

Hospitals Transformation Programme: MEC & SAC Focus Group

3 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

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Rachel Webster, HTP Nursing, Midwifery and AHP Lead

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A reminder...

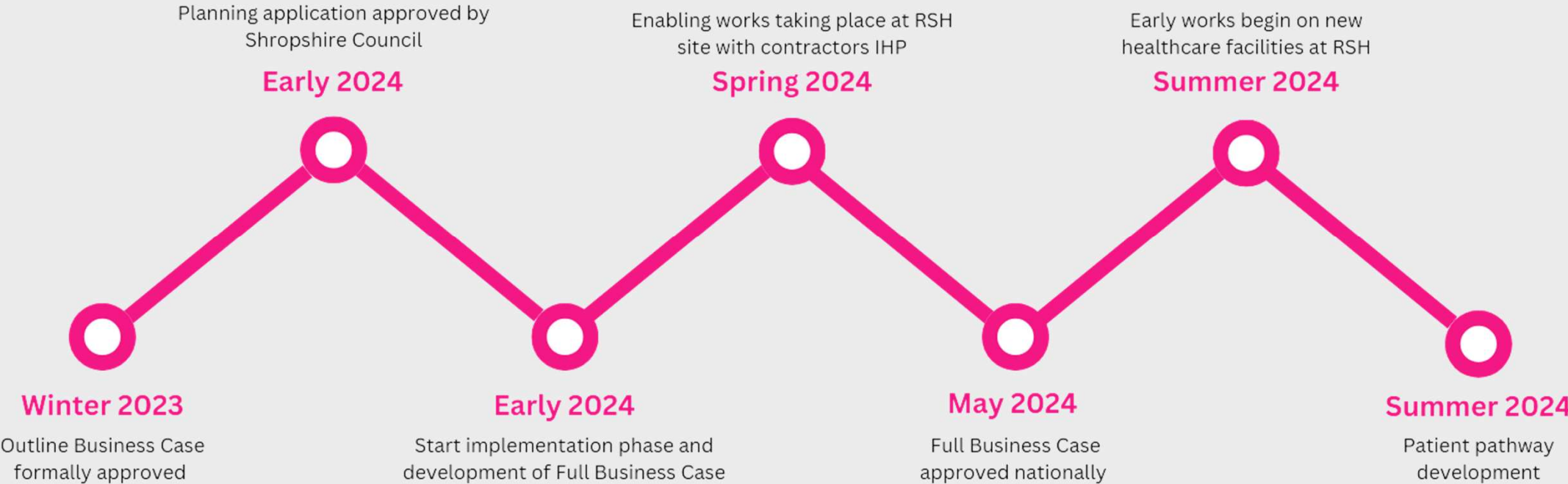


The Shrewsbury and
Telford Hospital
NHS Trust



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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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

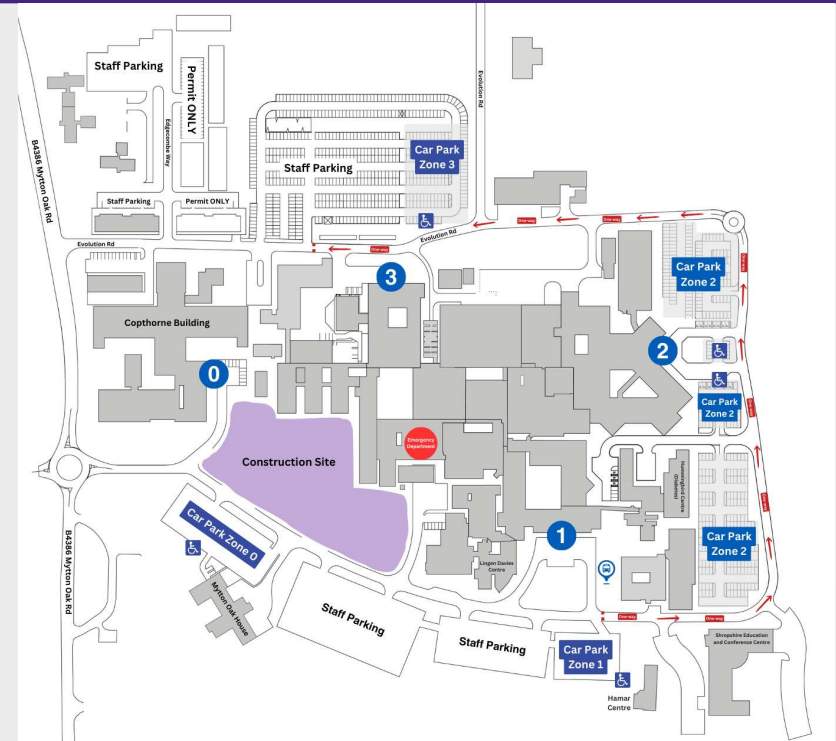
August/September – Solid hoarding around the perimeter of the construction site will start to be installed

