



Welcome to Hospital Update

February 2025

Getting to Good: Caring for our patients



How we are doing

- UEC performance recovered from extreme pressure in December, but position still challenging
- Making progress on elective recovery. On trajectory to achieve zero 65ww by end of April
- Cancer performance improvement plan in place
- Diagnostics – backlog of CT reports, urgent and routine, cleared at end of January



What we are doing

- New operating theatre schedule for 2025/26 to expand surgical capacity
- Outpatient productivity programme planned for February
- Enhancing leadership through additional expert knowledge
- Developing rapid access cancer pathways
- Stronger Together - trialling new transport initiative for complex discharges with EMED

Care Transfer Hub plays vital role



We have in place a **Care Transfer Hub** which is playing a vital role in ensuring that patients can return home as soon as they are medically ready. Since launching last year, the hub has:

- Significantly reduced the number of patients waiting in hospital beds for discharge into home or community care settings
- Shortened average wait times for discharge



Stronger Together

Compassionate care for everyone

NHS

The Shrewsbury and
Telford Hospital
NHS Trust

Partnership working to improve patient flow

A transport trial with provider EMED is taking place to improve pre-planned patient journeys.

During the pilot on both hospital sites, confirmed complex discharges are assigned one-hour collection slots, with wards receiving estimated times in advance.

- The Care Transfer Hub notifies wards of confirmed discharges for the next day between 8am-4pm.
- Ward staff book patient transport no later than 6pm via an online app or the Patient Transport Liaison Officers (PTLOAs)
- PTLOs contact the wards and provide a one-hour collection time slot for each patient
- Patients are then collected the following day within their allocated time slot







Stronger Together: A sustainable future

Things we are doing to improve our financial position

- We are making improvements, but we know there are more opportunities
- New Transformation Board to progress ideas and opportunities

Some of the ideas:

-  Video platforms for staff and patients
-  Digital dictation to improve efficiency
-  Use Warp-It first instead of ordering new
-  Text or email reminders to patients, instead of letters

Hospitals Transformation Programme

The Hospitals Transformation Programme (HTP) is a key part of the overarching plan to transform health and care services across Shropshire, Telford and Wrekin and Powys.

- The first phase of works within the Emergency Department is nearly complete – this includes a **new and improved resuscitation and majors area**. We expect to our ED colleagues to be working in this area from the end of March 2025.
- The main build at the front of the site is progressing well – colleagues will see the **structure beginning to come out of the ground** and concrete slabs are being established for stairwells and lifts.
- Demolition of Elizabeth House has now complete. The next steps for this work will involve installing attenuation tanks near the Cophorne Building. There will be a **stop-go system in place from 17 – 28 February to manage traffic in this area**, as we recognise this can be quite a congested area. We are working to ensure patient and visitor accessibility is always available throughout this work.



RSH construction progress



Integrated Care System
Shropshire, Telford and Wrekin

NHS
The Shrewsbury and Telford Hospital
NHS Trust



Progress of ED refurbishment and development



Piling work progress



Basement level dig progress



The first of two cranes has arrived on the construction site

**HOSPITALS
TRANSFORMATION
PROGRAMME**



HIGHER QUALITY,
SAFER CARE



IMPROVED
OUTCOMES



BETTER
ACCESS



A GREAT PLACE
TO WORK

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

Our plans for the future

- Ward improvements
- Theatre improvements
- Cancer Centre and Respiratory Centre at PRH



Charitable support

Building modern, purpose-built healthcare facilities is no easy feat. The clinical model is fully funded but hospitals need to meet the evolving healthcare needs of the communities they serve. Working in partnership with our communities, our partner charities strive to enhance the experience of all people using our services, with particular focus on some exciting developments – a Cancer Centre at PRH for Telford patients, a Respiratory Centre at PRH for all our patients in Shropshire, Telford & Wrekin and mid Wales. We also hope to provide enhanced, landscaped “sky gardens” at RSH

Our fundraising campaign supports three key areas within our new building:

Supporting our future opportunities and ambitions to provide more services at both our hospitals. Examples include the plans for a new cancer treatment centre at PRH, as well as the opportunity to develop a respiratory centre, also at PRH.

Creating a more positive environment. Healing and getting better is more than curing ailments – it is about creating a positive atmosphere for our patients and their loved ones. This could be through calm spaces within our hospital or community artwork.

