

The Shrewsbury and Telford Hospital NHS Trust Service Variation Status Report
Last Updated 05 December 2011

Service Variation	Programme or Source	Overview	Lead	Current Status	Next Steps	Engagement
Open Service Variation Issues						
2010/01 Single site vascular surgery	Future Configuration of Hospital Services (FCHS)	A single site for vascular surgery is part of the reconfiguration of inpatient and emergency surgical services within the FCHS programme. This will help to ensure safe and sustainable acute surgery in the county, and support our aspirations to be a centre for AAA screening (see below). It is planned to transfer inpatient vascular surgery for the small number of cases currently performed at PRH to RSH during 2012.	SATH Clinical Lead: Mr Tony Fox Management Lead: Sara Biffen	The Full Business Case (FBC) for the reconfiguration of hospital services is currently being developed. This includes the design of the reconfigured surgical services at RSH and supporting pathways and workforce needs. The FBC is expected in Spring 2012.	December 2011: Submission of the planning application for the development of new facilities at the Princess Royal Hospital. To Spring 2012: Continue with the development of the FBC and the delivery of the wider FCHS programme, including: <ul style="list-style-type: none"> ongoing assurance models of care and implementation, and communication and engagement. 	There has been ongoing engagement since the end of consultation, with regular public briefings, attendance at meetings in local communities, newsletters and website information. The Communications and Engagement plan for this phase of the reconfiguration programme is in place. This includes a wide range of engagement and involvement activities from regular newsletters to focus groups and from staff briefings to public presentations and question and answer sessions.
2010/02 Women and Children's Centre at PRH	Future Configuration of Hospital Services	The development of a Women and Children's Centre at PRH will enable the consultant maternity unit, inpatient paediatric ward and Rainbow Unit to move out of the deteriorating maternity building at RSH. Consolidating the inpatient paediatric service at one site will also enable safe and sustainable medical rotas within paediatrics. A wide range of specialist Women and Children's services will continue to be provided at RSH (Midwife-Led Unit, Paediatric Assessment Unit, Outpatients, Day assessment etc.)	SATH Clinical Lead: Mr Andrew Tapp Management Lead: Cathy Smith	The Full Business Case (FBC) for the reconfiguration of hospital services is currently being developed. The building plans for the Women and Children's Centre have been developed by Aedas architects with the involvement of clinicians, staff, patients, parents, carers and the public. The plans for the refurbishments required at RSH are currently being developed.	As above	As above
2010/03 Acute Surgery Centre at RSH	Future Configuration of Hospital Services	See 2010/01	SATH Clinical Lead: Mr Tony Fox Management	See 2010/01	See 2010/01	See 2010/01

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			Lead: Sara Biffen			
2010/06 Cancer Centre Development at the Royal Shrewsbury Hospital	Local Service Development	A £5m development is underway to improve cancer and haematology outpatient and day facilities at the Royal Shrewsbury Hospital, including a new outpatient unit for haematology and oncology patients, a day unit for chemotherapy and head and neck cancer patients and a new reception area. This development has been funded through charitable donations from a range of charities including the Lingen Davies Cancer Appeal, Shropshire Blood Trust Fund, Shropshire Head and Neck Charity and the League of Friends of the Royal Shrewsbury Hospital.	SATH Clinical Lead: Dr Srihari Management Lead: Julia Clarke	Building is currently underway, and we are on target for completion of build by Summer 2012. A public competition has led to the unit being named "The Lingen Davies Centre" and following a public art competition a shortlist of finalists will be exhibited shortly.	Continue building work, and continue to engage with users and the public. Prepare for completion and launch of new facilities Continue fundraising through Lingen Davies for equipment for the new Centre.	Key activities have included: <ul style="list-style-type: none"> • 18/2/11 – Staff engagement event (5-7pm) • 10/5/11 – Public engagement event (6-8pm) • 10/5/11 Launch of naming and art competitions • 9/6/11 – Staff interior design event (1-5pm) • 24/6/11 – DDA Group – new build meeting (2.30-3.30pm) • 20/7/11 – Turf cutting ceremony (3.30-5pm) • 23/8/11 Formal launch of build by Interserve (1-4.30pm) • 26/9/11 Interior design workshop for staff and public (4-6pm) • 20/10/11 Results of naming competition announced and shortlisted art entries competition entries chosen • 8/11/11 -meeting with rep from T&W LINK to discuss DDA issues Next steps include a public exhibition of the shortlisted artworks. Selected artworks will be displayed in the Centre.
2011/01 Trauma Unit at RSH	Development of Regional Trauma Network	There is a regional process to designate hospitals as Trauma Centres, Trauma Units and Local Emergency Hospitals. Our application for Trauma Unit designation for the Royal Shrewsbury Hospital has been accepted.	West Midlands Specialised Commissioning Clinical Lead: Dr Rob Law Management Lead: Kerry Malpass	Submission for designation has been submitted and we have been approved as a Trauma Unit subject to meeting the designation standards. We have a plan in place to achieve this.	To March 2012: Continue to implement plan for Trauma Unit at RSH	West Midlands Specialised Commissioning is holding a Trauma Care Implementation Planning Day in Birmingham on 19 December. This event is open to key stakeholders including patient groups, LINKs and HOSCs.
2011/02 AAA Screening Centre at RSH	Development of national AAA screening programme	As part of the national Abdominal Aortic Aneurysm (AAA) screening programme the Trust will invite 65 year old men registered with Shropshire and Telford and	National AAA Screening Programme Clinical Lead – Mr Tim Sykes	The programme is on target to start calling men for screening from April 2012. The AAA screening programme for Wales is due	Technicians are in post and have started their training, whilst recruitment will begin shortly for the screening coordinator and other support posts.	We propose a presentation to the Joint HOSC in January 2012, including a demonstration of the kit and scanning process. An update will be included in the

