



Hello and welcome to our July newsletter.

I hope you are keeping well, and I would like to start by thanking you for your fantastic response to our Values Listening Week in June. We had nearly 500 responses to our online survey, 70% of which came from our staff. These are helping to shape our new Trust Vision and Values which we look forward to sharing with you over the coming weeks.

Details of our Community Engagement meetings are included inside, and I look forward to seeing you there. If there is anything you would like us to include, please contact the team sath.engagement@nhs.net, or why not drop in on a Tuesday afternoon?

Julia Clarke
Director of Corporate Services



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Board Update

Hi everyone, my name is Chris Preston and I recently joined the Trust as the Director of Strategy and Planning (interim). It's an exciting time to be starting at the Trust and I'm really looking forward to getting to know all of you during the coming weeks and months.

I have previously worked as a senior leader in a wide variety of different health systems and organisations, both here in the UK and in Australia. I have undertaken a number of different roles in those organisations, from strategy and planning through to workforce, communications and finance. I am married with two young children (and a cockapoo!). They help to inform our decision-making processes.



The best teams that I have worked in have a really strong set of values that continuously guide the way the team operates as a whole, as well as the way that individual team members interact with colleagues, patients and other stakeholders.

Become a Member

Did you know that anyone over the age of 14 can become a member of our Trust?

You might be wondering why you should sign up to become a member of The Shrewsbury and Telford Hospital NHS Trust. Here are just some of the reasons you might consider:

- Simply become a member to show your support for local hospital services
- You will receive our free quarterly newsletter
- You will be invited to attend our Health Lectures and learn about different conditions and how to manage them
- You can find out about new services being

developed in your area

- You will be able to attend our People's Academy
- You will receive information about different ways you can support our Trust

Join today

Visit our secure registration page here

<https://bit.ly/2SCKEDK>



NHS Video Calling Attend Anywhere



If it's suitable for your care, you can now attend hospital appointments remotely with online video calling.

You can speak with a clinician from your home or work, saving you time and money. We are currently piloting this scheme for a small number of patients, but we hope to extend the service throughout our Trust in the future.

If you have been offered a video appointment, it means a senior clinician has reviewed your case and feels it is appropriate for your care. If during the consultation you and your clinician feel that another type of appointment is more appropriate, this can be arranged.

Attending your appointment

We will schedule your appointment as normal and write to you to confirm the details of the date and time. But instead of traveling to your appointment, you will get a link to an online clinic.

Once you have followed the link, you will need to join the relevant online waiting area. Your clinician will be notified when you arrive, and they will join you as soon as they are ready.

Using video clinics supports SaTH's coronavirus response by:

- Preventing the transmission of the disease by reducing the need for patients to attend a clinic setting
- Allowing clinicians to speak to patients who may be at risk, self-isolating or have difficulties accessing appropriate transport
- Improving the patient experience by reducing unnecessary travel, car parking and time taken out of the day to attend a clinic setting

We have been trialling 'Attend Anywhere' video clinics thoroughly to ensure patients receive a quality experience, ahead of a Trust-wide rollout. Video clinics for follow-up appointments have so far been successfully trialled in Paediatrics, Diabetes, Therapies and Urology with other specialties to follow.

The Patient Experience Team



Hello from the Patient Experience Team!

You may have wondered how patient experience has been relevant during the current pandemic, when saving lives is the priority. But the pandemic has brought new challenges and with that, new opportunities to ensure our patients and carers receive the best interactions and experience of care that are available at that time.

For example:

Visiting restrictions during the Coronavirus (COVID-19) pandemic have led to many patients and the people important to them being separated.

The Patient Experience Team have introduced Comfort Pebbles (pictured above). These decorative pebbles contain a personalised message from someone important to them in the hope of providing some comfort to patients. Each pebble is different in design, however the back of the pebble is left blank to enable a brief message or name to be written and the pebble to be personalised.

The pebbles are varnished to ensure that they can be cleaned in line with infection control guidance.

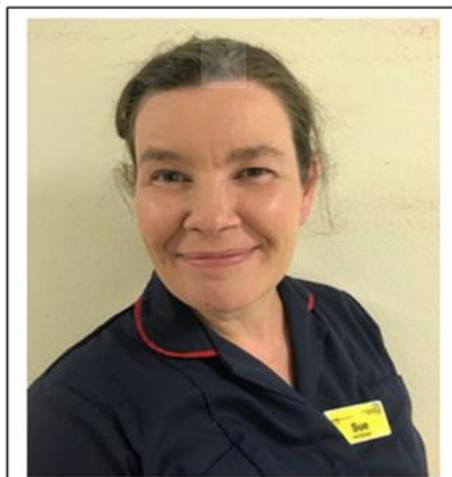
The use of full personal protective equipment (PPE) in high-risk areas, such as the respiratory wards, has meant that it is often difficult for patients to recognise the staff caring for them. This can cause fear and agitation, particularly when patients are not surrounded by their loved ones and may be experiencing confusion and delirium as a side effect to illness or medication.