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



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

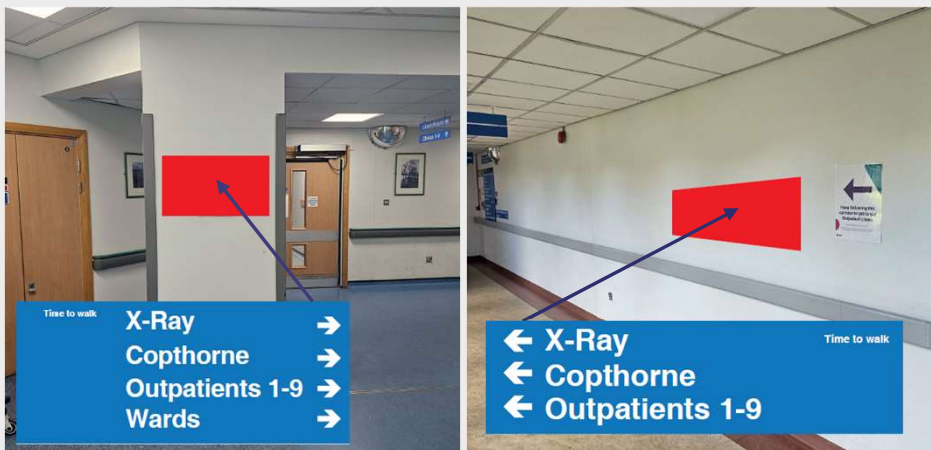
An informal HF&E review has examined the RSH grounds, signage, patient letters, car parks, and entrances. Feedback that is being reviewed includes:

- 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.

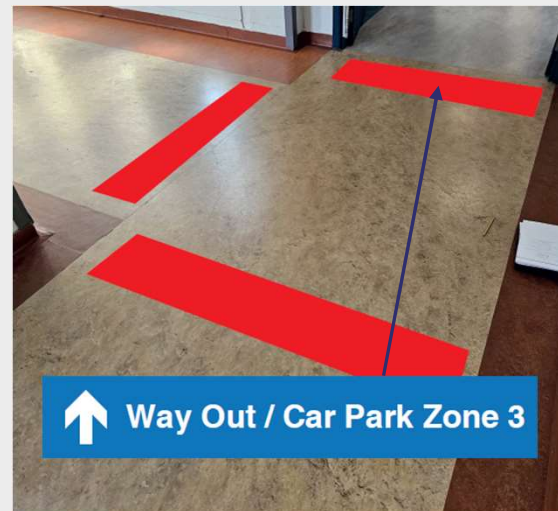


Internal signage review

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.



