval of its Full Business Case (FBC), which is the **final stage of approval.**

Continuing to **talk to and engage with our communities** across Shropshire, Telford and Wrekin, and mid Wales

Our plans have been reviewed by leading independent experts who believe our plans are the **best way forward**

Our **enabling works are underway** at Royal Shrewsbury Hospital



Improvements to Emergency Care



Indicative CGI images of the improved resuscitation unit



Indicative CGI images of the improved acute assessment

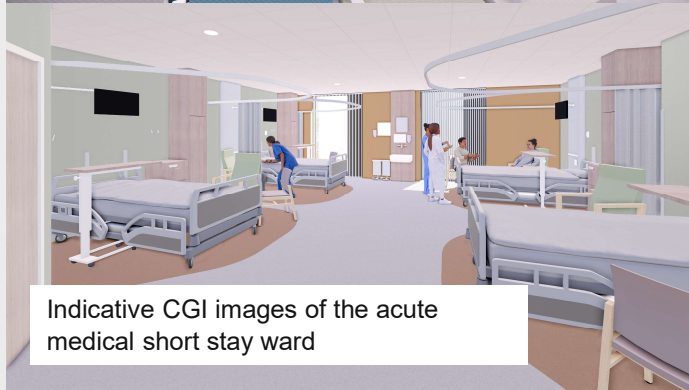
- We currently have two inadequately sized Emergency Departments, with the delivery of key clinical services split across two sites (including critical care), insufficient physical capacity (particularly for planned care services), mixing of planned and unplanned care pathways, and poor clinical adjacencies. Our buildings are aging and do not have the space or flexibility for modern healthcare.
- By locating all our clinical specialties on one site, with an expanded, more modern Emergency Department and new adjacent acute floor, we will improve the care we provide.
- Patients will receive more timely care and earlier review by the relevant specialists. This will reduce the amount of time patients spend in our hospitals and so improve flow through the system.



Improvements to Emergency Care



Indicative CGI images of the emergency department waiting room



Indicative CGI images of the acute medical short stay ward

Designed to meet future and current needs of the population, the expanded RSH Emergency Department will have:

- Larger and purpose-built Resuscitation bays
- Larger ED bays with improved ventilation and improved clinical adjacencies
- A larger ambulance waiting area with covered canopy to improve patient experience during transfer
- A separate children's emergency medicine footprint, offering modern and purpose-built examination rooms and separate waiting area



