

Engagement activities held since January 2021

Date/time	Online/face to face Open or closed to the public	Topic	No. of participants	Links
18 February – 24 March 2021	<p>Online - The pandemic prohibited traditional methods of engagement.</p> <ul style="list-style-type: none"> • Public ‘open to all’ meetings • Presentations to community groups who were encouraged to invite the trust to join them • Attendance at local authority meetings (which is business as usual) • ‘All staff’ meetings either a single topic or a mention on the CEO briefing • Stakeholder Reference Group meeting dates - 29 January 2021 3 March 2021 18 May 2021 23 September 2021 • Use of social media (in a range of languages) to promote engagement activities • Use of traditional media to promote engagement activities 	<p>The public engagement is called Your Care, Your Views to reflect an earlier local engagement programme - Your Care, Your Future which was based on providing more care closer to home, rethinking service provision across hospital sites in west Herts and increasing the range of services that could move to a ‘one stop’ model. These aims remain and are integral to Your Care, Your Views.</p> <p>The proposals set out in Your Care, Your Views are based on the draft clinical strategy and clinical brief which has been developed with strong input from leading clinicians and service managers from across the trust. Both documents – which provided further detail on the sites from which services are and could be provided from – were available at the beginning of the engagement.</p> <p>Two further engagement documents (one summary, one full length) were provided, and the redevelopment page of the trust’s website was refreshed to make it easier to locate relevant information.</p>	<p>Number of views</p> <p>386 1.3.21</p> <p>110 8.3.21</p> <p>367 9.3.21</p> <p>183 10.03.21</p> <p>341 11.30.21</p> <p>190 12.03.21</p> <p>453 15.03.21</p> <p>201 16.3.21</p> <p>75 17.03.21</p> <p>89 18.03.21</p> <p>173 19.03.21</p> <p>76 22.03.21</p> <p>166 23.03.21</p> <p>416 24.03.21</p>	<p>https://bitly.ws/37Vfh</p> <p>https://bitly.ws/37Vg3</p> <p>https://bitly.ws/37ViJ</p> <p>https://bitly.ws/37Vj5</p> <p>https://rb.gy/761qyq</p> <p>https://rb.gy/6hw8ps</p> <p>https://bitly.ws/37VjP</p> <p>https://bitly.ws/37Vkc</p> <p>https://rb.gy/cdjgkk</p> <p>https://rb.gy/y7uphz</p> <p>https://bitly.ws/37VkY</p> <p>https://bitly.ws/37Vm5</p> <p>https://bitly.ws/37Vmf</p> <p>https://shorturl.at/bfrDP</p>

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3 March 2021 18 May 2021	Online Public 'open to all' meetings	A presentation at a stakeholder reference group meeting which set out the proposals for redesigning the hospital sites and where the different services would sit in the new configuration. It highlighted which services would be likely to move.	Number of views 142 03.03.21 678 18.05.21	https://bitly.ws/37VpU https://bitly.ws/37Vq9
The second phase of engagement from 19 May 2021, 24 May 2021, 26 May 2021	Online Public 'open to all' meetings	We also held another series of public meetings where our clinicians explained in-depth about our planned options for reorganising the provision of services across our sites. They also gave more information about proposals for our new and improved buildings, where they might be, how they might look and what they would offer patients and staff.	Number of views 126 19.05.21 128 24.05.21 172 26.05.21	https://bitly.ws/37Vw7 https://bitly.ws/37Vwm https://bitly.ws/37Vwv
23 September 2021 10 March 2022	Online Public 'open to all' meetings	We provided further updates to the stakeholder reference group on the redevelopment plans.	Number of views 116 23.09.21 512 10.03.22	https://bitly.ws/37VxN https://bitly.ws/37Vxz
6 April 2022 6-7.30pm	Online Public 'open to all' meetings	Same day emergency care- Same day emergency care is about treating patients with all the care they need without being admitted to the hospital overnight unnecessarily and to why patients are not always taken to their nearest hospital.	Number of views 113 06.04.22	https://bitly.ws/397Jz
8 April 2022 12-1.30pm	Online Public 'open to all' meetings	Virtual healthcare- Virtual healthcare can be the very best of hospital care - but delivered from the comfort of patients own home allows them to be safely treated and monitored in a home setting in innovative ways using technology.	Number of views 72 08.04.22	https://bitly.ws/397KS

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25 April 2022 6-7.30pm	Online Public 'open to all' meetings	Design principles- We presented on the principles by which we are designing our proposed new hospital building at Watford General. How we intend to balance the quality of care with healing environments, whilst also factoring in sustainability and many other considerations that make a hospital fit for the 21st century.	Number of views 105 25.04.22	https://bitly.ws/397MI
6 and 26 May 2022 12.30 - 1.30pm	Online Public 'open to all' meetings	Fresh eyes approach- We published papers detailing the preferred option for the redevelopment of each of our hospital sites. Each option will be based on a detailed economic appraisal, asking our Stakeholders were invited to consider their preferred options and feedback their views or make representations to the board. In mid-May, we shared a link to an online feedback form where stakeholders could give their views and a summary of their responses was provided to the board. Individuals and representatives of community groups were also able to submit questions ahead of the board meeting. There was also an opportunity to submit representations for the board to consider at the May meeting (held in June due to civic celebrations) where the outcome of the detailed economic appraisal of the shortlist of options agreed in October 2020 was received and where the board considered these recommendations were discussed for the preferred option for each of our three hospital sites.	Number of views 297 6.05.22	https://bitly.ws/37VDM

