

Welcome to Hospital Update

July 2024



Getting to Good: Operational Plan 2024/25

Our Operational Plan will set out our ambitious priorities for 2024/25 to tackle our challenges and drive forward our key transformational programmes

Objectives		Enablers	
1	Deliver our quality priorities and the next phase of our Getting to Good programme	1	Live the People Promise in our teams through valuing difference and inclusivity
2	Deliver elective services and implement enhanced recovery	2	Deliver our workforce plan , including agency cost reduction, based on the principles of Train, Retain and Reform
3	Maintain Faster Diagnosis Standard and achieve 62-day referral to treatment standard	3	Develop an estates plan to optimise our current estate and continue to progress our Hospitals Transformation Programme
4	Improve urgent and emergency care performance in line with GIRFT recommendations	4	Develop and implement a sustainable travel plan to improve patient and staff experience
5	Use of resources – operate within our budget through delivery of efficiency and productivity measures	5	Electronic Patient Record (EPR) – complete phase one (implement and embed CareFlow PAS and ED) & commence phase two

Getting to Good: Urgent and Emergency Care

We are determined to improve the waiting times for patients in our Emergency Departments for urgent and emergency care

It will involve working differently and more efficiently and will support our ambition of becoming a high performing organisation, with better health outcomes for patients.

We have an action plan to improve both patient and colleague experience which will be delivered through our Urgent and Emergency Care Transformation Programme. We will be focusing on:

**Acute and Emergency
Medicine**

**Improving the four
hour wait standard**

Urgent and Emergency Care is everyone's responsibility, and we all have a role to play. We are also working with health and care partners, and colleagues from GIRFT

Channel 4 – Dispatches A&E & Urgent Care

- On the 24th June, Dispatches on Channel 4 broadcasted a programme called 'Undercover A&E: NHS in Crisis' featuring our urgent and emergency care services at the Royal Shrewsbury Hospital. The programme feature coverage from our Emergency Department at RSH, taken by an undercover reporter working as a Healthcare support worker.
- The programme highlighted the challenging conditions in our urgent and emergency care services at the Royal Shrewsbury Hospital, we apologise to everyone in our communities who has been affected by long waiting times, overcrowding and a lack of privacy when accessing emergency care.
- Our Emergency Departments are open, and we want to reassure our communities that your safety is our top priority, and we are here to help you, if you need urgent and emergency care.
- Local communities can also support us by choosing the right service for their needs, including using pharmacies, minor injury units or 111 for advice and signposting and 999 in an emergency – your support really helps us to reduce waiting times for those who most urgently need our care.

Getting to Good: Elective recovery

We have welcomed the first patients to our fantastic new Planned Care Hub at PRH which opened this month

- The dedicated hub will play a key role in supporting our elective recovery programme
- It will be open all year round, helping to reduce waiting times for patients waiting for operations
- It consists of four modern new theatres and recovery areas
- It is a multi-specialty facility. Our teams will carry out day case operations including gynaecology, breast, upper GI, ENT, and maxillofacial
- It is a fantastic new healthcare environment for our colleagues who will be working with state-of-the art technology

It has been a huge team effort. Thank you to everyone involved



ELECTRONIC PATIENT RECORD - About the Programme

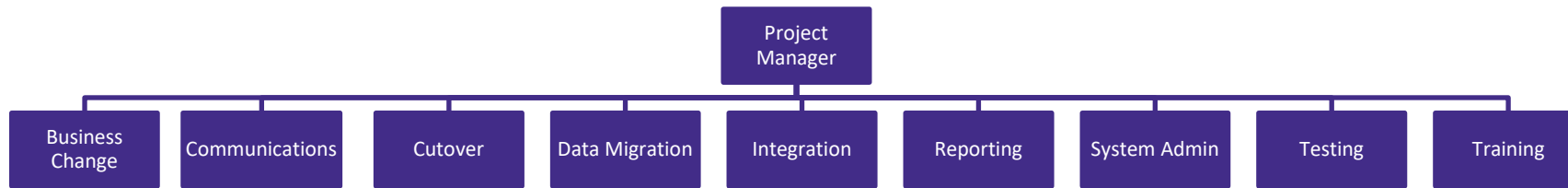


- In 2020 the Trust was given funding to begin a Digital Transformation Programme
- Projects in the programme include replacement of outdated systems and the introduction of new systems that will give innovative ways of working
- These systems will interlink and work together to:
 - Reduce/replace paper processes
 - Provide a single platform to view a patient's record

The aim of the programme is to provide information to the right people, at the right place, at the right time. This will transform our digital services to improve the quality, safety and experience of care that we provide to our patients.

What Does Each Project Involve?

