

Update from Alison Jones, GP Engagement

SaTH Screening Timeline goes national

A group of staff at the Trust has overhauled an NHS Screening Timeline for their patients, and now the resource has been rolled out nationally by Public Health England.

Screening is the process of identifying healthy people who may have an increased chance of a disease or condition, and the screening provider can then offer any further information, further tests or treatment as appropriate. Managers for six screening programmes at the Trust put their heads together after realising that information about screening for patients in Shropshire and Telford & Wrekin needed to improve. With the help of SaTH's Graphic Designer, Sam Parker, they devised a timeline that runs from conception up to the age of 70 and illustrates the screening services that are available to people throughout their lives – improving awareness and access for the local community.

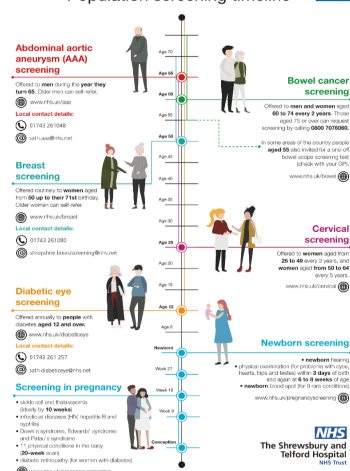
Public Health England Screening was so impressed with the timeline that it adapted it into a resource which has been made available nationally so that others can benefit. Healthcare professionals around the country can now add in details of local screening programmes and give their patients an explanation of population screening, a definition of personal choice and a signpost to more resources.

Jess Smith, SaTH's Abdominal Aortic Aneurysm Screening Coordinator, said: **"It was fantastic that all of SaTH's Programme Managers were so keen to work together to improve awareness for our patients. We also received great support from Public Health England Screening and Immunisation Co-ordinators and local council representatives. The end result of the group's work is a simple timeline that makes it clear what screening programmes will be offered to people and when. The resource also includes information and contact details for local screening services, which we hope will help make our services more accessible and tackle local health inequalities."**

Andrew James, Diabetic Eye Screening Programme Manager at the Trust, said: **"The common goal we all share in screening is to identify disease and provide access to treatment for our patients. With so many health concerns being publicly promoted, the screening leads at SaTH felt we had to do something to help signpost all patients to the amazing services we offer, and so the local screening timeline idea was born."**



Population screening timeline NHS



Please click [here](#) to see the Screening Timeline which is a very useful resource for GP practice teams in Shropshire and Telford in summarising the various screening programmes, and also for sharing and promoting with their patients.

For GP practice teams in Powys, Public Health Wales manages the screening programmes on behalf of the Welsh Government for the benefit of the Welsh population. Please click on the [screening programmes for Wales](#) to see more details for the following screening programmes which are available for Welsh residents and the various criteria for each programme:

- ◆ Breast Test Wales
- ◆ Cervical Screening Wales
- ◆ Bowel Screening Wales
- ◆ Abdominal Aortic Aneurysm Screening Wales
- ◆ Newborn Hearing Screening Wales
- ◆ Newborn Bloodspot Screening Wales.

GPConnect contact: Alison Jones, GP Engagement

Stretton House, Royal Shrewsbury Hospital, Mytton Oak Road, Shrewsbury, SY3 8XQ

Telephone (01743) 492591 Email: alison.jones25@nhs.net Website: <https://www.sath.nhs.uk/healthcare-professionals/gpconnect/>

Stunning sky ceilings to help improve patient experience

Five stunning sky murals are to feature on two wards at the Princess Royal Hospital to improve care for patients.

The LED ceiling tiles will feature natural sky scenes and will be fitted in five side rooms on Ward 15 (Acute Stroke Unit) and Ward 16 (Rehabilitation), with one already being completed during August.

The aim of the murals is to provide a distraction and reduce feelings of anxiety for patients receiving treatment, giving them a more positive experience of being in hospital.

The first room to have the tiles installed is the new Swan Room on Ward 15, which was officially opened on 13 August. The Swan Room is for patients who are at end of life, and their families, so they can spend valuable time together in a peaceful and calming environment.



Ruth Smith, Lead for Patient Experience at the Trust, said:

"These beautiful sky murals will replace the plain tiled ceilings that patients look up at whilst they are in bed.

"We hope that they will provide a distraction for our patients whilst they are receiving treatment, as well as reduce anxiety through promoting relaxation.

"We would like our patients to be able to have a positive experience whilst they are in our hospitals, and this is just one way of helping to achieve that."