The Patient Experience Team created disposable stickers for staff to wear, in order to provide some comfort to patients. The stickers include the staff member's name, job role and photo so patients and staff can connect with each other, despite full use of PPE.

#hello my name is...

Sue

Ward Manager



Who has spoken to a relative today?

Ward 32R		Date: _____			
Bay 1	Doctor	Nurse	Therapist	Ward Clerk	
Bed 1					
Bed 2					
Bed 3					
Bed 4					
Bay 2	Doctor	Nurse	Therapist	Ward Clerk	
Bed 1					
Bed 2					
Bed 3					
Bed 4					

Keeping Families Updated

When relatives cannot visit their loved ones, it is extremely important that our teams keep in touch. The Patient Experience Team have developed a template to monitor if family members of patients have been spoken to each day. This allows staff to quickly identify if patient's relatives have been contacted and by who.

The Patient Experience Team has also been leading celebrations for Deaf Awareness Week, Carer's Week and Learning Disabilities Week.



Deaf Awareness Week

4-10 May 2020

During Deaf Awareness Week, a Deaf and Hard of Hearing intranet page was launched to provide staff with the information needed to support patients who have hearing loss. Videos

and resources, training courses and a British Sign Language translation app are all now available for staff to access.

Badges have also been introduced by the Trust to highlight the importance of speaking clearly, particularly when the ability to lip-read or see facial expression is no longer possible due to face masks and PPE.

Signal, a charity who offer information and support to people who are deaf and hard of hearing across Shropshire, Telford & Wrekin, worked with the Patient Experience Team to ensure all areas across the Trust received communication tips posters. This has helped staff to maximise effective communication despite having to currently stay 2 meters.



8-14 June 2020

The carers' webpage was updated to include a broader range of information and support available for carers.

A 'Family, Friends and Carers Information' leaflet, and easy read equivalent, has also been introduced, detailing what carers can expect when they, or the person they care for, comes into hospital and the support that is available to them.

The Patient Experience Team worked in partnership with local carer organisations to ensure all resources contain useful information and are worthwhile to carers.

