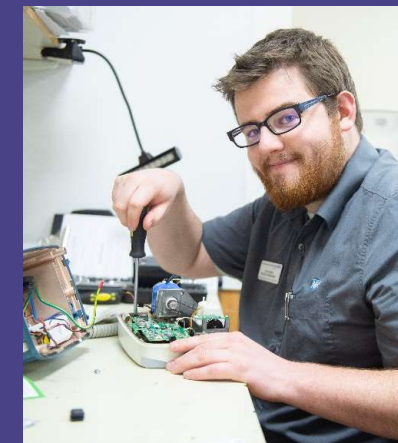


# PPG Focus Group: Hospitals Transformation Programme

24 October 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

**Julia Clarke**, Director of Public Participation

**Ed Rysdale**, Hospitals Transformation Programme Clinical Lead

**Rachel Webster**, Hospitals Transformation Programme Nursing, Midwifery, and AHP Lead

**Tom Jones**, Hospitals Transformation Programme Implementation 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?



Enabling works taking place at RSH site with contractors IHP

**Spring 2024**

Early works begin on new healthcare facilities at RSH

**Summer 2024**

Begin main build of new healthcare facilities

**Autumn 2024**



**May 2024**

Full Business Case approved nationally

**Summer 2024**

Begin work on patient pathway development with clinical teams

**Spring 2025**

Phase one of emergency department refurbishment to be completed

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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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# Why will this benefit our patients and staff?



**Faster access to the right care and clinicians**



**Buildings that support modern healthcare practices**



**Shorter waiting times for planned surgery**



**Faster ambulance handover times**



**An improved work environment for our colleagues**



**Shorter hospital stays for our patients**



**Continuous investment into both our hospital sites**

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# More than a building

- Significant clinical engagement to develop pathways
- Workforce modelling and recruitment – already seeing positive improvement in clinical recruitment
- Continuing community engagement
- Focus on social value with our contractors
- Working with charities/ seeking opportunities to improve the experience for patients
- Communications campaign as we move closer to implementation



# Beyond 2028 – future planning

## Delivering our clinical model (£312m)

- Emergency Centre RSH
- Planned Care Centre PRH
- New clinical model - more modern facilities

## Enhancing services

- Carbon Zero
- Community diagnostics

## Phase three and four

- Ward improvements
- Theatre improvements
- Integrated healthcare at PRH

# Latest developments



# A preview of new healthcare facilities



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# What to expect when visiting RSH

- In July, we **rearranged our entrances** into the hospital, so that Outpatients appointments now enter via the Treatment Centre, Ward Block, or a newly created entrance on the West side of the hospital site.
- A **new road layout** is now in place when you enter the site, separating construction traffic.
- We have **diverted our footpaths** around the site, to keep our staff, patients and visitors safe from increased construction activity.
- We've added **additional site safety measures**, including lollipop people, pedestrian crossings across the site
- We are **working with subject matter experts** to review our plans and gather feedback for improvements, such as experts in human factors, visual impairments, and disabilities.
- We are **upgrading our car parking pay machines** across the site to be more user friendly, and in areas with higher footfall following our entrance relocations.



# Construction at RSH

## Next steps and site changes to RSH

**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** – Piling rigs will be delivered to RSH to begin piling work to put concrete infrastructure into the ground to support new building

**November 2024** - Introduction of one-way system at RSH to maintain traffic flow





# Our progress so far

RSH site before works  
commenced



RSH site during site  
preparation works



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# Refurbishing and modernising our ED

The first phase of works to expand and modernise our Emergency Department (ED) is well underway within old Ward 29 and 30, which will become resus and a portion of majors. This work should conclude in 2025.

