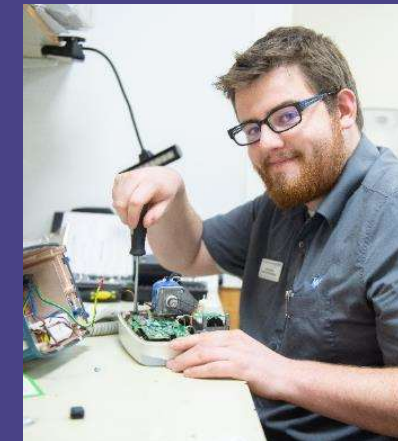


Hospitals Transformation Programme: Women and Children's Focus Group

2 September 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

Hannah Morris, Head of Public Participation

Tom Jones, Hospitals Transformation Programme Clinical Lead

Adam Ellis-Morgan, Assistant Director for the Hospitals Transformation Programme

Rachel Webster, Nursing, Midwifery, and AHP Lead for the Hospitals Transformation Programme

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A reminder...

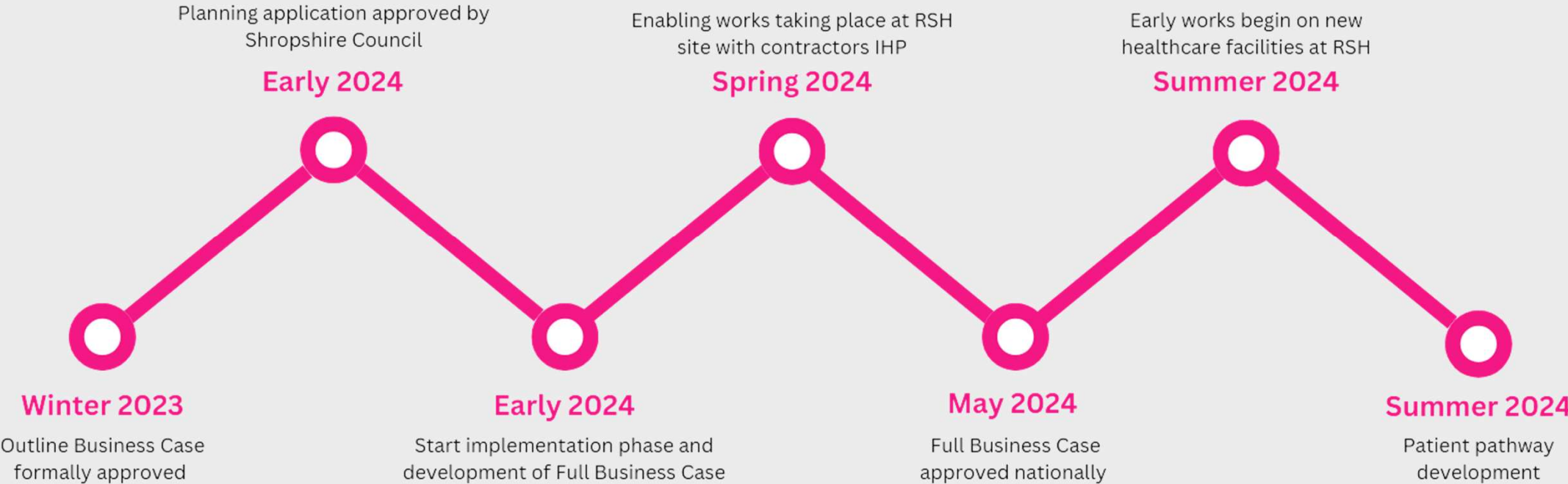


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Where are we in the process?



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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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Where are we in the process?

