



The Shrewsbury and  
Telford Hospital  
NHS Trust

# Welcome Hospital Update

September 2024



**Our Vision:** To provide excellent care for the communities we serve

# Welcome to new members of the Board of Directors



**Louise Barnett, Chief Executive**

Louise Barnett will be leaving later this year. Louise has navigated the Trust through COVID-19, the Independent Review of Maternity Services and the approvals process of the Hospitals Transformation Programme. Her work has helped deliver vital quality improvements. We wish Louise all the best.



**Jo Williams, Interim Chief Executive**

Jo Williams will join as interim CEO in September. Jo, currently CEO at the Royal Orthopaedic Hospital in Birmingham, brings a wealth of experience and a proven track record of success in healthcare management.



**Ned Hobbs, Chief Operating Officer**

Ned Hobbs will join the Trust as Chief Operating Officer in the Autumn. Ned brings extensive experience, currently working as the COO at Walsall Healthcare NHS Trust and also as Deputy Chief Executive in the same Trust since July 2023.

# 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

- We have created a **short summary** and a **video** to help you, and your teams, discuss our objectives, enablers and quality priorities
- We have more to do and we do not underestimate the task ahead
- We are grateful for the **energy and commitment** of all our teams who continue to make positive improvements whilst also responding to operational pressures and prioritising care for our patients



# Getting to Good: Caring for our patients



## How we are doing

- Overall 4 hour UEC performance is improving but is below trajectory at 58%
- Overall paediatric 4 hour performance continues to improve and is above trajectory at 88.7%
- Elective recovery – aiming for zero 65-week waits for treatment by end of Q2



## What we are doing

- Frailty assessment units are up and running with 95 patients seen and discharged in first 3 weeks
- New GP and ambulance frailty advice line to open for support and advice
- Multi system agency event held focused on reviewing patients arriving by ambulance
- Standardised board round and afternoon huddle deployed across all medical wards to drive discharges

## First patients use new gamma camera



The first patients have been seen at the newly-opened gamma camera unit at RSH. It's a fantastic facility, which is increasing our capacity for cancer scanning and reducing waiting times for our patients



# • Construction lookahead

## HTP Main Build & Site Look Ahead

### August 24:

- 21<sup>st</sup> August – overnight works by Copthorne Building commence for 1 week
- 22<sup>nd</sup> and 23<sup>rd</sup> August – demolition of Outpatients walkway commences
- 29 & 30<sup>th</sup> August – ED Crane delivery

### September 24:

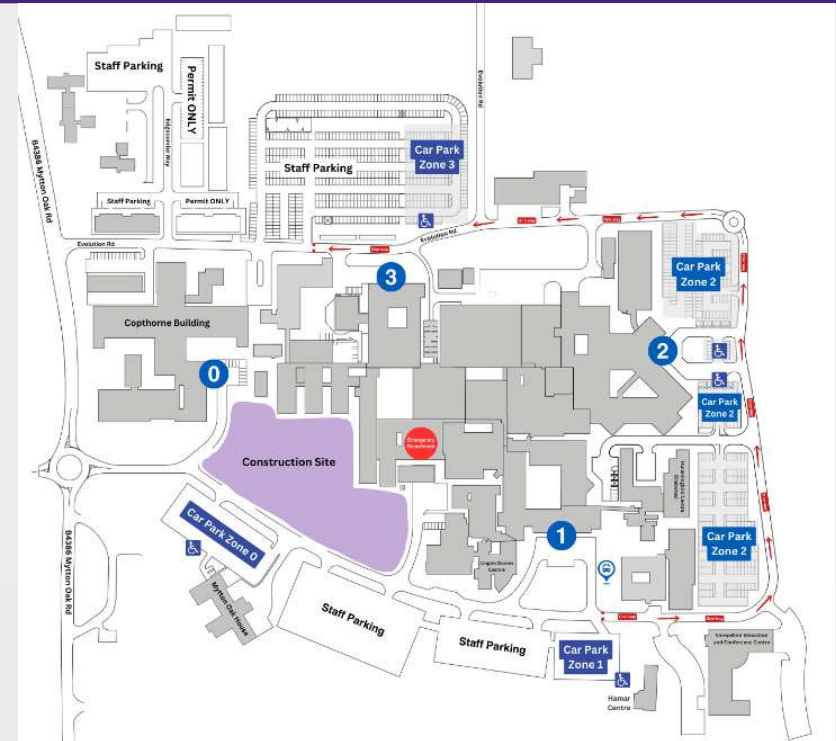
- 7<sup>th</sup> & 8<sup>th</sup> September - drainage diversions commence at Mytton Oak House and Car Park 2
- Early September (date TBC) - Re-enforcement of Evolution Road between Pathology and Stretton House
- w/c 9<sup>th</sup> September - relocation of Queen Mother Memorial Garden
- 16<sup>th</sup> September - Underpinning of Block 31 commences
- 23<sup>rd</sup> September – Demolition of Elizabeth House and attenuation tank works commences