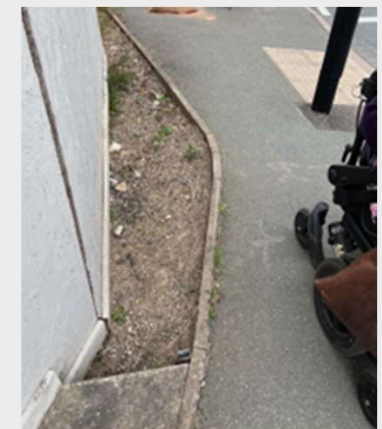
Signage will be added to the floor in important junctions to help direct and reassure patients and visitors making their way through the hospital.



Disabled access review

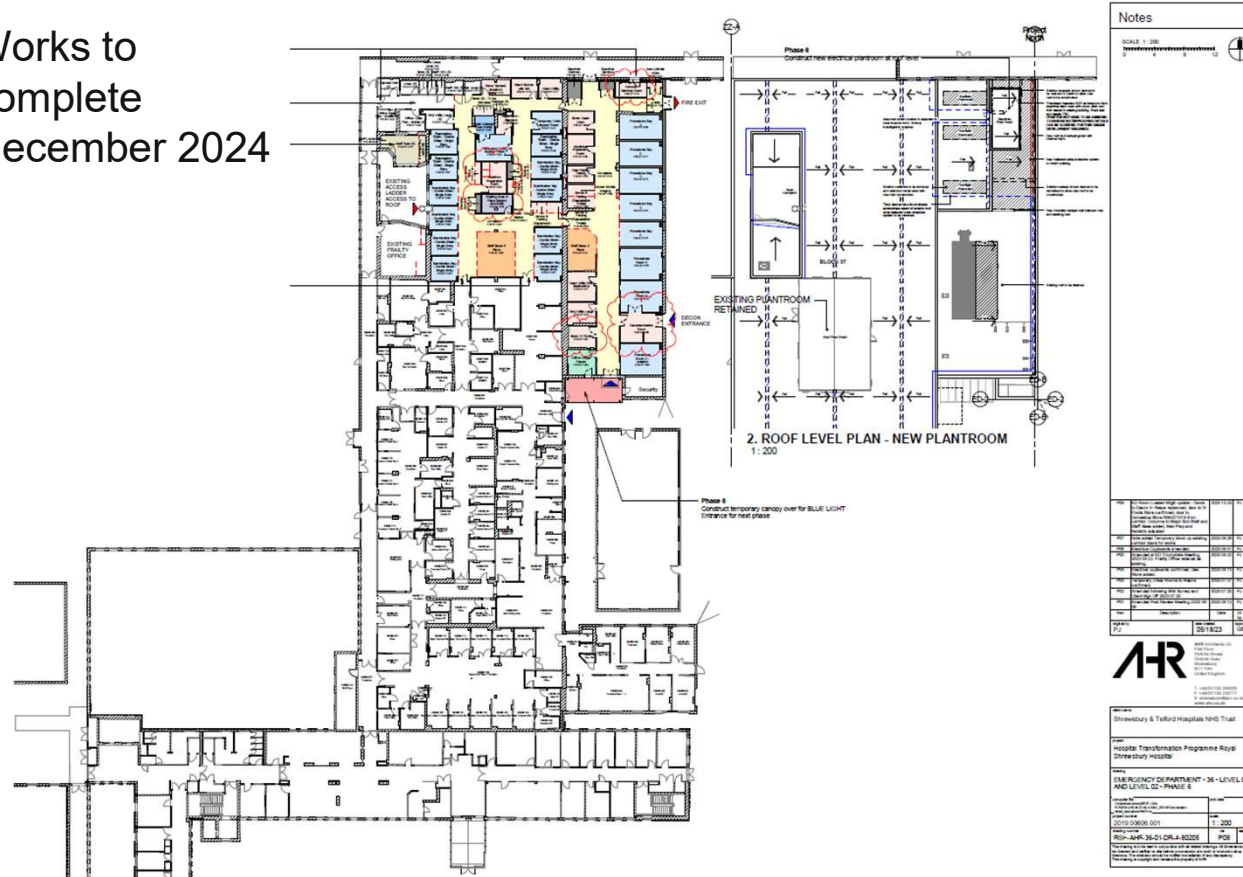
A wheelchair user who is familiar with the site reviewed the access from the perspective of a powered wheelchair user. Transport wheelchairs, active/manual wheelchairs, and bariatric wheelchairs have also been considered. Some of the key findings include:

- 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



Current HTP works in majors and resus

Works to complete December 2024



Followed by UTC and Block 31 Works

April 2025 – June 2025 – Section 2, work in new UTC.

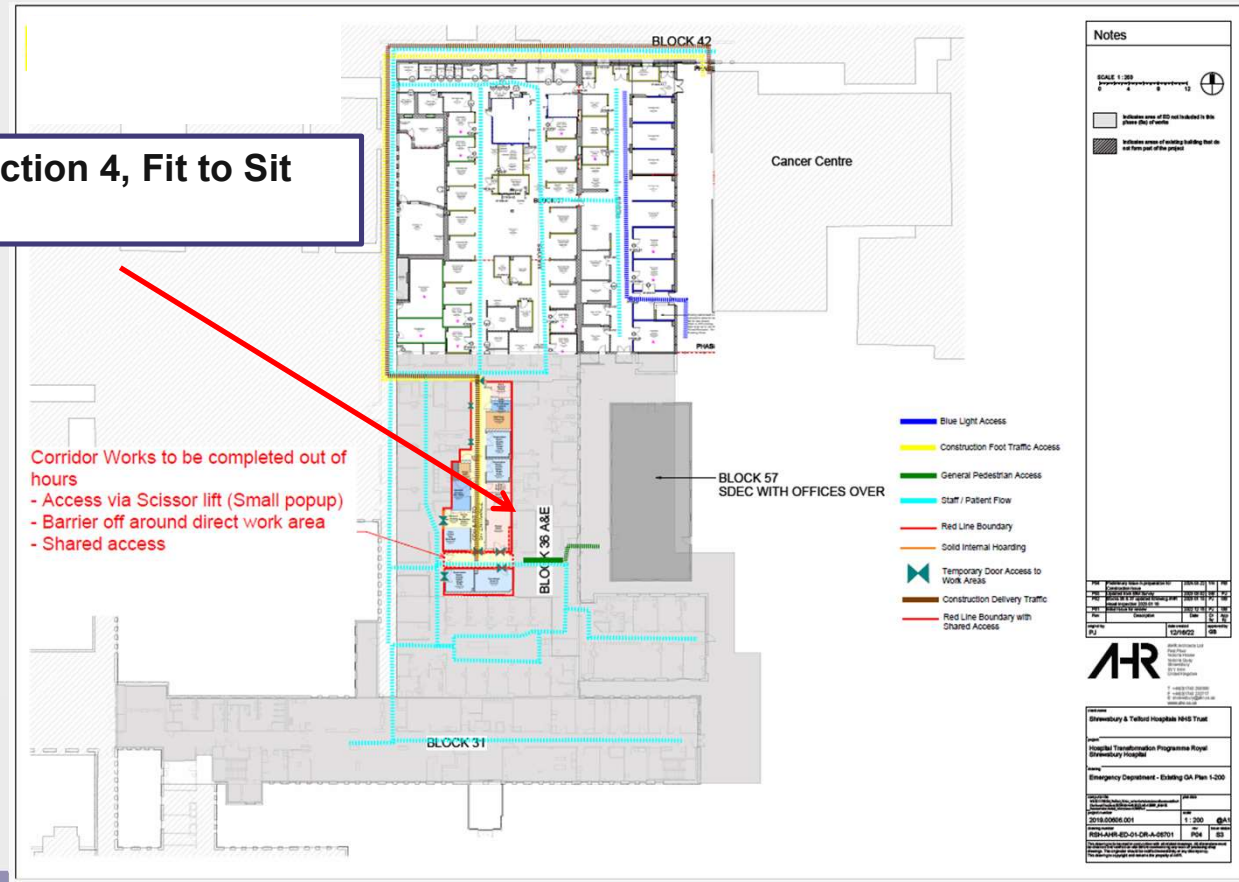
April 2025 – June 2025 – Section 3a, work in first floor Block 31, Exec corridor end.