Faster access to the right care and clinicians



Buildings that support modern healthcare practices



An improved work environment for our colleagues

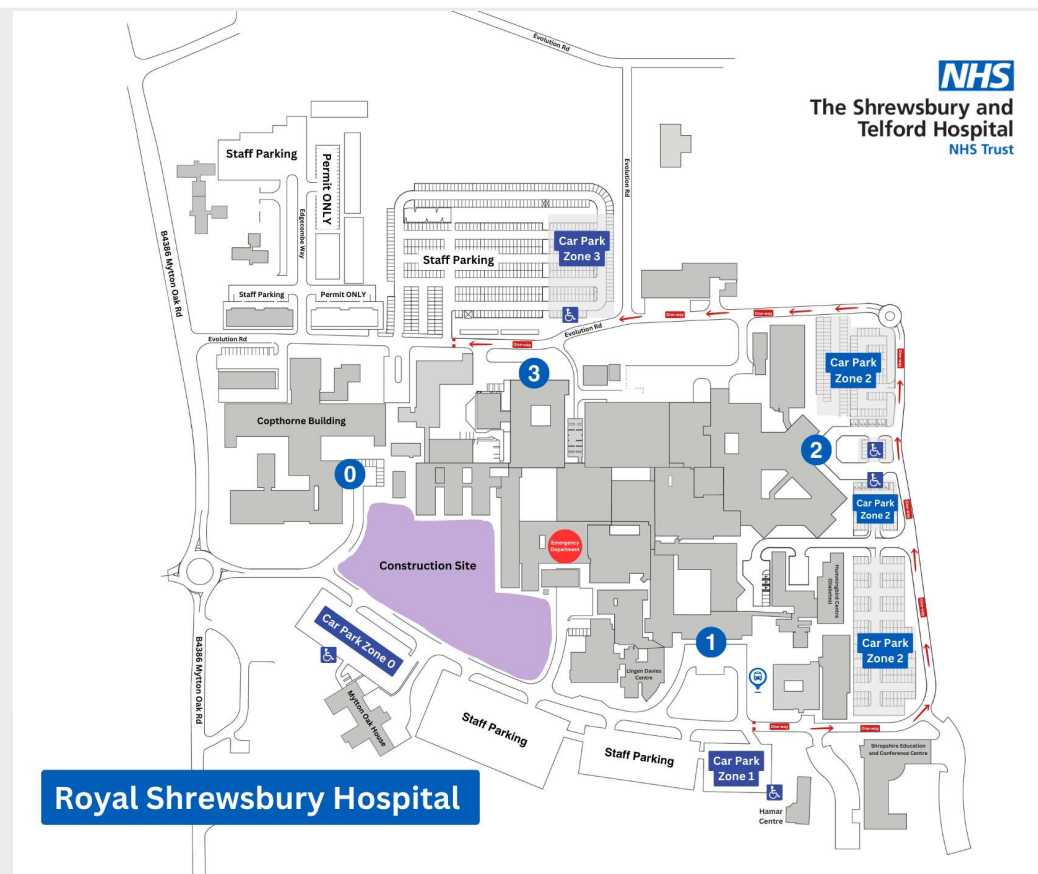


Construction management plan proposals

As part of the planning permission for the new hospital building at RSH the Trust's Contractor, Integrated Health Projects (IHP), are required to submit a construction management plan.

Some of the key proposals are as follows;

- The helipad will also move temporarily to the Boiler House recreation ground (off Somerby Drive) during the construction of the main build;
- The introduction of a one-way system after the Ward Block to the junction of Mytton Oak Road and Evolution Road;
- For the duration of the build our current Outpatient Services entrance will be closed, and an alternative entrance will be provided for Outpatient Services.