The development of community spaces. These spaces will be within the hospital or the grounds. These might be sky gardens for our new Children’s Ward or Critical Care Unit, or a community garden.



HTP Engagement

About Health HTP

22 members of the public attended the evening meeting, over MS Teams. Attendees included Shropshire Councillors from Ludlow and Clee. All questions were answered satisfactorily.

HTP Informational Leaflets

HTP leaflets are available in 35 libraries across our catchment. All libraries were first called to ensure they could display them and then sent their requested quantities. One has requested a top-up within a week

HTP presentations were delivered to:

Wellington Probus Club - 8th January

21 retired business professionals in attendance. Numerous questions were answered and doubts about programme were addressed. Very positive outcome, directly leading to an invitation to present for the Wellington U3A on 8th May.

Shrewsbury Rotary Club – 28th January

16 members in attendance, the presentation was very well received, with interest in charitable support for the programme. The club president suggested a follow-up visit later in the year. The team will be visiting Wrekin Rotary Club on 11th March.



Image of
Presentation
to a
Shrewsbury
Rotary Club,
28th January

HTP Engagement

HTP community drop-ins

The first tranche of HTP community drop-ins have been announced for 2025, starting in February. We have the following visits lined up with further dates to be announced throughout 2025.

- Ironbridge Co-op – 17th March, 12:00-16:00
- Church Stretton Co-op – 2nd May, 10:00-13:00
- Wellington Market – 9th May, 10:00-14:00
- Welshpool Market (town centre) – 16th June, 10:00-14:00
- Bridgnorth Market – 11th July, 10:00-14:00

Next About Health:
6th May – 18:30-19:30



HTP leaflets in Shrewsbury Library, January 2025

Our estate: Car parking

Royal Shrewsbury Hospital

- We have extended the Park & Ride service, and this will remain free. We are confident that for the majority of staff this option is not only the best way to save money but also the best way that you can support patients and shift working colleagues.
- We have ANPR cameras in place now at RSH and PCNs will be given out for those parking without a permit or for parking inappropriately i.e.: on grass or verges.

Princess Royal Hospital

- We will be working on the PRH car park shortly. This will include reconfiguring spaces, making sure patient and staff spaces are clearly defined, improving road surfaces and installing ANPR cameras.
- We have invested in a free Park & Ride service for colleagues at PRH which currently is under utilised. We are keen to hear your opinions about the service and how it could be improved to encourage greater use.

William Farr House

- The Park & Ride is also the best option for colleagues at William Farr House, given the limited parking available.
- We will be reconfiguring the car park and installing ANPR cameras soon. Please park carefully and considerably. We will shortly be carrying out spot checks and issuing warning notices for those parking without permits or parking on verges.

Recognising our colleagues



Congratulations to volunteer Terry Seston who turns 90 this year. He began volunteering to give thanks following his own treatment for bowel cancer. He has spent 15 years helping at the hospital, currently as a "meet and greet" volunteer, welcoming patients and making sure they find where they need to go.



Paediatric Specialist Mental Health Nurse, Sarah Childs, ran the Lake Vyrnwy Half Marathon in September and raised over £440 for the Children's Unit at PRH. The funds have now been used to purchase items for children and young people to support their mental health including mood wristbands, diaries and distraction resources. Thank you, Sarah!



Congratulations to Rebecca Austin and Mathew Meredith in Pharmacy Department who have completed their Level 3 Pharmacy Apprenticeships and have been awarded the 'Golden Ticket'.



Congratulations to Donna Moxon (pictured with John Skelton, Leadership and OD, and Sara Biffen, HTP) and Megan Riley from SaTH who successfully completed the Shropshire Telford & Wrekin High Potential Scheme, a two-year programme where we have buddied with Staffs and Stoke on Trent ICB.

Engaging with our Local Communities

We are starting 2025 with a focus on engaging with Gypsy and Traveller communities and January saw our first visit to the site in Lawley, Telford.

Working with local authority teams we attend site with representatives from Health visiting, Education, Strengthening Families and community support organisations in Telford, and the Gypsy and Traveller Support team in Shropshire.

We were told very clearly that the community at Donnington in Telford prefer to have face to face conversations and will be undertaking a second visit to site in March. We will also be visiting the Park Hall site in Oswestry with colleagues from Shropshire Council.