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

Construction of new healthcare facilities is underway at RSH

Beginning the initial phases of **patient pathway development**

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



Latest developments

Construction

Next steps and site changes to RSH

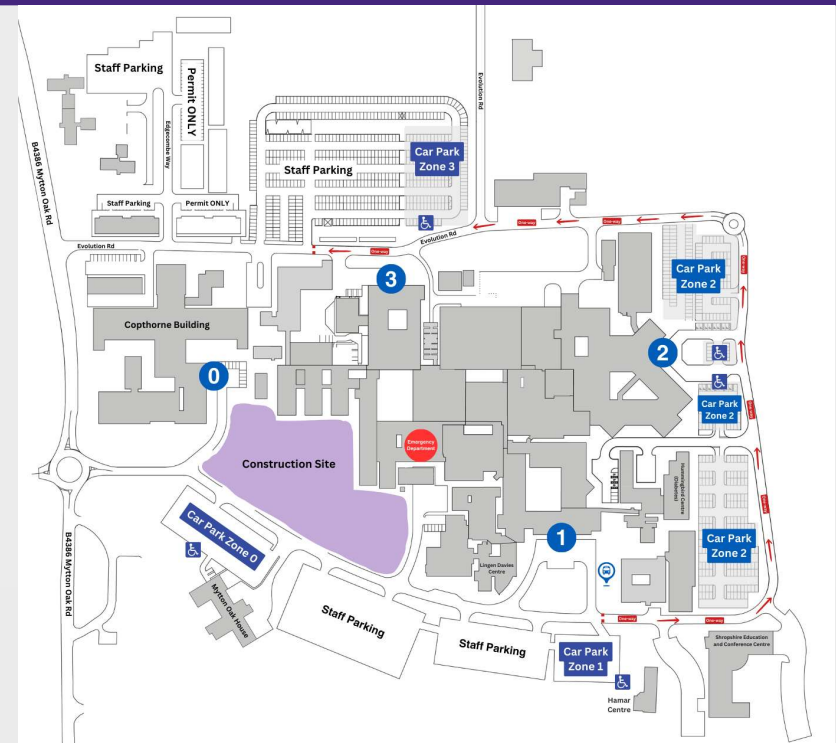
August/September – Solid hoarding around the perimeter of the construction site will start to be installed

August/ September – Ground works and soil strip begin on the construction site

September – Essential roadworks to reinforce Evolution Road (near accommodation blocks) to help manage the additional traffic

September – Opening of Racecourse Lane to allow for traffic to exit the site at peak times

October 2024 - Introduction of one-way system



Relocation of entrances

On Monday 29 July, we closed our main Outpatient entrance at RSH

What we've put in place...

- Volunteers at the Treatment Centre and Ward Block entrances to support patient and visitor wayfinding
- Working with clinical audit to survey patients following their visits to understand what improvements can be made
- Upgrading our wheelchair provision by 15 to accommodate increased need and working to repair others
- Additional site safety measures, including lollipop people, pedestrian crossings
- We are working with subject matter experts to review our plans and gather feedback for improvements, such as human factors experts, visually impaired, and disabled

Next steps...

- We are working to install additional internal signage, which includes floor stickers to at key junction points to support wayfinding
- Further safety measures will be installed around the road leading to Copthorne building included railings
- Updating our website to make it more user friendly and easier to find which entrance and parking is most appropriate
- Upgrading pay stations across the site



Urgent and Emergency care for children



What services can you expect in the UTC at PRH for children?

It is usually best to take your child to an urgent care centre if:

- Your child has a non-life-threatening condition (see the list below)
- Your child's symptoms are gradual, not sudden
- Your child's primary care physician is not available, such as at night or on the weekend

Here are some common reasons to take your child to urgent care, which will be available 24 hours a day, 7 days a week.

- **Allergies**
- **Coughs**
- **Ear, nose and throat infections**
- **Flu-like symptoms**
- **Arm or leg injuries**
- **Diarrhoea**
- **Common colds**
- **Dehydration**
- **Fevers**
- **Minor burns**
- **Rashes**
- **Skin infections**

What services can you expect at RSH for children?

As well as a 24/7 UTC, RSH will have a dedicated, separate children's emergency medicine footprint. RSH will also look after children who need to stay in hospital, with a purpose-built children's ward. Outpatient appointments will take place at both hospitals as they do now.

Emergency departments are designed to provide fast, lifesaving care. Many parents wonder what is considered an emergency for kids. While your child's condition could be urgent in nature, it may not always meet the medical criteria for an emergency department visit. Here are signs you should go immediately to the Emergency Department or call 999:

- Your child has a life-threatening illness or injury
- Your child's symptoms come on suddenly and fast
- You think your child may need rapid or advanced treatment, like surgery

In an emergency, parents should call 999.