June 2025 – July 2025 – Section, 3b, work in first floor Block 31, other offices.



Followed by Fit to Sit Works

July 2025 – November 2025 – Section 4, Fit to Sit works



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**.



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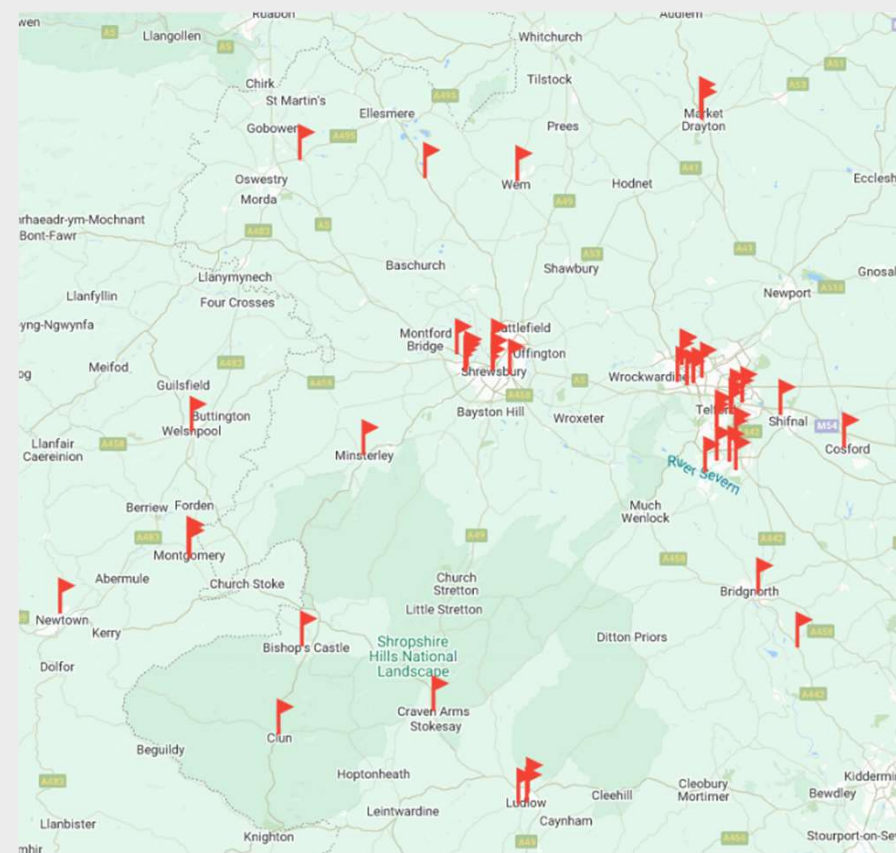
Engagement

Engagement in 2024 so far

January – August 2024



- The map opposite shows the 57 events we have attended in 2024 between January and 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 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 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