Ann Allsop, Ward Manager for Wards 15 and 16, said staff had already had a great response to the sky ceilings from patients and their families. She said: **"The tiles have only been in for a few weeks, but our patients and their families have all said what a difference they have made. I would like to thank the estates team for their work in installing the ceiling tiles, they really do look wonderful."**

Jules Lewis, End of Life Care Facilitator at SaTH, said: **"The murals look amazing, and will make such a difference to our patients and their families who are using the Swan Room at the hardest of times. We would like to thank everyone who contributed towards making this happen."**

Peer support group for new mothers

Please click [here](#) for details of a new support group for expectant and new mums in Shropshire and Telford, and which has just started meeting weekly at three local venues. Please do share with your patients!

League of Friends volunteers help fundraise for new ITU equipment

Joy Marston has been volunteering for the League of Friends of the Royal Shrewsbury Hospital for 40 years, making her one of their longest serving volunteers.

On 16 August Joy was helped by one of the Friends' youngest volunteers, 17-year-old Emma Highfield, to draw four winning tickets for the Friends' Annual Summer Draw, held to raise funds for new intensive care equipment.

Joy and Emma were also joined by volunteers Colin Roscoe who, at the age of 85, cycles to the hospital twice a week to sell raffle tickets in the Outpatients reception, and Hazel Clayton, who has been volunteering at RSH for 13 years.

Both Joy, who started volunteering at the age of 23, and Emma help out in the Friends' hospital shops. Emma helps out every Friday afternoon after she finishes college, and also during the holidays, and hopes to become a nurse.

This year's summer draw raised just over £2,500 and the money will be put towards equipment for the Intensive Therapy Unit (ITU) at the Royal Shrewsbury Hospital.

Susan Hurdiss, Friends Organising Secretary, said: **"I would like to thank everyone who has supported this year's summer draw and also take the opportunity to say a huge thank you to all our wonderful volunteers who give their time in our shops, and to our fundraising committee who organise some marvellous events throughout the year."**

Jane Davies, Ward Manager for ITU at the Royal Shrewsbury Hospital, said: **"We are so grateful to the League of Friends of RSH for this very generous donation, and we would like to thank everyone who bought a ticket. It will enable us to buy new equipment for ITU which will make such a massive difference to our patients."**

Since gifting £1million for a new MRI scanner last March, the Friends gifted a further £330,000 for equipment which continues to improve patient care and help save more lives. Most recently, the Friends approved further funding of £149,685 for equipment for ITU.



Pictured from left to right are LoF volunteers Emma Highfield, Colin Roscoe, Hazel Clayton and Joy Marston

Waiting area for cancer patients opens in memory of former patient who helped create it

A new waiting area for patients being treated for cancer was officially opened at the Royal Shrewsbury Hospital in August, and has been named after a former patient who has helped to make it happen.

The Bernadette Roberts Waiting Room was opened on the O'Connor Haematology Unit by members of Bernadette's family. Bernadette, from Shifnal, was diagnosed with cancer in 2008 and regularly attended The O'Connor Haematology Unit until her death in December 2015. The 69-year-old was so grateful for the support and friendship she received during those seven years that she decided to leave more than £235,000 to the unit.

Sally Hodson, Operations Manager for Oncology and Haematology at the Trust, said: **"The new area looks fantastic and I would like to say a big thank you to Bernadette, and to her family, for the generous donation Bernadette gave the department which has enabled us to make this happen."**

"In the six months since the expansion was completed, over 10,794 patients have used this area and we have received so many comments from patients saying how comfortable it is and how the environment has improved."



A plaque in remembrance of Bernadette was unveiled at the official opening by her sisters Christine Hayward, Anne Winn and Sarah Wilkes (all pictured left).

Mrs Hayward said: **"The new waiting room has been tastefully done, there is plenty of room for patients and the décor is light and airy with ample seating. I know Bernadette would have been overjoyed by this and her memory will live on for all to see and enjoy."**

Mrs Winn said: **"The waiting room looks amazing - so light, bright and airy, which will make the patients who frequent the room more relaxed. On a personal note I am thrilled how it is looking, with the beautiful cornflower picture and new comfy chairs. What an everlasting memory for us, Bernadette's family. She would have been very happy with the way everything now looks."**

Mrs Wilkes added: **"Bernadette always appreciated the support and treatment she received from Dr O'Connor and the Haematology Team. Her donation was Bernadette's best way of showing her gratitude. The waiting room is like a breath of fresh air."**

Trust takes delivery of 60 dedicated Sepsis Pods

To mark World Sepsis Day on 13 September 2019, the Trust took delivery of 60 new blood culture pods to dramatically reduce the time it takes for samples to be transported to its labs.