Work in these areas is scheduled to complete in 2025/26 and includes the new majors area and Urgent Treatment Centre

These areas should be completed in 2026/27, including the main public areas of the ED

Work on the new Paediatric ED areas should be completed in 2027

**The ED will remain fully operational for our patients throughout the works**





# Clinical workstreams

- Within the programme, we have 4 clinical workstreams each with a HTP Centre Manager aligned to each division
- The team are beginning to work on clinical pathways to deliver new model of care – linking in with internal clinical teams and also teams across the system to ensure a joined-up approach
- The aim is to be ‘operationally ready’ by 2028 and there are a number of areas we need to get right before we can achieve this including; Estates, Travel and Transport, Clinical Pathways, Workforce, and Digital

## Clinical Workstreams

Clinical Support  
Services

Surgery, Anaesthetics,  
Critical Care and  
Cancer

Medicine and  
Emergency Care

Women and Children’s




# Recent engagement

# 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...




Multiple signage reviews have been undertaken for RSH, with patient representatives and volunteers; results represented in new signage




Following input from patient representatives, additional wheelchairs and corridor seating have been ordered for RSH



Feedback on RSH site changes from wheelchair users, guide dog users, and human factors experts implemented where possible



Visual Impairment, Deaf, Hard of Hearing, and Armed Forces focus groups have been held or arranged for communities to review and feedback on the HTP plans



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



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



# Indicative designs following our engagement

## Waiting area Calm Space



### LIGHT

Omitting overhead lights and replacing them with smaller LEDs built into the ceiling panel will give the Calm Space seating nooks a warm glow.

### ACOUSTICS

The two nooks will have upholstered sides, backs and seats hugely altering the acoustics from within.

### CHOICE

A mix of seating types give choice - from family groups to individuals

### SENSE OF PRIVACY

Timber effect columns give a sense of psychological privacy but maintain sight lines for staff. Seating around the island allows wheelchair users and carers to sit opposite. The the highest level of privacy/calm is in the area of greatest acoustic dampening.

### NUMBER OF SEATS

Seating for five people.



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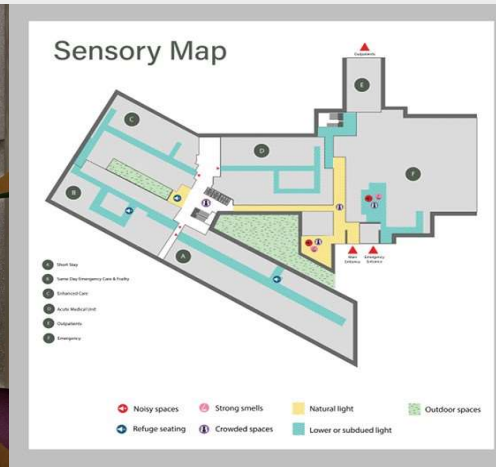


# Indicative designs following our engagement

## Enhanced wayfinding design

“Consider signage which will help people identify quiet areas early on upon arrival”, *Karen Breese, Trust Lead Dementia Nurse.*

“A sensory tactile map at the entrance and at various points would be helpful with supporting navigation. Somewhere to sit nearby as you might spend a while looking at it.”, *Rachel Jones, RNIB Volunteer Expert*



### SENSORY MAP:

A sensory map at the entrance, and at major wayfinding decision points are clear acknowledgements of the difficulties faced by neurodivergent and people with impaired sight and mobility.

“Calm Space” provision in the architectural, interior design and art program, are indicated as retreats from crowded areas, and can be used as stopping off points.



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# Indicative designs following our engagement



*'Please think about points around the hospital that are easy to describe.'*

**Rachel Jones, (RNIB volunteer expert)** explained how her partner will often travel with her the first time that she visits somewhere new. He will pick out obvious visual cues and describe them to Rachel to help her with orientation and markers for returning visits.

Looking up from the end of the atrium up through the joining corridor between the old and new hospital.



## TRANSITION TO EXISTING BUILDINGS

White text on grey background used in transition space to the existing hospital.

## LANDMARK ART

Significant wayfinding transition can be marked with artworks that can be easily described.

## EMERGENCY

ED signage always stands out.

## ACCESSIBILITY

Signage placed low for wheelchair users and patients with sight impairment.