Urgent and emergency care for children

We are working through the patient pathways for urgent and emergency care, which includes children. Our current plans and specifications are:

- The clinical model for the PRH UTC and its supporting services will include in-department Emergency Medicine medical staff, enhanced access to diagnostics, support of a Same Day Emergency Care (SDEC) unit
- Teams will be working in close proximity and working alongside the UTC staff teams, in reach services from Cardiology Specialist Nurses.
- The UTC will benefit from telemedicine capability linked with the RSH ED, as well as on site response for critically unwell or deteriorating patients available 24/7, 365 days a year
- Urgent/emergency transfer of deteriorating or unstable patients will be commissioned based on learning from UK wide units who have been through the same/similar changes to their clinical model.



Volunteer Support for RSH entrances



SaTH Volunteers have been supporting the closure of the main outpatients entrance at Royal Shrewsbury Hospital by offering assistance at the new main entrance at the Treatment Centre, Entrance 2. Volunteers already stationed at Entrance 1 (ward block) have continued to support.

Volunteers have been offering directions and advice on distance to locations within the hospital and have taking patients in wheelchairs where appropriate. Feedback from volunteers has been invaluable in adjusting to these new ways of accessing Royal Shrewsbury Hospital.



Volunteers have not previously been stationed in Entrance 2 (Treatment Centre) but this will now be a permanent volunteer role, and recruitment for SaTH Volunteers is open and accessible from the website:

<https://www.sath.nhs.uk/working-with-us/volunteering/>



Human Factors & Ergonomics (HF&E) review

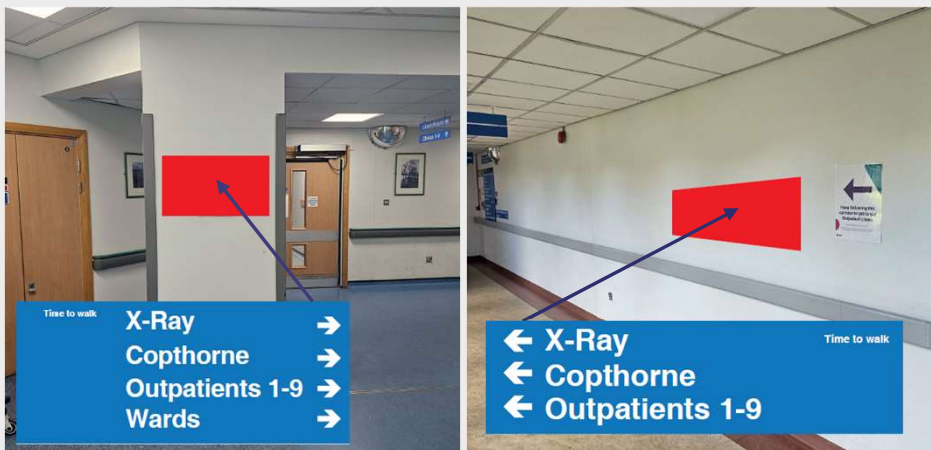
An informal HF&E review has examined the RSH grounds, signage, patient letters, car parks, and entrances. Feedback that is being reviewed includes:

- Using shorter links to the website on patient letters.
- Access from Car Park 1 to Lingen Davies Centre can be difficult for disabled visitors.
- ED drop off and patient parking needs to be improved, with suggestions to review location of staff parking by Entrance 1.
- Internal signage is good for routes in, but lacking on the way out, this is now being addressed.
- Internal Map should be improved, and all communications should use size 14 font.
- Direction slips being used by volunteers were well received and would ideally be extended to those assisting in the car parks.

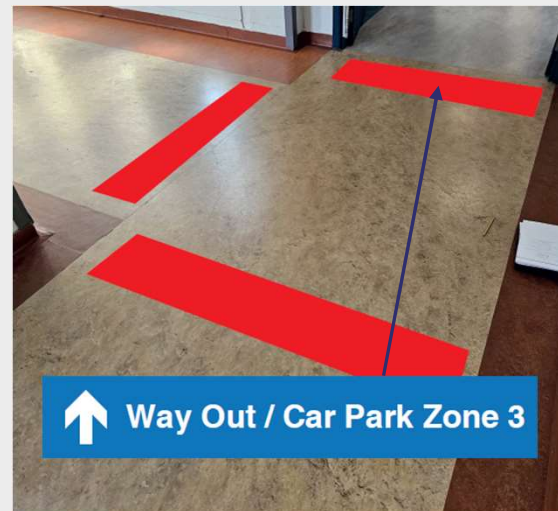


Internal signage review

A patient representative joined the HTP team for a walk-around to review signage and routes through the hospital. A huge amount of volunteer feedback has also been considered, and there will be considerable updates to the new signage as a result.