### October 24:

- 14<sup>th</sup> October - Piling commences on site

### November 24:

- 29<sup>th</sup> November - Facade works to Block 31 commence



# • 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/>



# HTP Engagement

**In August HTP was discussed with the public at the following events:**

- Clun Carnival, 3rd August
- Haughton Fun Day (Shifnal), 4th August
- Local Residents (RSH) Update, 5th August
- Ludlow Market Information Stand, 8th August
- Montgomery Carnival, 10th August
- South East Shropshire Community Connectors, RAF Cosford, 14th August
- Minsterley Show, 17th August
- Shropshire Armed Forces Outreach, Shrewsbury, 19th August
- Ironbridge Coracle Regatta, 26th August

**HTP presentations or updates were delivered at the following events:**

- Telford & Wrekin Chief Officer's Group, 8th August
- Monthly Hospital Update, 14th August

**In September HTP will update, engage, and share information with our communities at:**

- W&C Focus Group, 2<sup>nd</sup> September
- MEC&SAC Focus Group, 3<sup>rd</sup> September
- Telford Patients First, 4th September
- Corporate Speciality Patient Experience Group, 3<sup>rd</sup> September
- Oswestry Market, 6<sup>th</sup> September
- Help Yourself to Health (Whitchurch), 7<sup>th</sup> September
- Armed Forces Covenant Board Update, 10<sup>th</sup> September
- Monthly Hospital Update, 11<sup>th</sup> September
- Shawbirch PPG, 12<sup>th</sup> September
- West Mercia Police Open Day (Malinsgate, Telford), 15th September
- Armed Forces Outreach, Shrewsbury, 16<sup>th</sup> September
- Deaf / BSL Focus Group, 26<sup>th</sup> September
- Shrewsbury Pride, 28<sup>th</sup> September



# HTP Engagement

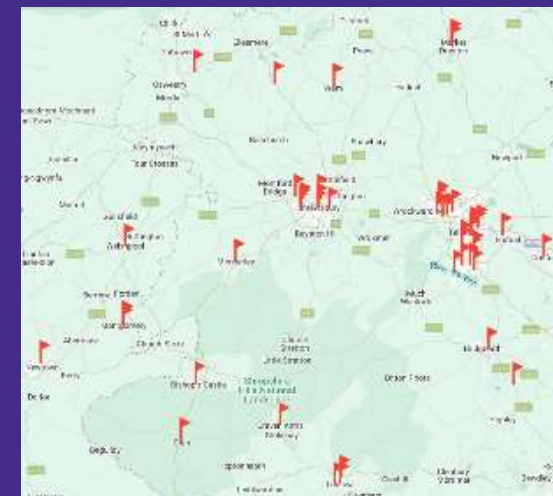
The Quarterly MEC&SAC and W&C focus groups are scheduled for early September, with a series of special interest groups planned for the autumn.

## The next Focus Groups:

- Women and Children's – 5<sup>th</sup> December, 10am-12pm
- MEC&SAC - 3rd December, 10am-12pm
- **Specialist focus groups:**
  - Deaf/BSL community, 26th September, 14:00-16:00pm (With BSL interpreters available)
  - Hard of Hearing community, 3rd October, 10:00-12:00 (Hearing loop in place with speech to text TBC)
  - Armed Forces, 17th October, 10:00-12:00
  - Patient Participation Groups, 24th October, 10:00-12:00

**The next HTP About Health is October 29th, 18:30-19:30,** on MS Teams. If you would like us to attend an existing meeting or join you at an event, please email: [sath.engagement@nhs.net](mailto:sath.engagement@nhs.net)

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.



HTP Booklets are being handed out at all community events that the Community Engagement Team attend, as well as any HTP events.

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.

# Our estate: Car parking

We are aware of how difficult the car parking situation is for patients, visitors, and colleagues. Thank you for everything you are doing to help ease the pressures

## RSH twilight shift parking scheme

Facilities are issuing vouchers for the newly-created twilight shift parking spaces. The vouchers are issued to a named person in a department, and they will then manage the provision. Please note that this permit does not guarantee a parking space as there are only 20 spaces, so it is on a first come first served basis. Thank you for your cooperation.