- Each project has a number of workstreams (Digital Teams) involved, to make sure the systems are built correctly. These can include:



What We Have Achieved So Far



Badgernet Maternity

A maternity notes system that patients can self-refer and access their maternity notes through

Vitals 4.3

An observation system that shows early warning scores and includes assessments for conditions such as sepsis

Bluespier Theatre Management System

Used in our theatres to book procedures and track patients through operations

mediSIGHT

An Ophthalmology Medical records Service to record procedures, view clinical summaries, record diagrams and freehand notes.

ICNET

Used to track infections and patterns of infection in our hospitals

CareFlow PAS

(Patient Administration System) holds patient demographics, appointments and inpatient spells

CareFlow ED

Tracks patients through our Emergency Departments. Also includes a new electronic eCAS (casualty) card

Paediatric Vitals

(coming July 2024)
Collects children's observations and early warning scores

What's To Come

CareFlow Connect

An integrated communication platform for clinicians, delivering faster communication, better collaboration and safer care.



Patient Engagement Portal (DRDoctor)

The portal will be used by patients to access documentation such as appointments and letters.



Single Sign On (Imprivata)

Imprivata OneSign allows users quick and secure access to clinical and administrative applications with a simple tap of an ID badge.

Bluespier Pre-op

Creates a fully paperless pre-op journey that integrates into CareFlow PAS and Bluespier.



ICE Order Comms and Results Reporting

Supports the electronic ordering of tests, examinations and services. These will be available to view alongside the patient's record in PAS and through CareFlow Connect, creating a more holistic view of the patient's record in one place.



Capture Stroke

Allows users to record stroke information. The software is proven to improve patient outcomes by ensuring that strokes are identified sooner, allowing clinicians to deliver better, more-timely, evidence-based stroke care.

Paediatric Vitals: July Go-Live

Paediatric Vitals goes live in the Paediatric Wards on 16 July and the Emergency Departments on 17 July

- Measures **Paediatric Early Warning Score** (PEWS)
- Built into current **Vitals** software and recorded using iPads
- Covers **Paediatric inpatient care**, including emergency care
- Impacts **all colleagues** who take paediatric observations in Paediatric Wards and ED



Our estate: Car parking

Thank you to staff for your efforts to save car parking spaces for patients and our shift-working colleagues. This is an email we have recently received from a patient:

“My wife has recently required the services of the clinic(s) at Shrewsbury hospital. We were both concerned on whether we would be able to park within the Hospital car parks (this is built on previous experience at the Telford hospital).

“On arrival, we were both pleasantly (understatement) surprised on how easy it was to park at Shrewsbury following a clear change in patient parking policy. We were able to park within a very short walking distance to the Lingen Davies Clinic and this radically reduced the stress, especially for my wife, on attending appointments at the clinic.”

Recognising our colleagues: some great achievements



Mahmoud Elsehawy, Registrar at RSH, was invited to Buckingham Palace in May and had the honour of a conversation with King Charles.

Mahmoud was invited to the Palace on the recommendation from his peers.



Congratulations to the Medical Engineering Services Team who passed their ISO13485 external audit with flying colours. This highlights the ongoing diligence that the team demonstrate in line with quality processes. A huge well done to the team.

Colleagues in Stretton House have awarded a bronze award for their work on the Re-conditioning Games. They managed to complete a combined 59 laps of RSH in the month of March.



We have been successful in securing reaccreditation of Veteran Aware status. Please let us know if you, or your family member, have ever served in the UK Armed Forces so that we can best support you.



VETERAN AWARE

Congratulations to the all-female football team 'Haven't Jota Clue' who, at the time of writing, have raised over £900 in aid of the SaTH Charity Dementia Fund Appeal. The team was set up by respiratory nursing associate Sarah Dillow.



Disability Pride Month 2024

Disability Pride Month happens every July and has been celebrated in the UK since 2015. It's an opportunity to raise awareness of disabilities, start positive conversations and celebrate the diversity and differences of the disabled community.

As a Trust, we are fully committed to becoming a more inclusive place for colleagues, patients, and visitors

What do the colours represent?

Red - Physical disabilities

Gold - Neurodivergence like autism and ADHD

White - Invisible and undiagnosed disabilities

Blue - mental illnesses

Green - Sensory disabilities



Engaging with our Local Communities



Following announcement of the general election, the Trust entered the pre-election period on 25/05/24.