Further signs will be added at eye level and include the walking time to prominent destinations in the hospital.



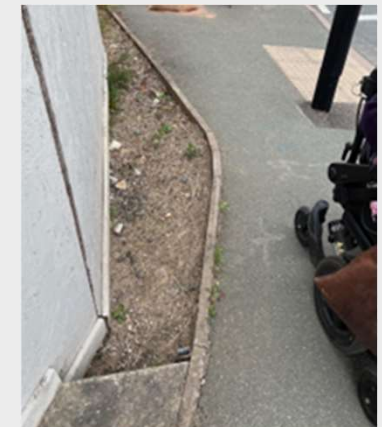
Signage will be added to the floor in important junctions to help direct and reassure patients and visitors making their way through the hospital.



Disabled access review

A wheelchair user who is familiar with the site reviewed the access from the perspective of a powered wheelchair user. Transport wheelchairs, active/manual wheelchairs, and bariatric wheelchairs have also been considered. Some of the key findings include:

- Pelican crossing pole blocking path for some wheelchairs
- ANPR works have blocked the path near to Stretton House
- The bus stop at the Treatment Centre (used by staff Park & Ride buses) is being used as a drop-off point.
- Gradient and camber of paths is too steep in various locations
 - Ramps that lead to crossings
 - Path leading to Car Park Zone 0
 - The issue will be exacerbated by winter conditions



Hoarding designs

We want to create clear, dynamic hoarding for the Hospitals Transformation Programme. As the hoarding is against a road, the messaging should be punchy and simple, incorporating HTP and wider SaTH messaging.



We could add 'viewing windows' where it is safe to do so



Each 'panel' will have a different strapline and image.



Hoarding designs

Proposed straplines to tell the SaTH story...

1. A **multi-million pound investment** in the future of our hospitals and communities sites.
2. We are creating a better hospital experience for **everyone**.
3. **Faster access** to the right care and clinicians.
4. **We're building modern, improved facilities**.
5. **Shorter waiting times and fewer cancellations** for planned operations.
6. Shorter emergency and urgent care waiting times through purpose-built facilities.
7. An **improved work environment** for our colleagues.
8. **Continuous investment** into our hospitals and community sites.
9. **Be part of our journey** – exciting career opportunities available.
10. **Get involved** in developing our plans to improve hospital care
11. **Thank you for your patience** as we improve care for everyone.
12. Investing in two new wards to provide **high quality care for patients**.



A walk through of final designs



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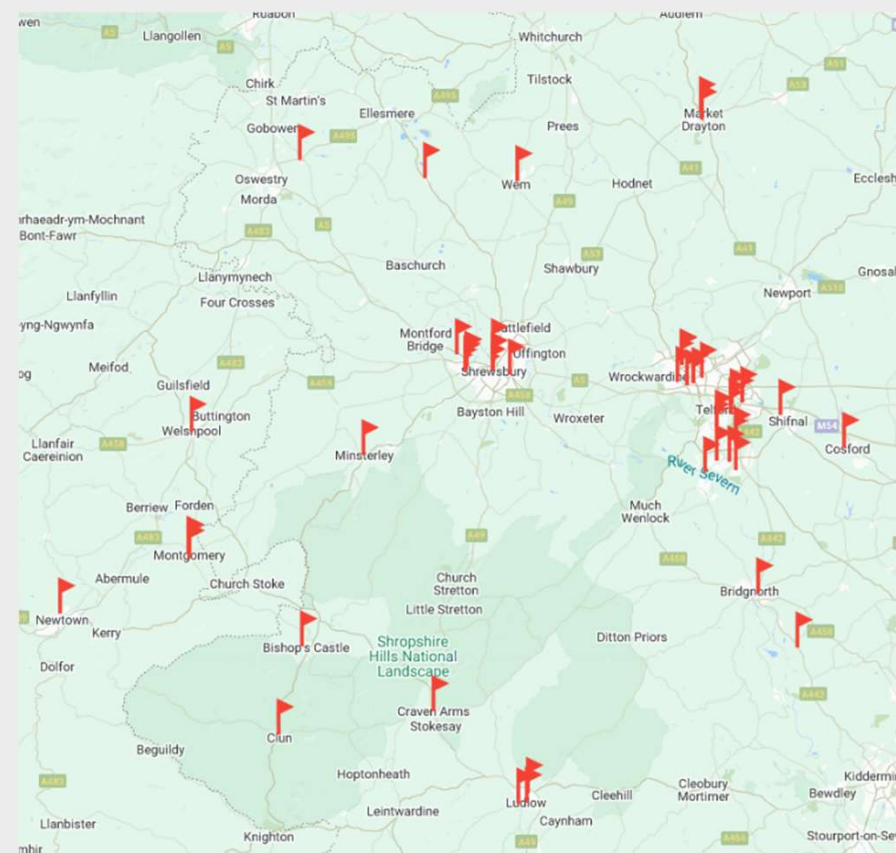
Engagement