Community Engagement Team Statistics



Volunteer Monthly Activity



| Jan 24 | |
|---|------|
| Number of Volunteers who completed a shift | 169 |
| Number of Volunteers under 25 who completed a shift | 67 |
| Total number of hours | 2196 |
| Total number of shifts | 571 |

| Jan 25 | |
|---|------|
| Number of Volunteers who completed a shift | 160 |
| Number of Volunteers under 25 who completed a shift | 53 |
| Total number of hours | 2224 |
| Total number of shifts | 595 |

The total number of volunteers trained and able to support the Trust is 279

Veteran Volunteer to Career

Are you a Veteran or a family member of someone serving in the armed forces and are looking at possibly exploring a career in Healthcare?

The Veteran's Volunteer to Career (VtC) could be for you!

The Shrewsbury and Telford Hospital NHS Trust are launching the VtC programme in Spring and it will give you the chance to look at different roles in the NHS and some experience in that role too.

You do not need any previous experience or qualifications to apply.

Find out more on our website:
<https://www.sath.nhs.uk/working-with-us/volunteering/veterans-volunteer-to-career-programme-2>



Veterans and Families Volunteer to Career

A programme supporting the direct route in to work in the healthcare sector

Volunteer Drivers

Discharge Project - Volunteer Drivers Needed!

Could you spare a few hours a week to make a big difference to our patients and your local hospital? You could make a real difference to our patients and help settle them into their home following discharge from hospital. We will cover the cost of your mileage.

If you are interested in helping out, please contact us on:
01743 492256, sath.volunteers@nhs.net or apply on our website
www.sath.nhs.uk/volunteers



SaTH Charity Income/Expenditure Highlights

14 charitable expenditure requests were approved in January.

Requests included:

- £12,252 for 2 x Mini Nephroscopes in Urology
- £340 for Swan Fund refreshment vouchers
- £281 for items to stock activity boxes the Dementia Team
- £230 microwave for the Emergency Department at RSH

There were 3 donations over £1,000:

- £1,000 from a company Beefy Boys for the Swan Fund
- £1,000 legacy for Renal at RSH
- £83,088 legacy to be split between Cardiology and Gynaecology at PRH



Two Milano Chairs Purchased by SaTH Charity Aid Patient Recovery

SaTH Charity recently purchased two Milano chairs for ward 32 our Trauma and Orthopaedic (T&O) ward at RSH. These chairs are designed to provide support for patients with spinal issues and have lateral supports, a concave head pillow and tray table. Previously the Trust has had to hire these chairs but with the support of SaTH Charity the ward was able to purchase their own chairs and can ensure patients are able to use them as soon as they are able.

Impact Statement:

“We are so happy to receive these two Milano chairs, which are specialist chairs to support our spinal patients. The chairs will help us to increase early mobilisation for patients, which will support the patient in healing and should reduce falls. We are grateful for everyone who has donated to our SaTH Charity fund, which has enabled us to purchase these chairs.”

Helen Williams, Ward Manager 32 T&O



Dates for your diary



The Shrewsbury and
Telford Hospital
NHS Trust

| Date | Time | Event | Booking |
|--------------------|---------------|---|---------|
| Tuesday 11 March | 18:30 – 19:30 | <i>About Health</i> – Car Parking now and in the future | |
| Thursday 20 March | 09:30 – 15:00 | People's Academy | |
| Wednesday 26 March | 11:00 – 12:00 | Monthly Hospital 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 Programme Involvement Opportunities

| Date | Time | Event | Booking |
|---------------|---------------|--|---|
| 17 March 2025 | 12:00 – 16:00 | Ironbridge Co-op Drop-In | <p>If you are interested in joining a Focus Group please email sath.engagement@nhs.net</p> |
| 2 May 2025 | 10:00 – 13:00 | Church Stretton Co-op Drop-In | |
| 9 May 2025 | 10:00 – 14:00 | Wellington Market Drop-In | |
| 16 June | 10:00 – 14:00 | Welshpool Market (town Centre) Drop-In | |

People's Academy Dates



| Date | Venue |
|---------------------|-----------------------|
| Thursday 29 May | Education Centre, PRH |
| Thursday 24 July | tbc |
| Thursday 30 October | Education Centre, PRH |

| Date | Venue |
|-----------------------|-----------------------|
| Thursday 13 March | William Farr House |
| Thursday 26 June | Education Centre, PRH |
| Thursday 25 September | tbc |
| Thursday 27 November | Education Centre, PRH |