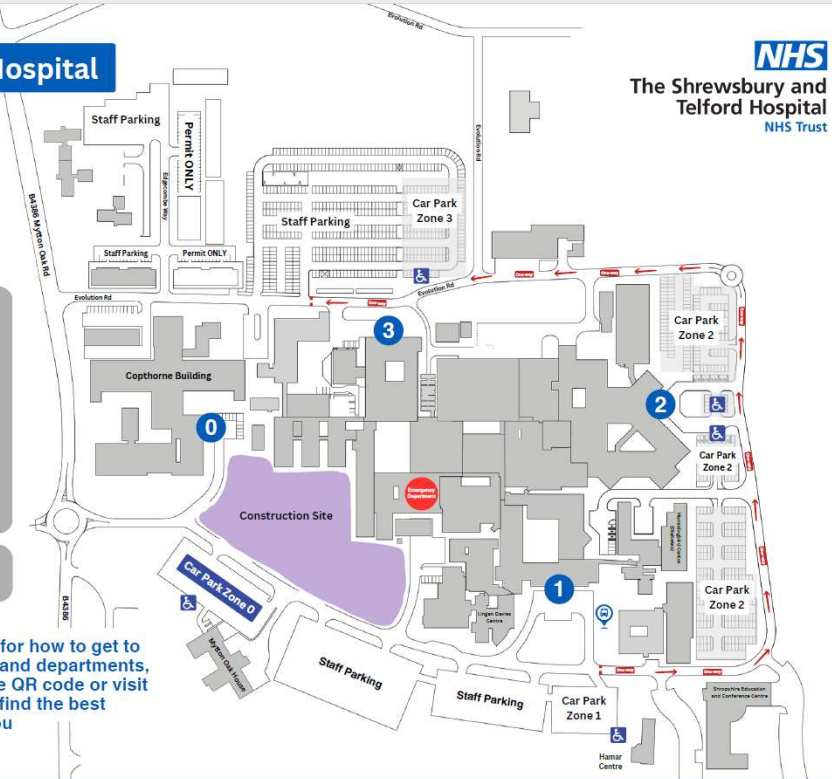


Wayfinding and signage

- As outlined, there will be some changes to the way our colleagues, patients and visitors access and travel around the RSH site
- We have set up a wayfinding and signage working group, which has had input from external experts, to discuss and develop our plans
- The group has covered both internal routes from the Ward Block, Treatment Centre, and the new entrance on the west side of the hospital. We have numbered these entrances and created a zoning system for the nearest public car parks to help people find the most appropriate entrance for the service they require
- In each car park, there will be large airport style signs, with display boards providing further information
- There will be receptionists at each entrance to help visitors find their way around the site
- As these changes are temporary, and subject to change as the build progresses, we will be directing the public to the website: <https://www.sath.nhs.uk/patients-visitors/getting-to-us/royal-shrewsbury-hospital/> - We will keep this page updated with the latest information and show which entrance and car park is best for each of our services and departments
- Once the changes are in place, we will be gathering feedback from our patients to use for future learning and make improvements as necessary



Wayfinding and signage



Royal Shrewsbury Hospital

You are in

Car Park Zone 0

Entrance 0
(Copthorne Building)
This is the best entrance for
Eye Department
Ward 35
Children's Outpatients
Ward 18

Mytton Oak House

If your looking for how to get to other services and departments, please scan the QR code or visit our website to find the best entrance for you

Thank you for your patience and understanding whilst we undertake construction work to improve healthcare facilities

An example display board located in car parks to help patients and visitors navigate around the site.



Engagement

Engagement in 2024 so far

January – June 2024



- The map opposite shows the 39 events we have attended in 2024 between January and June 2024, in order to discuss HTP. These meetings are important to reach out to our seldom heard communities, who may not attend Trust meetings.
- In addition, we have attended 23 online events/meetings in this period. Often these meetings cover large geographical areas across Telford & Wrekin, Shropshire and mid Wales.
- Having a range of Trust organised HTP events including focus groups, About Health Events, and informal drop-in style sessions, alongside attendance at a range of external events/meetings support the Trust in engaging with our local communities.



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Recent community engagement



Age UK Shrewsbury drop-in session held 15th May



Montgomery market drop-in session held 14th March



OneVoice community presentation held 26th April



Wem market drop-in session held 4th April



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Working closely with our communities


- We have been working closely with patients, colleagues, and the public to help inform our plans and designs. Some examples of this are...



We will now have a second Bereavement suite in the designs of the new Women and Children's facilities



Considering 'Calm Spaces' and a sensory room within the new build for visitors with neurodiverse needs




An informational booklet is now available to share with interested members of the public



Front entrance redesign into the new building with two separate entrances following public feedback