Engagement in 2024 so far

January – August 2024



- The map opposite shows the 57 events we have attended in 2024 between January and August 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 33 online events/meetings in this period. Often these meetings cover large geographical areas across Telford & Wrekin, Shropshire and mid Wales.
- We have 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 supporting the Trust in engaging with our local communities.



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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 room 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



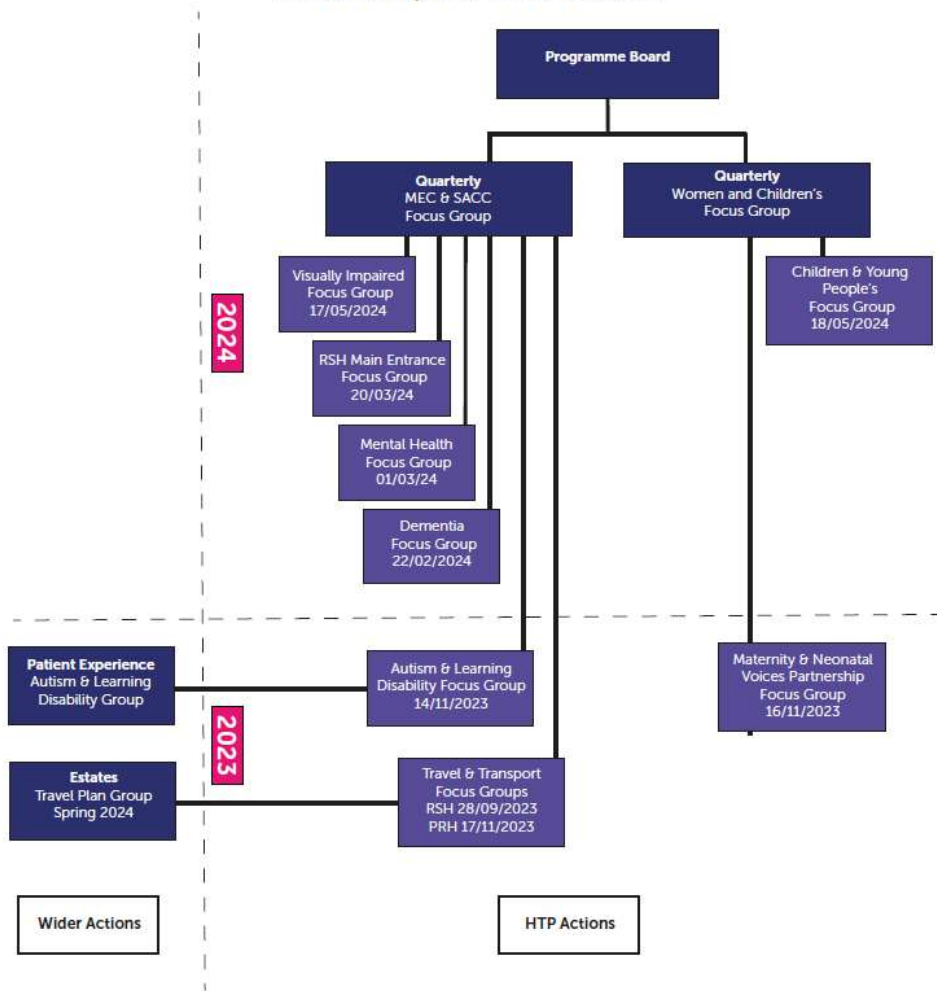
A Visual Impairment focus group has been held and focus groups are being planned for the Deaf, Hard of Hearing, and Armed Forces communities