The new plastic pods are safer than the glass pods they replace, and initial calculations suggest as much as one hour could be saved in the time it takes for a sample to reach the Pathology labs using air tube systems at the Trust. The new pods will be launched at the Royal Shrewsbury Hospital before being introduced at the Princess Royal Hospital.

Karen Gibson, Senior Specialist Biomedical Scientist at SaTH, said: **"Our target is to load all samples within one hour. The arrival of the pods - which have been kindly funded by SaTH Charity - will allow us to hit our target, but most importantly they will be responsible for saving lives."**

Angela Windsor, Sepsis Nurse Practitioner at SaTH, said: **"Mortality increases by 10% for every hour's delay in administering antibiotics in cases of sepsis, and it is also important to ensure the patient is given the correct antibiotics."**

"We have made tremendous strides in improving our performance and the delivery of these pods should allow us to meet our ambitious target and save more lives."



Pictured with the sepsis pods are Angela Windsor, Sepsis Nurse Practitioner (far right), Karen Gibson, Senior Specialist Biomedical Scientist, and Andrew James, SaTH Charity

Families kindly donate baby gifts to the Princess Royal Hospital

Families who attend a church in Telford have kindly collected and donated a range of gifts to be distributed to mums and their newborn babies. The gift-wrapped donations, which included baby baths, baby clothes, nappies and toiletries, were given to midwives in the Delivery Suite at the Princess Royal Hospital, to be passed on to new mums in need of a little extra support.

Samantha Fessal, who attends the Telford Central Seventh Day Adventist Church which organised the collection, said it was their way of teaching their own children about kindness and helping others.



Proud To Care



Make It Happen



We Value Respect



Together We Achieve

Newly qualified nurses complete preceptorship programme

Newly qualified nurses at Shropshire's two acute hospitals have completed a transition programme that helps them on their journey to becoming registered nurses.

36 nurses at the Trust completed the preceptorship programme on 4 September. The Nursing and Midwifery Council defines a preceptorship as 'a period to guide and support all newly qualified practitioners to make the transition from student to develop their practice further'. Gill Johns, Clinical Practice Educator at the Trust, said: **"The beginning of a newly qualified nurse's career can be a challenging time, and initial experiences can shape how they develop in their career. The preceptorship programme ensures newly qualified nurses, midwives and allied health professionals receive the best possible start to their career."**

During the preceptorship programme, the nurses were supported by an experienced practitioner to develop their confidence and to refine their skills, values and behaviours. Gill added: **"Having expert support, and learning from best practice gives a foundation for life-long learning and allows nurses to provide effective patient-centred care confidently. I would like to congratulate everyone who has completed this programme and wish them all the very best in their future careers."**



Why Frailty is Everyone's Business: event on Saturday 12 October 2019

Places are still available for this (free) morning event from **9am to 1pm on Saturday 12 October** at the University Centre Shrewsbury (Frankwell Quay, Shrewsbury). This is your opportunity to hear from local and regional speakers on how the clinical decisions we make affect our older population.

There will be talks on deprescribing, risk aversion in decision making and a review of what the Frailty Intervention Team (FIT) at the Trust is telling us about the current system for our older patients.

Plenary sessions, interactive workshops and poster displays will keep the session engaging, informative and thought-provoking. Please click [here](#) to see the programme and how to book a place: this promises to be a very informative morning, and attendees will be able to credit 3 hours CPD.

Patients praise Trust staff for cancer care

Patients with cancer have rated their treatment at Shropshire's acute hospitals as 'very good', highlighting the dignity and respect they received.

In the 2018 National Cancer Patient Experience Survey, patients gave their treatment at the Trust an average rating of almost 9 out of 10.

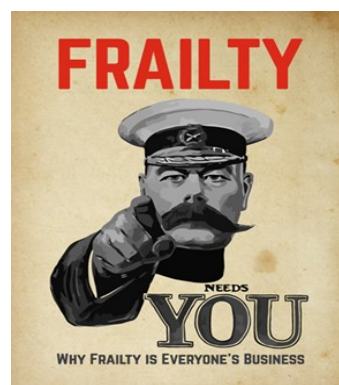
The Trust scored significantly higher than the national average in patients being told they could bring a family member or friend with them when they were first told they had cancer (84% compared with a national average of 78%). SaTH also scored highly in patients being told whom they could contact if they had any concerns after they had been discharged. The Trust scored 96%, an increase on last year's result (93%) and above the national average (94%).