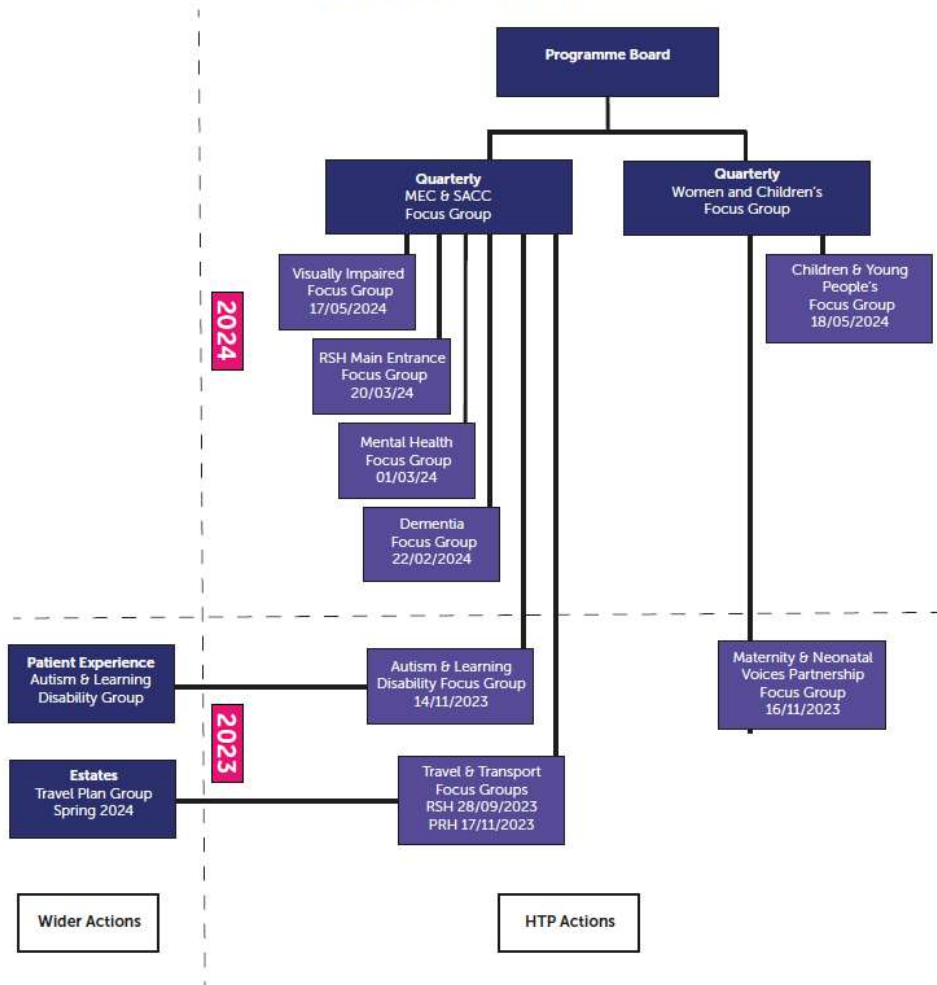
A Visual Impairment focus group has been held and focus groups are being planned for the Deaf and Hard of Hearing communities



Ongoing work on wayfinding including Sensory Maps, positioning of signage, naming conventions, and colour coding



Focus Group Actions 2023/2024



Process for focus group actions

- 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

Closed actions from previous meetings



Action No	Date of meeting	Action	Lead Officer	Timescale/ Deadline	Comment/ Feedback from Lead Officer	Action
MEC & SAC - 8th March 2024						
16	08/03/2024	Ensure that the Urgent Care Centre is included in the Emergency Department signposting	Gareth Banks		Urgent Care Centre' is now included in the design for wayfinding plans for ED signage.	Complete

Action No	Date of meeting	Action	Lead Officer	Timescale/ Deadline	Comment/ Feedback from Lead Officer	Action
MEC & SAC - 5th December 2023						
13	05/12/2023	Invite groups representing the visually impaired to the next round of focus groups.	Kate Ballinger	31/01/2024	Visual Impairment focus group held on 15/05/24 and links made with visually impaired community.	Complete

Action No	Date of meeting	Action	Lead Officer	Timescale/ Deadline	Comment/ Feedback from Lead Officer	Action
MEC & SAC - 6th June 2023						
11	06/06/2023	Jenny Fullard/ Comms to develop flyers that simply update on latest developments for both sites and distribution and public events	Jenny Fullard	30/11/2023	6-page A4 leaflet now in use, with work continuing on a longer form version.	Complete