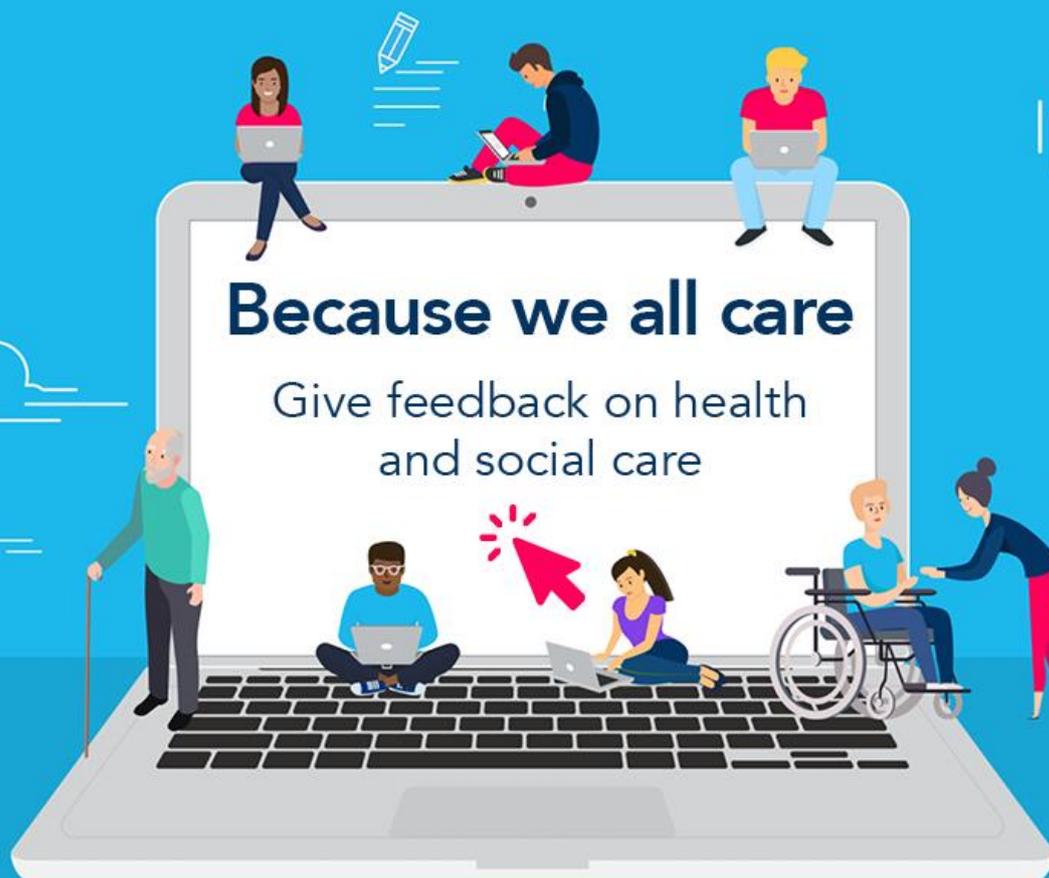


A Learning Disability Resource Pack was given to every ward and department within the Trust, during Learning Disabilities Week. This included a set of Makaton

cards with useful words, such as 'pain' and 'toilet'; the British Sign Language alphabet to facilitate fingerspelling; and, a briefing for recognising deterioration in patients who may not be able to communicate that they are feeling unwell.

An easy read webpage designed specifically for people with learning disabilities has also been launched. It helps to explain what we, as a Trust, can do to make the experience of coming to hospital easier for people with learning disabilities.

Healthwatch Campaign



On the 8 July, Healthwatch England in partnership with the Care Quality Commission, have launched the 'Because we all care' campaign. This campaign aims to encourage people using NHS and social care to give feedback on their experiences, to help improve services for everyone.

CQC, Healthwatch and partners have joined forces to launch 'Because We All Care'. This new campaign aims to help services identify and address quality issues, as well as support patients in response to COVID-19, by encouraging people to share feedback about their experiences of health and social care services in England.

Led by CQC and Healthwatch, Because We All Care is a campaign that any health or social care organisation can support to help increase feedback across the sector or adopt and tailor to encourage feedback for their services.

The public appreciate the work health and care staff have done during the pandemic and want to play their part in helping services ensure patients and service users get the support they need.

So why now?

We all care about the NHS and social care. By encouraging service users to share their experiences of care, we can ensure that services are providing the best possible support to people they care for, and help other services to learn from best-practice.

Routine inspections of health and social care services by CQC decreased during the COVID-19 emergency. Healthwatch have also reduced visits to services to find out how they are working for those who use them. Now, more than ever, we need feedback and insights on care to help you to adapt during this difficult time and respond to the changing needs of the people you support.

Public feedback helps NHS and social care services spot what is working and what could be

better when it comes to support. With services working to bounce back from the COVID-19 pandemic, people's views have never been more important.

This campaign is launching now to help the public understand how by sharing their experiences they can help services identify and address issues and improve support for their community.

The top messages for the campaign are:

Tell us about your experiences to help improve health and care services for everyone. By giving your feedback about care, we'll be able to help improve services for everyone. All feedback can help improve services. Visit our website to tell us about both your good and bad experiences.

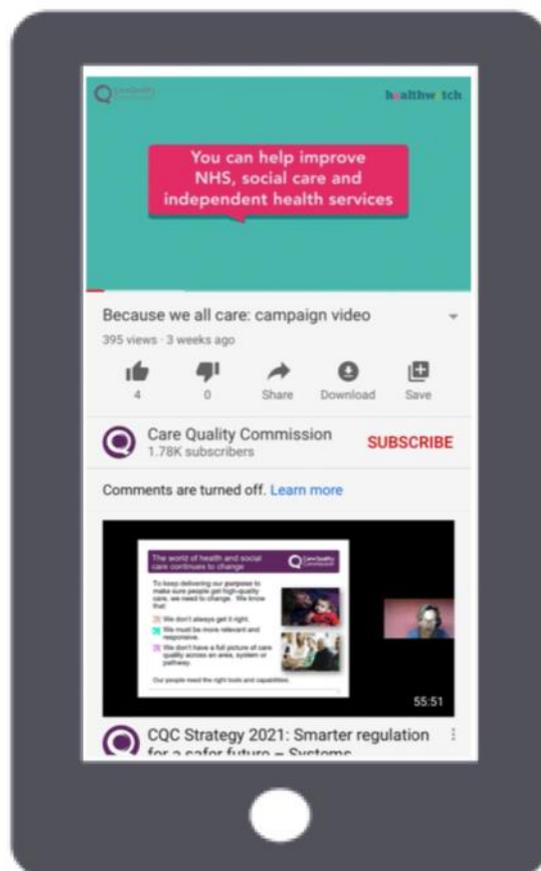
As health and social care services work to provide the best possible care during COVID-19, public feedback can play a crucial role in helping to identify and address issues that affect the quality of people's care.