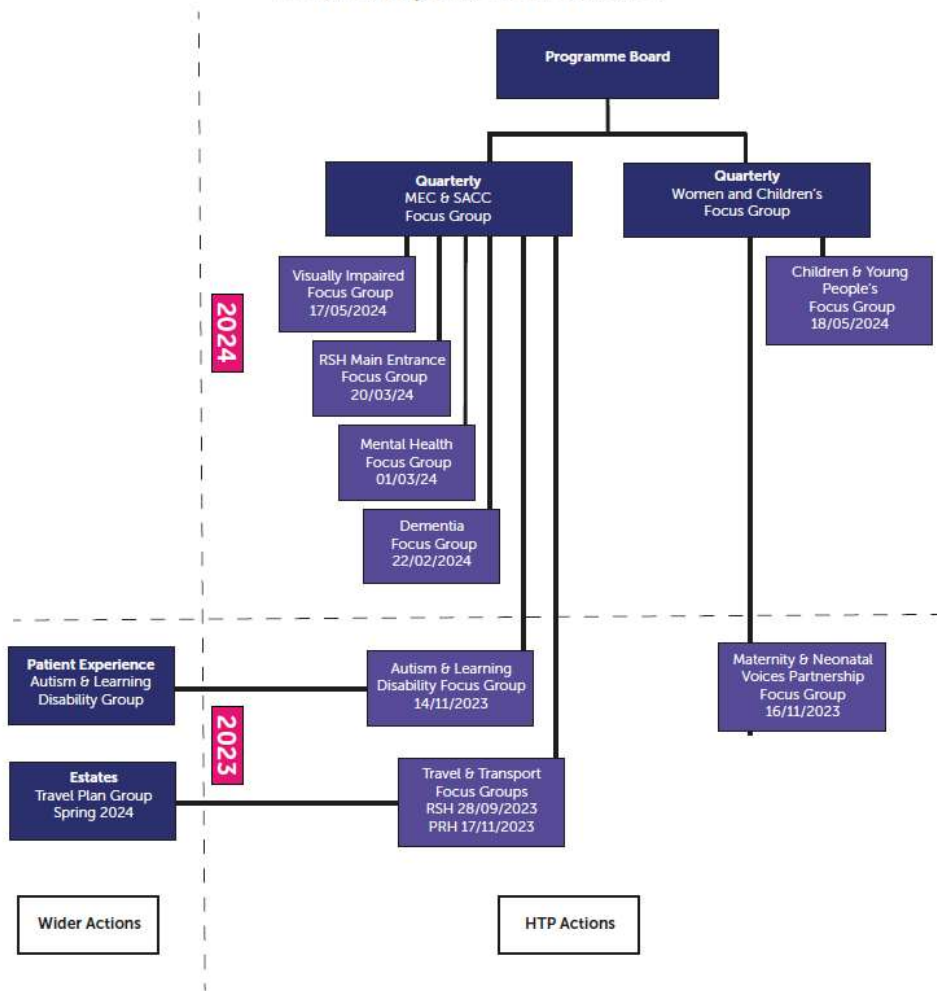
A Visual Impairment focus group has been held and focus groups are being planned for the Deaf, Hard of Hearing, and Armed Forces communities



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
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		Agreed signage will be circulated to focus group members when it is available.	IN PROGRESS



Actions closed since last meeting

Action No	Date of meeting	Action	Lead Officer	Timescale/ Deadline	Comment/ Feedback from Lead Officer	Action
MEC & SAC - 11th July 2024						
18	11/07/2024	Lydia Hughes (HTP Comms lead) to liaise with Rick Mills to provide content for GP surgery health screens	Lydia Hughes		Comms and assets were shared with Rick Mills, Nina Grix – ICB Shrewsbury PCN Digital Lead, and Sally Gray – SaTH GP Liaison Lead.	COMPLETED
19	11/07/2024	(LH) To investigate getting information put into the local newspapers	Lydia Hughes		Information being supplied to local papers on ongoing basis with efficacy being reviewed, coverage for site changes was good.	COMPLETED
20	11/07/2024	AHR to ensure signs in ED would be white on a red background.	AHR		White on red standard system acknowledged. Can discuss further in signage focus group if required.	COMPLETED

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		Completed and being kept under review to understand where improvements can be made.	COMPLETED
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		Highlighted at PaCE panel and incorporated in the AAAA key issues report submitted to QSAC.	COMPLETED



How can you remain involved?

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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IMPROVED OUTCOMES



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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