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# Enhanced Wayfinding Design – dementia friendly



*'It's very helpful to give people signage that tells them where they are and what time it is.'*

**Karen Breese - Clinical Lead at SaTH for Dementia Care and Learning Disabilities**

*'Ensure there are plenty of accurate analogue clocks which are large and easy to understand'*

**TIME AND PLACE: "YOU ARE HERE, NOW".**

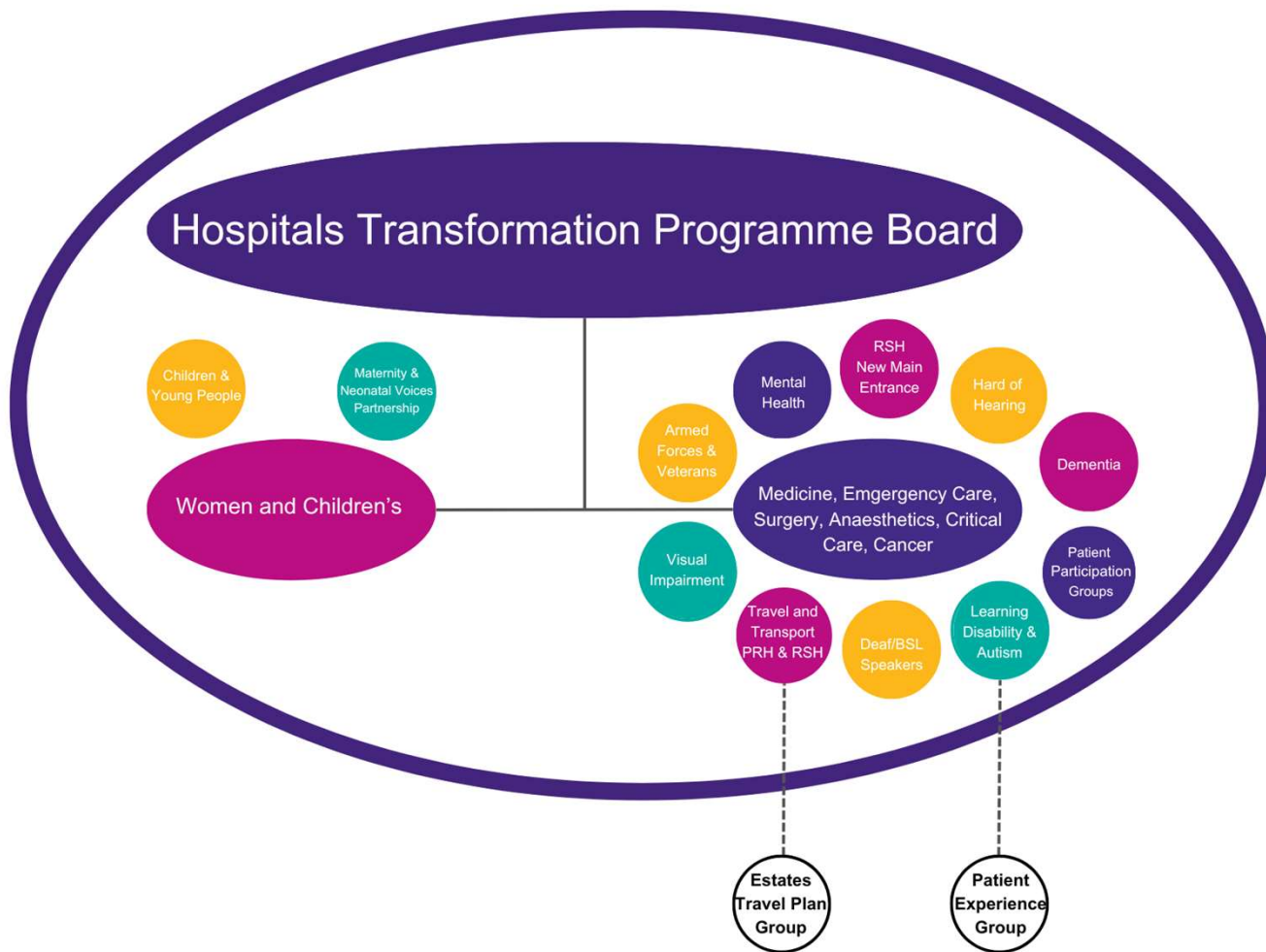
We have used 'info slices' in Emergency Departments, to answer the questions that are most commonly asked.