## Upgrade of CCTV for Automated Number Plate Recognition (ANPR)

CCTV is being upgraded to assist the new layout for car parks at RSH and we are increasing the coverage at both sites.

If you are planning to use the hospital parking sites rather than the Park and Ride, please ensure you have applied to join the scheme. After the go live date at the end of Sept date (TBC) if you are not registered you may receive a Parking Charge Notice.

## Patient & Visitor Parking at RSH

We now have car park flow every day and spaces for visitors and patients to use. The feedback from patients is positive: *"I can now focus on my appointment, not worry about finding a space and not having to come an hour early."*

## William Farr House

William Farr House car park will be having ANPR installed so this car park will only be for those working there.

# Digital Transformation: What's next?

Phase one of the Digital Transformation Programme focused on building the foundations we needed for our digital transformation journey. As we move into phase two, the projects interlink to equip colleagues with aligned and centralised systems. Just *some* of these projects in our roadmap include:

## CareFlow Connect

A clinical communication platform that will be rolled out in a phased approach.

Includes patient lists, team updates, team referrals, doctor/nurse handover, patient alerts/push notifications and alert subscriptions

## ICE Order Comms and LIMS (Laboratory Inventory Management System)

Orders and results will be available to view through ICE or by viewing from the patient's record in CareFlow, creating a more strategic view of the patient's record in one place.

For the LIMS project we are hosting a singular pathology service across SaTH and other organisations such as RJAH and Shropcom.

## Patient Engagement Portal (DR Doctor)

Phased implementation.

The portal will be used by patients to access digital copies of documentation such as appointments, letters and results. Later phases include appointment rescheduling.

## CareFlow Upgrade

Second release of CareFlow PAS, CareFlow ED and an upgrade of Bluespier Theatre Management System – scheduled for November.

Project will involve an upgrade of the eCAS Card, some minor tweaks PAS to drop down options and bug fixes.

CareFlow will also look slightly different, with some tweaks to the colours and layout.

## 2024/25 so far:

Medisight  
Paediatric Vitals (Sepsis module to be introduced)

## Also in the pipeline:

Teletracking  
SAU Whiteboard  
Single sign-on (Imprivata)  
Medilogik  
Medoncology  
Radoncology  
Capture Stroke  
Windows 11  
Core Network replacement  
100+ other projects undertaking feasibility studies

# Patient Engagement Portal – An introduction

## What is a Patient Engagement Portal (PEP)?

- A platform that empowers patients with online access to some medical records
- Allows information to be shared across teams and systems at the Trust

## Why Now?

- The Trust have been working on the wider Digital Transformation Programme
- Implementation of the new PAS in April means we are now ready to introduce other supporting systems

## How will it help?

- Once fully released - **instant** health updates for appointments, results and treatments
- Information is available in **different formats** for people with language, visual or hearing needs
- Reduces missed appointments through **ease of communication**
- **Direct updates to your information** and details at a time that suits you, without having to make phone calls



# Patient Engagement Portal – Key Features

The Patient Engagement Portal (PEP) is an online platform designed to empower you in managing your healthcare journey.

You will be able to:



View letters that we have sent to you about future appointments and previous appointment summaries



Update your records and personal information such as address or phone number



Receive broadcast messages about our services



View times and dates of future appointments, flag appointments you cannot make and rebook at an alternative time



Complete pre-appointment questionnaires



Opt out, should you wish



Alter how you view information to suit accessibility needs

# Patient Engagement Portal – Next Steps

- Patient representatives have been recruited through the Patient and Carer Experience Panel – two reps came forward
- There will be a project initiation meeting later this year which will bring:
  - Timescales for the project
  - Details on scope and phases

# Welcome to new colleagues

## We have welcomed our Foundation Year 1 level doctors to our Trust

Their induction included lectures, practical training sessions and peer-to-peer teaching. Each one will make a hugely valuable contribution to our hospitals over the next 12 months.



# Recognising our colleagues: Your great achievements

Congratulations to Rebekah Tudor of the Improvement Hub who has been awarded a Bachelor of Arts First Class with Honours in Business Management. She also received an apprenticeship award from the University of Wolverhampton for her achievements.



## HSJ PATIENT SAFETY AWARDS 2024

Congratulations to the Learning from Deaths Team who are finalists in the HSJ Patient Safety Awards for Patient Safety Team of the Year. The awards take place on 16 September. Good luck!