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15 and 18 August 2022 1.30pm – 4pm	Face to Face event Public ‘open to all’	<p>Walkabout engagement events hospitals at Hemel Hempstead and St Albans.</p> <p>Patients, carers, councillors, and local residents came along to our Hemel Hempstead and St Albans hospitals to find out more about our redevelopment plans.</p> <p>Delegates heard how expanded diagnostics and more services running on a ‘one stop’ model are at the heart of our plans. We also explained how our three hospitals – and our outpatient physiotherapy unit at Jacketts Field – are very much part of a network, with each site having its own areas of expertise.</p> <p>We shared current and future annual activity levels at Hemel Hempstead (around 180,000 appointments and more planned) and St Albans (around 110,000 appointments and more planned). We explained how our hospitals will increase the degree of specialty care at each site and that this will make better use of our resources (staff and equipment).</p>	30	
15 November 2022	Online Community engagement meeting	We presented at the St Albans and Harpenden Patient Action Group to give an update on the redevelopment progress at our hospitals in St Albans, Hemel Hempstead and Watford.		
7 February 2023 2.15pm - 3pm 3.15pm – 4pm	Face to Face event Public ‘open to all’	<p>Walkabout engagement event at Watford General Hospital</p> <p>Community representatives, councillors, and residents came along to the sixth floor of the multi-storey car park to capture and understand the landscape and views of our proposed new hospital site.</p>	21	

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		<p>We presented on the detailed overview of our redevelopment plans for Watford and presentations were held answering questions raised by attendees.</p> <p>A temporary display of our redevelopment designs was on display on the sixth floor of the multi-storey car park and has been left there to encourage members of staff, patients, and our community to see our plans and to gain a better understanding.</p>		
<p>15 March 2023</p> <p>6pm - 8pm</p>	<p>Face to Face event</p> <p>Residents who live close by to St Albans City Hospital</p>	<p>We held an exhibition in collaboration with BDP (architects) where we presented with display boards which gave an overview of the proposals for a new elective care hub that would increase the number of surgical procedures. and reduce the delay for patients who are waiting for ophthalmology, ENT (ear, nose, and throat) and orthopaedic surgery, new facilities will be needed to help us meet our target opening by the end of 2024.</p> <p>We presented our timescales and the construction process and phase. We successfully distributed 55 copies of letters to residents who live close to the St Albans site inviting them to attend the event and residents were given the opportunity to comment on the proposal and answer any queries they had on the day.</p>	<p>11</p>	
<p>12 July 2023</p> <p>6pm -7pm</p>	<p>Face to Face event</p> <p>Residents who live close by to St Albans City hospital</p>	<p>We hosted another engagement session for residents local to St Alabs City Hospital to present our plans, particularly the current and imminent enabling works taking place at the site.</p>	<p>3</p>	

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		Residents were given an opportunity to share their views and concerns were raised around noise and disruption and the future size and appearance of the hospital buildings.		
26, 31 July and 2 August 2023	Face to Face event Members of staff	<p>We hosted briefing sessions for staff at St Albans City Hospital</p> <p>These were well attended by staff from different departments which gave colleagues an opportunity to find out more about our ongoing development works currently taking place at SACH (and our other sites).</p> <p>We provided an update on parking; how many spaces would be lost – and when. Information was given on alternative spaces, flexible working, moves to other sites, public transport options, car share apps and the Bike to Work scheme. The session was used to listen to ideas and concerns – of which there were many.</p>	50	
19 September 2023 6.30pm to 8pm	Online Community engagement meeting	We attended the St Albans and Harpenden Patients' Action Group and presented our redevelopment plans for WGH and SACH.	8	
15 November 2023 7pm -9pm	Face to Face Watford Townhall	Chief Redevelopment Officer and Chief Strategy & Collaboration Officer attended the Watford Overview and Scrutiny Committee to present redevelopment plans for Watford General Hospital		
21 November 2023 12.45pm – 1.15pm	Online Members of staff	We hosted a 'Live for Five' session where the Chief Redevelopment Officer provided an update on latest plans for the redevelopment programme which covered the three implementation workstreams for Watford, St Albans and Hemel Hempstead.	200	

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15 November 2023 7.30pm	Face to Face The Forum	Dacorum Borough Council (DBC) meeting announced the agreement between the Dacorum Borough Council, in partnership with West Hertfordshire Teaching Hospitals NHS Trust and the NHS Hertfordshire and West Essex Integrated Care Board (ICB) to explore the potential for a health campus at Market Square for Hemel Hempstead. There was a presentation from WHTH.		https://bitly.ws/398oN