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

Open actions from previous meetings

Action No	Date of meeting	Action	Lead Officer	Timescale/ Deadline	Comment/ Feedback from Lead Officer	Action
W&C 12th July 2024						
17	12/07/2024	Meinir Williams to consider producing a document which shows the changes and added benefits that HTP will deliver which were not included in the original consultation in 2018.	Meinir Williams		Ongoing	ONGOING
22	12/07/2024	Meinir Williams to investigate the Birmingham Children's Hospital expertise to be brought to PRH or RSH using video.	Meinir Williams		Ongoing	ONGOING



Actions closed since last meeting

Action No	Date of meeting	Action	Lead Officer	Timescale/ Deadline	Comment/ Feedback from Lead Officer	Action
W&C 12th July 2024						
18	12/07/2024	Carol McInnes to take questions back to the senior team to provide the group with a response that can be circulated.	Carol McInnes		Please see Q&A document for response	COMPLETED
19	12/07/2024	Carol McInnes to ensure that if the HTP Lead Clinician is unable to attend this meeting, then there should be another clinician available to attend on their behalf.	Carol McInnes		W&C clinician, and back up, will be available for calls going forward.	COMPLETED
20	12/07/2024	Adam Ellis-Morgan to feedback to the designers to look at how the car park could be more family friendly e.g. with parent child parking spaces or wider spaces to facilitate loading and unloading of children and newborns.	Adam Ellis-Morgan		Comments have been passed to design team for consideration in detailed design, expected October 24 at the earliest to show these spaces have been incorporated into the design.	COMPLETED
21	12/07/2024	Kate Ballinger to put Louise Kiely's email address on the Team meeting chat.	Kate Ballinger		Address added to chat.	COMPLETED
23	12/07/2024	Kate Ballinger to pick up on the comment with the Travel and Transport group on facilitating the routes around the hospital so that they're available for cyclists and pedestrians.	Kate Ballinger		RSH site review with wheelchair user completed and feedback provided to Estates and HTP team, issues with map fed back to Communications. Cycle routes to be reviewed when main build is established.	COMPLETED



Actions closed since last meeting

Action No	Date of meeting	Action	Lead Officer	Timescale/ Deadline	Comment/ Feedback from Lead Officer	Action
W&C 12th July 2024						
24	12/07/2024	Adam Ellis-Morgan to investigate disabled parking spaces and spaces for families.	Adam Ellis-Morgan		Design team will include disabled spaces into the final detailed design plans.	COMPLETED
25	12/07/2024	Kate Ballinger to pick up the issue around accessible parking at PRH through the travel and transport group as this is not a specific HTP issue.	Kate Ballinger		Discussed with Estates and Facilities and will keep under review. HTP plans will include disability / family parking areas and will be detailed in forthcoming plans as in actions 20, 24 Details published with actions.	COMPLETED
26	12/07/2024	<u>If people want to get involved with the focus group or want to contact Carol directly: carol.mcinnis1@nhs.net or text on 07511 163882.</u>	Carol McInnes			COMPLETED

Action No	Date of meeting	Action	Lead Officer	Timescale/ Deadline	Comment/ Feedback from Lead Officer	Action
W&C 5th March 2024						
16	05/03/2024	Chloe Northover to provide images of the new plans from the presentations by the end of April to be placed on a board within the paediatric unit and the atrium.	Lydia Hughes	07/06/2024	HTP Comms to link with W&C on new build images for atrium	COMPLETED



How can you remain involved?



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We want to hear from you...

How would you like to be involved in the programme going forward?

What areas of the programme interest you the most?

Construction

Pathway and flow design

Wayfinding and signage

Communications with public/patients

Interior design

Access for additional needs



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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

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

Whitchurch 'Help Yourself to Health', **Saturday 7th September, 9am-12pm**

Armed Forces Outreach, Shrewsbury, **Monday 16th September, 10am-12pm**

Shrewsbury Pride, **Saturday 28th, 9am-5pm**

Focus group sessions

Deaf / BSL focus group: **September 26th, 2pm-4pm**

Hard of Hearing focus group: **October 3rd, 10am-12pm**

Armed Forces focus group: **October 17th, 10am-12pm**

Patient Participation Group focus group: **October 24th, 10am-12pm & 6pm-8pm**



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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 October 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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