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		Wrekin GP practices for a simple ultrasound scan undertaken by a trained screening technician. Screening sessions will be held locally in GP practices and community hospitals.	Management Lead – Kate Shaw	to launch later in 2012/13. Links have been made to ensure that a joined up service is provided for men in the borders.		next edition of Looking To The Future and in GP Connect. A Communication and Engagement Plan has been developed and approved by the AAA Screening programme steering group.
2011/03 Transforming Care Programme – Bed Bundle and Bed Reconfiguration	Transforming Care Programme	The Trust currently has significantly more beds than similar hospitals. However, we are funded based on the average for hospitals in England, and as a result our resources are spread too thinly. We also do not have effective systems for increasing and decreasing capacity to reflect seasonal and other changes in demand. In terms of patient experience, too many patients face inconvenience through delays in hospital, delays in being discharged, multiple moves between wards and other issues that do not add value to their care. As a result the Trust is introducing a new BED Bundle to improve care for patients (covering Board round by 9.30am, Expected Date of Discharge, Discharge by midday for 50% of patients, and the first patients to be transferred from MAU to medical wards by 10am), and making changes to ward configuration.	SATH Clinical Lead: Dr Ashley Fraser Management Lead: Peter Skitt	The first phases of bed reconfiguration have taken place at both hospitals, and work is underway to embed the BED Bundle across the Trust.	Continue with the next phase of bed reconfiguration, which is expected to include some of the surgical changes linked to the Future Configuration of Hospital Services programme. Clinically-led discussions are also underway on options for sustaining and improving some specialist inpatient medical services, including endocrinology. This may include options for retaining the majority of care for the majority of patients at both hospital sites whilst consolidating specialist inpatient care for a small number of patients with more complex conditions to one of our two sites.	An occasional Transforming Care bulletin is issued to the Chairs of the Health Overview and Scrutiny Committees and is also published on the Trust website. Updates are provided to local meetings and stakeholder groups (e.g. Shropshire and Mid Wales Cancer Forum).
2011/04 Hospital Switchboard services	Local service development	Major improvements are needed to Trust switchboard services before the current systems become obsolete and potentially beyond repair. A major replacement programme is underway to install a modern Voice over Internet Protocol (VoIP) system. This new technology makes the option of retaining two independent switchboard operator systems	SATH Management Lead: Chris Needham	Consultation with staff is currently underway and will end on 21 December 2011. A further update will be available following staff consultation.	Conclude consultation with staff, and implement changes based on the outcome of consultation.	Staff consultation is currently underway. Through local media we have invited interested patients and carers to be involved in workshops and focus groups.