We are asking that people and organisations to do is to promote and share this campaign amongst their contacts, social media etc.

People can access the survey here: <https://www.healthwatch.co.uk/because-we-all-care>

Join the conversation on Instagram and Twitter using the hashtag **#BecauseWeAllCare**

[Watch the Video on YouTube](#)



DIABETES UK
KNOW DIABETES. FIGHT DIABETES.

Telford branch meetings are currently suspended. The next online meeting takes place September 2nd new members welcome!
Please contact via Facebook

<https://bit.ly/2XRzNaX>

Or email

Daniel.suggitt@live.co.uk

We are aware that many organisations are also looking at different ways of holding their meetings and would love to learn from you.

If your group is holding a meeting you would like us to attend, please get in touch using the details below.

sath.engagement@nhs.net
or 01743 492390

Volunteering at SaTH



Our volunteers play a hugely important role at The Shrewsbury and Telford Hospital NHS Trust by working alongside staff in a variety of different departments and wards and we really value the different skills, outlooks and experiences that they bring to the organisation. They make a real difference to our staff, patients and visitors.

Prior to COVID-19, the Trust had volunteers in most wards and departments at both hospitals – these included ward helpers, mealtime buddies, meet and greeters, hostesses, dementia volunteers, chaplaincy volunteers, end of life care volunteers, lab volunteers and many more.

Those who volunteer range from people looking to gain experience in the NHS for future careers, to those who have retired but are looking for a way to give something back. Recently, we have received the fantastic news that three of our volunteers have been offered substantive paid roles resulting directly from their volunteer experience.

Following Government guidelines at the start of the pandemic, the Volunteer Team had to make the unfortunate but necessary decision

to postpone the majority of volunteer placements. Over the last few months, we have had a number of people continuing to volunteer at the Trust and we are currently looking at ways we can safely offer more volunteer placements.

We are also pleased to say that our Young Volunteer Scheme (for 16 & 17 year olds), has reopened to current or potential volunteers. Some of the temporary roles have included: portering assistants, administrative support, catering assistants, pharmacy runners, face mask distribution and PPE mask fit testers.

If you would like to volunteer at the Trust, please contact with the Volunteer Team to discuss the application process and what to expect while volunteering at this unusual time.

We risk assess everyone who would like to volunteer and, unfortunately, if you are deemed to be in a 'higher risk group' then you will not be able to volunteer at the moment.

The Volunteer Team
Tel: 01743 492256/ 01743 261118
Email: Sath.members@nhs.net





The People's Academy

Online People's Academy

The Community Engagement Team and a group of Academy graduates have formed an 'Academy Guiding Group' to shape the future of the People's Academies at SaTH. Due to Coronavirus, the Community Engagement Team has been unable to host the People's Academies, Young People's Academies and the newly developed Learning Disability Academies.

Over the past 2 years, these academies have proved to be an important vehicle for the public to engage with SaTH, to find out how the NHS works in their area along with a chance to see what goes on behind the scenes.

The new guiding group is an exciting step towards reinstating the academies and opens the sessions up to a wider audience going forward. The group will work on adapting the existing content to a digital audience with a series of online sessions, which will be launched in September 2020.

The 10 proposed sessions will have something for everyone, from finding out

more about our local hospitals to the NHS on a whole. There will be presentations and activities from various departments across the hospitals including topics such as the Hospital Transformation Programme, Careers, Involvement, Dementia Friends Awareness and many more. You will be able to pick the sessions that you are most interested in when the full programme is published.

Our behind-the-scenes tours have always been a popular aspect of the academies. Thanks to going virtual, we are now able to open up tours to more areas of the hospitals and would be interested to know what you would like to see. Previous academies have visited Pathology, Radiology, Theatres, Pharmacy, Medical Engineering, Estates, Medical Records and Catering - please email sath.engagement@nhs.net with your suggestions.