NHS England guidance states:

Events: *Avoid attending events where you may be asked to respond to questions about policy or on matters of public controversy. This may mean withdrawing from previously agreed engagements.*

Due to political and local interest in the NHS, the Engagement team have been withdrawn from all public engagement until after polling day on 4th July

Community Engagement Team Statistics



Community Members

Total at 30/06/24 **4926**

Joined in June **33**



Organisations

Total at 30/06/24 **423**

Joined in June **8**



Community Events

Held **0**

Attended **1**

HTP Engagement – Plans for July

HTP focus groups in July:

- Medicine, Emergency Care & Surgery, Anaesthetics, Cancer Focus Group– July 11th, 10:00-12:00, Hybrid (MS Teams or SERII)
 - Public can register here: [Hospitals Transformation Programme Focus Groups – SaTH](#)
- Women & Children’s Focus Group – July 12th, 10:30-12:30, Hybrid (MS Teams or SERII)
 - Public can register here: [Hospitals Transformation Programme Focus Groups – SaTH](#)

About Health (HTP) – 30th July 18:30-19:30, MS Teams

- Public can view recordings of previous events and [register for this event on the SaTH website.](#)

Drop-in informational stand – Wellington Market, 18th July, 9:00-14:00

- Members of HTP, Public Participation, and Communications teams will be present to answer questions and provide information about the project.

Volunteer Highlights

- **Volunteer's week** – the first week in June was National Volunteers week and there were a range of events and activities that took place this year to celebrate our volunteers
- **Volunteer Psychology Services** – on 4th June we held a focus group with Dr Cat O'Callaghan who spoke about the psychological services which were available to volunteers
- **Briefing about Dispatched Programme**– Volunteers were given a dedicated ED briefing from Hayley Flavell. There were over people in the meeting which is a great show of interest from the volunteers
- **Gearing up for new data collection** – access has now been granted for us to submit out first quarter's information about volunteering to NHS England – the first time this information has been collected nationally
- **Teachers Encounter Event** - we were asked to supply information about the Volunteer to Career Programme for this event aimed at secondary school teachers and career leads. The team then supported the Careers Carousel after the talk to promote volunteering



Volunteer Highlights – Volunteer to Career VtC

Cohort 3 in Radiotherapy

- 3rd June they had their 'industry' session where volunteers were visited by members of the Radiotherapy Team who gave them a greater insight into the processes for their role.
- Volunteers were also given the opportunity to create a tattoo on a banana – creating an a tattoo is an important part of the radiotherapy process to ensure accuracy when in treatment

Cohort 4 – Midwifery

- Advertising has began for the cohort with a number of names already interested
- Dates for the programme have now been agreed

Cohort 5

- Discussions have begun about a fifth cohort in general nursing

Meeting with Cheshire and Wirral Partnership

- We met with them to talk about their successful VtC programme in physiotherapy. The discussion was interesting as their approach is more generalised that focused on cohorts of one career.



SaTH Charity Abseil

“Off The Block”

The SaTH Charity-led charity abseil was approved. With our onsite partners Lingen Davies and the League of Friends we have come together to raise funds to improve the health care of local people through this unique charity abseil.

100 Participants can choose which of the three charities they wish to support and if they choose SaTH Charity they can support any of our 64 funds.

Impact Statement:

This is the first time the three onsite charities have come together to fundraise and support each other. Early meetings have helped to create positive relationships and importantly will demonstrate to all that we are committed to supporting the health care of local people in Shropshire, Telford & Wrekin and Mid-Wales

**“OFF THE BLOCK”
CHARITY ABSEIL
21 SEPTEMBER 2024**

Fundraising has reached new heights! Take on our Ward Block abseil challenge and fundraise for our patients.

You can register here:
<https://bit.ly/3xEuMsa>



For more information email:
sath.charity@nhs.net



Dates for your diary

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Date	Time	Event	Booking
Please note: All SaTH engagement activity is currently paused and will resume following the General Election on Thursday 04 July 2024			
Wednesday 10 July	11:00 – 12:00	Monthly Hospital Update	
Tuesday 30 July	18:30 – 19:30	About Health – Hospitals Transformation Programme Update	
Wednesday 14 August	11:00 – 12:00	Monthly Hospital Update	
Date to be confirmed	18:30 – 19:30	About Health – Patient Safety system (PSIRF) update	

About Health events are held on Microsoft Teams and take place 18:30 – 19:30. Further details and booking information can be found on our web pages here: <https://bit.ly/SaTHEvents>

Hospitals Transformation Focus Group			
Date	Time	Event	Booking
Thursday 11 th June	10:00 – 12:00	Medicine and Emergency Care/Surgery, Anaesthetics and Cancer Focus Group	Via email
Friday 12 th June	10:00 – 12:00	Women’s and Children’s Focus Group	Via email

If you are interested in joining a Focus Group please email sath.engagement@nhs.net

People's Academy Dates for 2024



THE YOUNG PEOPLE'S ACADEMY



THE PEOPLE'S ACADEMY

Young People's Academy

Date	Location
Wednesday 24 July	PRH Education Centre
Wednesday 30 October	SECC

People's Academy

Date	Location
Wednesday 25 September	PRH Education Centre
Wednesday 27 November	SECC