Our experience designing for ICU and dementia settings correlates with Karen's advice.

People with short term memory loss feel more comfortable with a constant reminder.

The clock/info slice combination is an opportunity to combine information in one place, in a decorative 'contemporary grandfather clock'.





## 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
- Actions from quarterly focus groups are fed into the Programme Board



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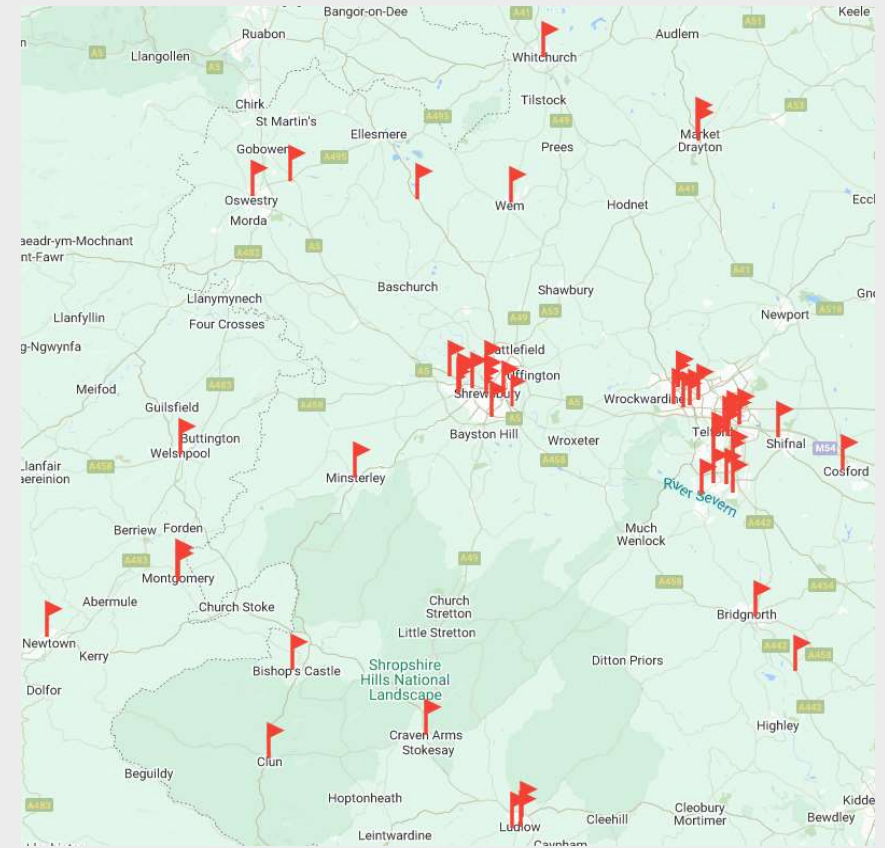


# Engagement in 2024 so far

January – October 2024



- The map opposite shows the 70 events we have attended in 2024 between January and September 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 38 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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# 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](mailto:sath.engagement@nhs.net)

## General engagement sessions

Telford Town Centre, **Tuesday 26<sup>th</sup>**  
**November**

Welshpool Livestock Market, **Monday 9<sup>th</sup>**  
**December**

## Focus group sessions

MEC& SAC focus group: **December 3rd,**  
**10am-12pm**

W&C focus group: **December 5th, 10am-**  
**12pm**



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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 January 2025) 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 <a href="#">The People's Academy at SaTH</a>
SaTH website and intranet	Webpages which support public engagement and Latest HTP meetings/feedback <a href="#">Public Participation - SaTH</a>



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# Thank you for joining us...



- We will upload the presentation and questions and answers and arising actions on our website: <https://bit.ly/FocusGroups-HTP>
- If you sign up to become a community member by contacting [sath.engagement@nhs.net](mailto: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](mailto:sath.engagement@nhs.net)



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# Questions



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