Closed actions from previous meetings

Action No	Date of meeting	Action	Lead Officer	Timescale/ Deadline	Comment/ Feedback from Lead Officer	Action
Learning Disability and Autism Focus Group - 14th November 2023						
ALD 2	14/11/2023	Ruth Smith to develop an Autism & Learning Disabilities (ALD) Patient Experience Group to develop processes and support for people with LD and autism, including developing wayfinding videos.	Kara Blackwell - Patient Experience team	31/03/2024	An Autism & Learning Disability Patient Experience Group is being set up and a programme of work developed and will report through to the Trust's PACE group. A SaTH ALD nurse was appointed in 2024 and will be invited to attend these meetings. All staff now undertake the NHSE Oliver McGowan training. Patients have been contacted to support this group and the work being undertaken and all attendees of the ALD foccus group have also been contacted	Complete
ALD 3	14/11/2023	To develop non-verbal ways of communicating with Trust staff for patients with Autism & Learning Disabilities the ALD Patient Experience Group as part of the Trust's patient experience work (not as part of HTP).	Ruth Smith Kara Blackwell - Patient Experience team	31/12/2024	A small working group has previously met to explore communication tools and support that can be made available in clinical areas to support people's needs, which involved a Learning Disabilities Nurse and discussions around the use of Makaton resources. This work will be included and led through the ALD Patient Experience Group programme	Complete
ALD 4	14/11/2023	Design team to consider retreat/safe rooms in ED that could be multi-purpose i.e., for patients with mental health issues and dysregulated patients who need calm environment.	Gareth Banks	Ongoing	AHR have considered with clinicians and incorporated in design.	Complete



Open actions from previous meetings

Action No	Date of meeting	Action	Lead Officer	Timescale/ Deadline	Comment/ Feedback from Lead Officer	Action
MEC & SAC - 8th March 2024						
15	08/03/2024	Lydia Hughes (HTP Communications) to liaise with HTP, Estates and Patient Experience to look at mapping car parks to patients' hospital locations.	Lydia Hughes	Ongoing	Work ongoing through appropriate sign off routes, map will be published via website when approved.	IN PROGRESS
17	08/03/2024	Ruth Smith (SaTH Patient Experience) to discuss signage in the wayfinding exercise meetings for the Patient & Carers Experience Panel Report which then goes into the Quality & Safety Overview Committee, who then reports to the board, with a view to be taken through to Quality Operations Committee (QOC) so that it could then go on as a recommendation to the board.	Ruth Smith	Ongoing		IN PROGRESS

Action No	Date of meeting	Action	Lead Officer	Timescale/ Deadline	Comment/ Feedback from Lead Officer	Action
MEC & SAC - 5th December 2023						
14	05/12/2023	AHR will agree signage with clinicians first and the circulate to focus group members to ensure the meaning is clear from the name. Members can take back to their groups or organisation for their perspective so that we can end up with the most universally acceptable one.	Gareth Banks	31/01/2024	Agreed signage will be circulated to focus group members when it is available.	IN PROGRESS



How can you remain involved?



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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

General engagement sessions

About Health event: HTP (Online), **Tuesday 30 July, 6:30pm – 7:30pm**

Ludlow Market, **Thursday 8 August, 10am-2pm**

Oswestry Market, **Friday 6 September, 10am-2pm**

Focus group sessions

Women and Children's focus group: **Friday 12 July, 10:30am – 12:30pm**

Armed Forces focus group: **September TBC**

Hard of Hearing focus group: **September/October TBC**



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Additional engagement routes



Event & Date	Subject
Monthly Hospital Update – MS Teams	Monthly Trust News Update including update on HTP
Monthly newsletter email update - sent to our 4500+ community members	Update from Public Participation team including HTP update and details on how to get involved
Quarterly About Health online updates	One hour MS Teams online presentation for public from HTP team with Q&As
Quarterly Public Assurance Forum (next one July 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 The People's Academy at SaTH
SaTH website and intranet	Webpages which support public engagement and Latest HTP meetings/feedback Public Participation - SaTH



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SHORTER WAITING TIMES



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Thank you for joining us...



- We will upload the presentation and Q&As and action logs on our website: www.sath.nhs.uk
- 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

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An update on wayfinding from our Architects



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