Other areas where the Trust scored highly were patients receiving all the information they needed about tests (94%); patients being given the name of a Cancer Nurse Specialist (CNS) who would support them through their treatment (91%); patients having all the information they needed before any operation (95%); doctors having the right notes and other documentation with them (96%) and GPs being given enough information about a patient's condition and treatment (95%).

The survey also found that 85% of patients felt they were informed in a sensitive way that they had cancer (in line with the national average) and 89% of patients were always treated with respect and dignity by staff.

There were three areas where SaTH scored below the national average: where patients found it easy to contact their CNS, patients having all the information they needed before radiotherapy treatment and patients being given understandable information about whether radiotherapy was working. In two of these areas, SaTH scored 80% or more.

Jessica Greenwood, Lead Cancer Nurse at SaTH, said: **"It is extremely gratifying that so many of our patients think highly of the services we provide. This is a testament to the hard work and dedication of all of our teams, even at our busiest times. Of course, we recognise there are areas where we need to do better and we will continue to focus on the whole patient journey to make improvements across the board for the sake of our patients and their families."**



Proud To Care



Make It Happen



We Value Respect



Together We Achieve

Trust commended for good practice by national programme

Areas of good practice at the Trust have been highlighted by a national NHS clinical improvement programme.

The Getting It Right First Time (GIRFT) programme looks to improve NHS care by reducing unwarranted variation in the way services are delivered. As part of SaTH's improvement journey, GIRFT is working with the Trust to identify and share good practice, and agree opportunities for further development.

A number of areas of practice have been praised by the programme; for example the care of children admitted through A&E being led by paediatricians, with input from other specialties where required. In orthopaedics, SaTH has reduced its surgical equipment costs, while in renal medicine, the Trust is delivering a high-quality home therapy service.



GIRFT is led by expert clinicians, who visit NHS Trusts across England to review a range of surgical, and medical specialties, as well as support services, such as radiology and pathology. During each visit, good practice is identified and a series of recommendations are made to improve services further.

SaTH has already welcomed the GIRFT team to 13 of its departments, with three more visits booked for the coming months. The good practice identified at the Trust will enable GIRFT to support other providers to make similar improvements. Teams across the Trust are now working hard to improve services further, in line with the recommendations agreed by GIRFT and the Trust. SaTH has already ring-fenced 14 beds for orthopaedic surgery, with a view to reducing cancellation rates and minimising infection risks, while in obstetrics and gynaecology, more laparoscopic procedures are being offered which carry a lower surgical risk and have shorter recovery times than open approaches.

Professor Tim Briggs, NHS Director of Clinical Improvement and GIRFT Chair, said: **"It's great to see the teams at SaTH so engaged with the GIRFT programme. GIRFT aims to improve patient outcomes and ensure value for taxpayers, by reducing unwarranted variation in NHS services. We look forward to continuing to work with the Trust to build on the success realised so far."**

GIRFT works with NHS Trusts in England across 40 clinical specialties. The programme has already published eight national reports, making a wide range of recommendations into how services can be improved. For more information and to read the reports, please visit www.gettingitrightfirsttime.co.uk

Trust's Procurement team is amongst top five in the country

The Procurement team at the Trust has been ranked 5th out of 133 acute Trusts across the country, new figures reveal. The Procurement League Table ranks NHS Trusts for their efficiency in buying goods and services, so this result means the team at the Trust is amongst the very best in the country at delivering value for money for both patients and tax payers.

Recognition for this achievement comes after the Procurement team were named as finalists at the Health Service Journal's Value Awards 2019, in the category of Financial or Procurement Initiative of the Year. This category recognises the excellent use of resources and also seeks out examples of demonstrable improvement in outcomes.

The team was shortlisted for making savings of £1.8million in the 2017/18 financial year using 'lean methodology' from the Trust's Transforming Care Production System.

Paula Davies, Head of Procurement at SaTH, said: **"I am extremely proud of the team and commend the hard work they put in to ensuring we offer best value for money for the products and services we procure."**

Paula Clark, Interim Chief Executive at SaTH, said, **"Our ranking means we are delivering value for money for our patients and tax payers, which is great news. The Procurement team are amongst our vital back office teams, so it's good to know there's a whole well-oiled operation behind us. Well done to the team."**

Dad's fundraising thank you to Neonatal team for caring for his son

A charity DJ night has raised hundreds of pounds for the Neonatal Unit at the Princess Royal Hospital as a thank you for the care given to a baby boy.

Rich Austin and Gemma Jones, from Broseley, Telford, wanted to do something to show their appreciation to the unit after staff cared for their son Neo, who was born with very low blood sugar levels.

Rich, a Technical Manager and Designer, decided to put on a charity DJ night at Broseley Social Club, which raised £220 for the unit.