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		<p>both financially and technically unsustainable. It also gives us opportunities to review the way we provide telephony and switchboard services to:</p> <ul style="list-style-type: none"> • Improve the patient and public contact experience with the Trust • Improve communication facilities for staff • Use technology to make it easier for callers to reach the relevant department, which will in turn reduce the number of calls handled by telephonists so that those people who most need to talk to an operator are able to do so • Reduce the waiting time for callers and dropped calls • Reduce on-going revenue maintenance costs for the telephony system 				
<p>2011/05 Patient and Visitor Car Parking</p>	<p>Local service development</p>	<p>The Trust is currently reviewing parking arrangements at our hospitals. Whilst it is anticipated that there may be some changes in car parking charges for the first time in five years, it is also intended to introduce improvements such as payment on exit, improved concessions and improved publicity for concessions.</p>	<p>SATH Management Lead: Chris Needham</p>	<p>Patients and communities were asked to provide feedback via our "A Healthier Future" newsletter on October/November</p>	<p>Continue to develop options and communicate widely. Ensure improved publicity for concessions available, for example through the Healthcare Transport Costs Scheme and local concessions for regular visitors and people on long term treatment plans. Improve awareness amongst staff of the concessions so that they are able to promote these to patients and visitors.</p>	<p>Patients and communities were asked to provide feedback via our "A Healthier Future" newsletter on October/November. Development of options draws on feedback from patients and visitors and best practice (e.g. Which? charter for hospital car parking and "Fair For All Not Free For All" guidance)</p>
<p>2011/06 Pathology Services</p>	<p>National independent report by Lord Carter on the future of pathology services</p>	<p>Lord Carter's report set out proposals for sustaining the quality and cost-effectiveness of pathology services across the country. Work is underway across the country to consider options for sustaining and improving</p>	<p>Strategic Health Authority</p>	<p>Local discussions are being led by the Strategic Health Authority on the development and implementation of managed pathology networks across the region. The Shrewsbury and Telford Hospital NHS Trust is working with Sandwell and West Birmingham Hospitals NHS Trust, Walsall Healthcare NHS Trust, The Dudley Group NHS Foundation Trust and Robert Jones and Agnes Hunt NHS Foundation Trust (for whom we provide pathology services) on the development of sub-regional pathology network arrangements. These discussions are expected to lead to changes in the way in which pathology laboratory services are delivered in future.</p>		

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		pathology services.				
2011/07 Telehealthcare	Local service development	We aspire to provide more care outside hospital settings, using the latest technology to provide safe convenient care closer to home.	SATH Clinical Leads: Dr Darren Warner and Mr Mark Prescott	Telehealthcare plans are currently at a developmental stage, with discussions underway with health and care partners, technology providers and patients & public representatives.	Continue exploratory work to devise and agree telehealthcare plans and priorities.	A joint conference between the Trust, local PCTs and the Institute for Rural Health took place at the Royal Shrewsbury Hospital. Further activities will be planned as these discussions progress.
Closed Service Variation Issues						
2010/04 Renal Dialysis Satellite Unit in Ludlow	Local service development	Develop a Renal Dialysis Satellite Unit in Ludlow	SATH Management Lead: Kerry Malpass	The renal dialysis satellite unit is now fully operational and providing renal dialysis for 8 patients, with scope to expand for a further 8 patients subject to changes in demand.	N/A	An official opening was held on 22 November involving patients, staff, League of Friends of Ludlow Hospital, representatives from The Shrewsbury and Telford Hospital NHS Trust and representatives from Shropshire Community Health NHS Trust
2010/05 Sterile Services	Local service development	Consolidation of sterile services to a single state of the art off-site facility in Telford.	SATH Clinical Lead: Mr Tony Fox Management Lead: Gerald O'Hara	Queensway is now fully operational and continues to deliver decontamination services to both SATH and the wider health community	Continue to identify opportunities to further develop the service.	Continue to identify opportunities to further develop the service.
2010/06 Ludlow Midwife Led Unit Refurbishment	Local service development	Refurbishment of facilities at the Ludlow Midwife Led Unit to improve and maintain standards of facilities ahead of the planned move to the new Ludlow Hospital in 2014.	SATH Clinical and Management Lead: Cathy Smith	Work was completed on schedule. Inpatient services needed to be suspended whilst the works took place, but community midwives continued to provide a local service.	N/A	N/A