Colleagues celebrated South Asian Heritage Month with a wonderful event organised by the EDI Team which gave colleagues the opportunity to learn about the rich and varied culture.



Lisa Walker has raised nearly £300 for SaTH Charity by cycling from her home in Shrewsbury to PRH arriving in time for an 8am meeting. This was part of Cycle to Work Day.



# Engagement Highlights

- We have attended a total of 6 community days in August, speaking to local residents across Shropshire, Telford & Wrekin and mid-Wales.
- We have events in the diary for September, including the Open Day at Malinsgate Police Station in Telford, and the Pride celebrations in Shrewsbury.
- We've had some great news from Eventbrite this week, they have listen to public feedback and we are able to utilise the event's site without being charged.
- We are moving our event listings back to Eventbrite from this month, and will continue to review accessibility, offering alternatives where required. All our upcoming events can be found here: <https://sathnhs.eventbrite.co.uk/>
- **CHANGE OF DATES!** - From October our monthly Hospital Update meetings (held on MS Teams) will be held on the last Wednesday of the month (excluding December and January).

## Community Engagement Team Statistics



# Volunteer Highlights

- SaTH Volunteers have continued to support the closure of the Outpatients Entrance at Royal Shrewsbury Hospital, helping to direct and support patients and visitors – in August they contributed 90 hours
- 9 volunteers played crucial role in ‘Exercise Western’, a simulation of a major incident in RSH A&E. Volunteers played the role of patients of a road traffic accident in order for staff in A&E to test how to use Careflow in a major incident situation.
- The Alcohol Liaison Service welcomed a new volunteer to their team – they are the first ‘Lived Experience’ volunteer in the service and are providing peer support for patients in our care going through detox
- A new role Meet and Greet role in Women and Children’s at PRH started this month. The role aims to welcome and support patients and their families when they come into unit for appointments.



# Two intrepid octogenarians to abseil for hospital charity

Intrepid octogenarians Angela Turner and Joan Woodhouse are going to be the first two participants to take on the challenge to abseil from the ward block at Royal Shrewsbury Hospital (RSH) to raise money for charity.

Angela, 82, and Joan, 80, are raising funds for The Shrewsbury and Telford Hospital NHS Trust (SaTH) Charity's Chemotherapy Day Centre which is close to their hearts.

Both women have a deep connection with the Chemotherapy Day Centre - Joan has volunteered on the unit for the last six and a half years and Angela has previously volunteered for eight years at the centre.

## Impact Statement:

Angie Cooper, Matron for Oncology & Haematology, said: "We are delighted to see Angela and Joan take on such this challenge to raise money for the Chemotherapy Day Centre. The whole team at the centre are proud of their bravery, we can't wait to see them abseil down safely and we will be there to cheer them on."



**Angela Turner and Joan Woodhouse at the foot of the ward block**



The Shrewsbury and  
Telford Hospital  
NHS Trust

# Annual General Meeting (AGM) 2024

Monday 30 September 2024

2.00pm

Shropshire Education and Conference Centre,  
Royal Shrewsbury Hospital



# Dates for your diary

Date	Time	Event	Booking
Tuesday 24 September	18:30 – 19:30	<i>About Health Event</i> – Operational Update	
Wednesday 25 September	09:00 – 16:00	People’s Academy, Princess Royal Hospital	
Thursday 17 October	18:30 – 19:30	<i>About Health Event</i> – Menopause Update	
Tuesday 29 October	18:30 – 19:30	<i>About Health Event</i> – Hospitals Transformation Programme	
Wednesday 30 October	11:00 – 12:00	Monthly Hospital Update (formerly Community Cascade)	

**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 Programme Focus Group			
Date	Time	Event	Booking
Thursday 26 <sup>th</sup> September	14:00 - 16:00	Deaf / BSL Focus Group	Via email or <a href="#">website</a>
Thursday 3 <sup>rd</sup> October	10:00 – 12:00	Hard of Hearing Focus Group	Via email or <a href="#">website</a>
Thursday 17 <sup>th</sup> October	10:00 – 12:00	Armed Forces Focus Group	Via email or <a href="#">website</a>
Thursday 24 <sup>th</sup> October	10:00 – 12:00	PPG Focus Group	Via email or <a href="#">website</a>

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



## THE YOUNG PEOPLE'S ACADEMY

### Young People's Academy

Date	Location
Wednesday 30 October	SECC



## THE PEOPLE'S ACADEMY

### People's Academy

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