Enrolment to the new online Academy is completely free, and you will be provided with information on how to attend these sessions online. For further information about the People's Academy and to sign up please visit <https://www.sath.nhs.uk/working-with-us/academy/>.

Public Engagement Dates for your diary

Community Drop-Ins
Tuesdays 14:30 – 16:30

Community Meetings
24 September 10:00 – 12:00
09 December 10:00 – 12:00



Transforming Care

Meet the KPO Team



Richard Stephens (Head of KPO), Louise Brennan (Senior KPO Specialist), Marie-Claire Wigley (KPO Specialist)



Rebekah Tudor (KPO Specialist), Carla Webster (KPO Facilitator), Yvonne Herbert (KPO Facilitator)

The Transforming Care Production System is Shrewsbury and Telford Hospitals method for supporting staff improve the way we work. Our approach is based upon the Japanese culture of Continuous Improvement (Kaizen) and encourages personal efficiency in working practices to keep our patients at the front and centre of everything we do.

Over 3,000 members of staff have received coaching from the Transforming Care Team to help them recognise and make both simple innovations and bigger changes to streamline personal working and improve patient care. Patient representatives are invited to take part in improvement events to ensure the patients voice is heard and incorporated into the services we provide.

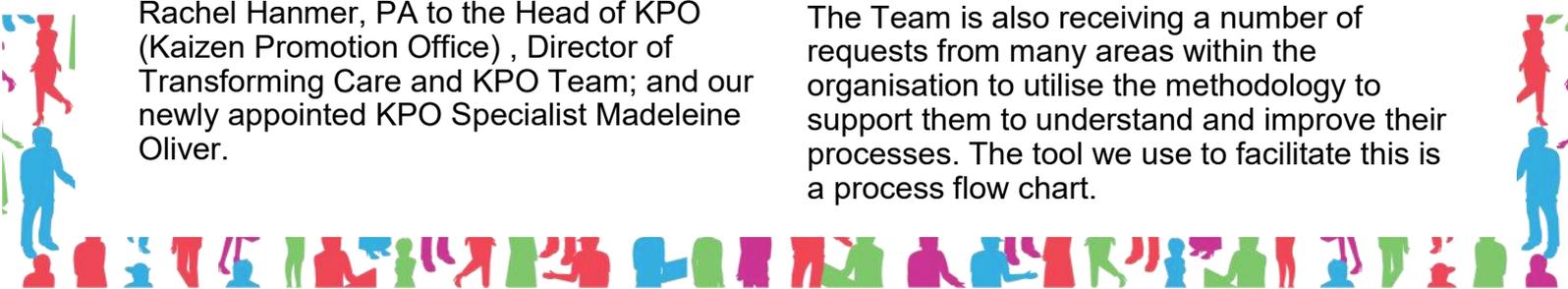
The Team consists of 8 members, some of which are shown above but also includes Rachel Hanmer, PA to the Head of KPO (Kaizen Promotion Office), Director of Transforming Care and KPO Team; and our newly appointed KPO Specialist Madeleine Oliver.

During this unprecedented time the team temporarily suspended all training and formal improvement events to support the Trust in adapting to the ever changing pressures arising from the COVID-19 Pandemic.

As a result, a number of the team has helped to set up and currently support within the Incident Command Centre (ICC); which is a requirement during any crisis, such as a pandemic. Within the ICC the team provided support in producing Standard Work, Production Boards and Huddles to facilitate the smooth running of the Command Centre. Additionally the 5S workshops have continued to be a success, enabling a number of areas to improve the safety and flow of their departments.

As things are beginning to return to a “New Normal” the KPO Team is working on a recovery plan to reinstate training programmes, and is also trialling new ways of working for face to face teaching alongside virtual platforms.

The Team is also receiving a number of requests from many areas within the organisation to utilise the methodology to support them to understand and improve their processes. The tool we use to facilitate this is a process flow chart.



Keeping in Touch with YOU!

We are going to be unable to use traditional means of engaging with our communities for some time, and are looking at different ways we can continue our conversation with you.

Can you help?

We are inviting you to help us develop an engagement plan for the coming months by:

- Telling us what you'd like to see in the next edition of Engagement News
- Sending suggestions and ideas to the Engagement team — nothing is off the table, and every suggestion will be considered, and/or
- Joining a virtual Task and Finish group — initial meeting will take place later this month, and format agreed there. Meetings will be held online, at a time to suit.

**Please contact the Engagement team using
sath.engagement@nhs.net
or 01743 492390**

**Updates for inclusion in this
newsletter should be sent to the
Engagement Team by the 25th of the
month.**