He said: **"We wanted to do something to help as 20 months ago when we had our boy at PRH he was in the Neonatal Unit for 12 long days due to very low blood sugar levels."**

"The staff were absolutely wonderful in the care they showed Neo and the other babies they were looking after."

"We visited the Neonatal department to present them with a cheque for £220, which we know is a drop in the ocean, but we hope it will help towards this excellent department and the outstanding care and dedication shown by the staff."

Sam Davies, Neonatal Unit Manager, said: **"We'd like to thank Rich and Gemma for their wonderful gesture. Although they say it's a 'drop in the ocean', every penny we receive helps us make improvements for the babies in our care and their families."**

Foundation will raise money to help Leukaemia patients

A foundation set up in memory of a much-loved husband and father will raise money to help patients undergoing treatment for Leukaemia at the Royal Shrewsbury Hospital.



The Blue Sky Foundation was set up in memory of Steve Newman, from Shrewsbury, who died in November 2017 at the age of 50 after being diagnosed with Acute Myeloid Leukaemia (AML) in August 2016.

The Foundation was created to represent the optimism, positive attitude and hopefulness that Steve displayed, in the hope of one day finding a cure for leukaemia.

His family said they wanted to raise money for the Royal Shrewsbury Hospital so **“more people can be treated with the same fantastic care that Steve received.”** Money raised will go to the Oncology and Haematology departments at RSH.

Steve’s wife Susan said: **“Steve was a wonderful husband and a loving father and stepfather to Myles, Olivia and Elliot. He never once faltered in his pure determination to**

conquer this cruel disease, and resume normal life again.

“Receiving treatment at the Royal Shrewsbury Hospital and a bone marrow transplant at the Queen Elizabeth Hospital in Birmingham, consultants and nursing staff alike soon began to recognise the unique bravery and relentless positivity Steve showed throughout his intense treatment. Even in his darkest of days, he would be on top of his game.

“Our aim now is to help fund a new treatment room in Steve’s name so that more people can be treated with the same fantastic care that Steve received whilst fighting his valiant battle.

“Steve was a thoughtful and kind man with a sense of humour and a very forward thinking attitude to resolving any given situation. Through our fundraising we will honour his name by our continuous efforts to fulfil his legacy in finding a cure.”

Anyone wishing to support the fundraising effort can do so by visiting www.justgiving.com/crowdfunding/bluesky

Sally Hodson, Operations Manager for Oncology and Haematology at the Trust, said: **“This is a wonderful gesture from Steve’s family and friends and we would like to thank them and the Blue Sky Foundation for thinking of us.”**

Hospital at Night Team’s simple solution to improve patient care

A team at the Trust has come up with a simple solution to improve the care of patients who need medical treatment during the night.

The Hospital at Night Team has developed highly-visual alert labels which can be placed in a patient’s notes to ensure that those who were poorly overnight are seen first when medical teams do their rounds the following morning.

The scheme has been rolled out across both the Royal Shrewsbury Hospital and Princess Royal Hospital sites.

Clare Walsgrove, Hospital at Night Matron, said: **“At a recent team meeting we were discussing patients who we had seen overnight, and how we could ensure they received a prompt review the following morning.**

“After a board round, most teams review their sickest patients first, but we recognised that the patients who we had seen overnight would not necessarily have a high score on the National Early Warning Score system, because our intervention had helped them.

“We felt that these patients still warranted an early review in the morning in case teams needed to follow anything up, such as blood results or requests for more investigations.”

The future plan is to eventually include this information on the Trust’s electronic patient information screens. Clare added: **“Abi Scriven, one of our Nurse Practitioners (pictured right), came up with the idea of producing the labels while we progress the idea to add an icon to the patient information screens, as we didn’t want to wait for the electronic solution.**

“We felt this was important for our patients to move this forward as quickly as possible to ensure they were seen promptly after they had been poorly overnight and to ensure that their treatment plans were updated following an episode of deterioration.”



New Swan Room opens at the Princess Royal Hospital



More than 20 Swan Rooms, which provide privacy and dignity for patients at the end of life, have been created at both the Royal Shrewsbury Hospital and the Princess Royal Hospital. The latest Swan Room has opened on Ward 7 at the Princess Royal Hospital, and this brings the total number of Swan Rooms at both hospitals to 22, with plans to open the 23rd soon at the Royal Shrewsbury Hospital.

The Swan Rooms build on the work being done by the Trust to improve end of life and bereavement care, and allow relatives to spend valuable time with their loved one who is at the end of life, in a more private, peaceful and calming environment.