



BUSINESS RELATIONSHIP LEAD

INFORMATION FOR CANDIDATES

ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

Our Vision:

“To provide excellent care for the communities we serve”

Our Values:



OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

COLLEAGUE BENEFITS

GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Salary sacrifice schemes for home electronics and bikes

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



JOB DESCRIPTION

Job Title	Business Relationship Lead
Band	7 (Subject to Agenda for Change)
Directorate	Corporate
Accountable to	Head of Digital Service Delivery
DBS Required?	No

JOB OVERVIEW

As the Digital Business Relationship Lead, you lead a number of digital business relationship initiatives as well as assuming responsibility for a number of service functions and specialties within digital including Service Management, IT Service Desk and Business Relationship Management.

You will specialise in ITIL Service Management including Incident, Problem, Change and Service Level Management as well as developing and delivering Service Improvement programmes. You will support the Head of Digital Service Delivery in the implementation and maintenance of ITIL best practices within Digital Services as well as across Shrewsbury & Telford Hospital NHS Trust as well as working with third party suppliers to embed ITIL working practices. The postholder will work with the corporate Information Governance teams to identify information asset owners, provide staff induction training and measure benefits realisation against ITIL best practice.

The postholder will work closely with the Head of Digital Service Delivery, Cyber Security, Infrastructure

teams and divisional teams to further embed cyber security compliance in line with the national cyber security strategy, including digital compliance in relation to systems security patching, end of life applications, end of life operating systems and ensure information asset owners have robust plans in place to upgrade / replace. The postholder will also work with divisional management teams and service leads to review support and maintenance agreements in order to ensure that digital requirements and compliance are robust.

The postholder will support the coordination of priority 1 digital incidents ensuring that communication between teams and the customer is seamless. Ensuring that regular updates are provided to the Senior Management Team as well as impacted areas and to coordinate a post incident root cause analysis (RCA) in line with the Incident management procedure.

You will support the Head of Digital Service Delivery to develop and review all service and operational level agreements where SaTH digital services host services as a service provider.

A key part of the role will be undertaking statistical analysis, extracting data from the Digital Services Service Management tool, Marvel. Undertaking complex trend analysis as well as presenting statistics in a range of formats i.e. dashboards and performance reports.

Main Duties and Responsibilities

Communication and Relationship Skills

- To lead and support the Head of Digital Service Delivery in the operational management of functions and services within the agreed portfolio.
- To be responsible for leading and monitoring service improvement programmes, supporting benefits realisation not only for Digital Services but the wider organisation.
- To support the Head of Digital Service Delivery in the development and on-going operational management of Service Management / ITIL across the Digital Services and wider organisation.
- To embed ITIL Service Management within Digital and across the wider organisation and update processes changes in line with national guidance
- To support the delivery of key priority projects and the transition to business as usual.
- As the Business Relationship Lead, you will support lead in the delivery of improvement programmes across Digital Services and the wider organisation.
- To serve as an expert in ITIL Service Management
- Provides and receives highly complex, sensitive and / or contentious information
- Conveys digital concepts clearly and develops / delivers formal, complex digital presentations, work streams, strategies to a wide range of internal and external staff and large groups.
- The postholder will also work with divisional management teams and service leads to review support and maintenance agreements to ensure that digital requirements and compliance are robust.
- Communicates complex IT and corporate issues into non IT terminology.
- To undertake appraisal / personal development plans where applicable
- To network with other Trusts providing similar services in order to identify and share areas of good practice at national and local level
- Negotiates with third party suppliers and other external organisations in relation to service level agreements, operational level agreements and service performance review documents.

- Work with operational managers across the Trust to ensure that IT systems used to support the collection and use of information are being effectively and efficiently used by staff across the Trust and where there are identified problems, guide them to a certain course of action.
- Develop and maintain key relationships within the organisation, engaging with stakeholders and ensuring delivery of the directorate aims and objectives.
- To communicate with operational staff in divisions to ensure that there is awareness of the current functionality of IT systems and the scope for IT to improve business processes.
- Reviews service-related issues with third party Service Delivery Managers to ensure resolution is determined to reduce clinical and operational impact
- To represent Digital at third party supplier review meetings providing expert input on the functionality and capabilities of IT systems and ensuring that third party suppliers are meeting the agreed service level agreements and key performance indicators.

Knowledge, Training and Experience

- Knowledge and expertise is backed by appropriate qualifications (degree level or equivalent experience) and managerial knowledge.
- To be the specialist in ITIL Service Management
- Liaise with both clinical and non-clinical service users to understand, identify and resolve on-going digitalisation issues.
- Support the chair of the IT Change Advisory Board (CAB) meetings ensuring that reason, risk, regression and communications are embedded across the Digital Services directorate as well as the organisation.
- Lead on Major Incident Management ensuring processes are developed and embedded into the Digital Services Directorate.
- To ensure workforce development and training plans are in place enabling staff to maximise the benefits of from the use of IT and ensure own professional skills are kept up to date.
- To ensure business continuity processes / procedures are in place for the services / functions within the agreed portfolio.
- Support and or / lead on the coordination of high severity IT incidents impacting upon clinical and operational services, liaising professionally with digital staff, third part suppliers, clinical and non-clinical teams within the organisation and partnering organisations.
- To work with digital operational managers / leads to review cross team boundary working.
- To ensure that key Digital Service performance metrics are reviewed and reported through regular performance reports to Digital Services Senior leadership Team and other committees as required.
- Undertake in-depth, complex data and statistical analysis and presenting the analysis in a range for formats including dashboards and performance reports.
- Identifying areas for improvements and developing robust Service Improvement plans
- Ensure processes for monitoring Digital Service Teams response and resolution times are in place and are met.
- To work with divisional IT leads and management teams to support and embed process to ensure cyber compliance in line with DSPT, National guidelines and the National Cyber Security Strategy as well as engaging with divisional IT leads and information asset owners to embed ITIL service management processes and procedures within their respective areas of responsibility.
- Ensure clear incident reporting and flow of incidents reporting through the IT Service Desk are in place with the aim of incidents being resolved at first point of contact.

- To act as a Project Manager within Service Delivery for identified projects ensuring that the correct project governance is adhered to.

Analytical and Judgemental Skills

- To manage complex information / data and respond appropriately to trends offered from that information and makes judgements regarding allocation of resource for digital support teams.
- To analyse, interpret and resolve highly complex specialist Digital Service / IT issues which require interpretation and comparison and where there is no precedent and where other leading opinions may conflict.
- Analyse complex information (factual and / or projected) and reports accordingly.
- To be the primary contact and expert in the field
- To ensure that where opinions may conflict over the use of IT systems that your in-depth knowledge of the system resolves these conflicts.
- To ensure that key Digital Service performance metrics are reviewed and reported through regular performance reports to Digital Services Senior Leadership Team and other committees as required.
- Identifying areas for improvements through service performance reporting, developing robust Service Improvement Programmes with measurable benefits realisation.
- To recognise where process design is needed across the Trust and proactively engage the service improvement / business change team to influence the change.

Planning and Organisational Skills

- Managing aspects / areas of Trust strategic projects from a service delivery perspective.
- Meets with various stakeholders and users to troubleshoot a variety of service-related issues in both a clinical and non-clinical environment.
- Makes service-based recommendations from a variety of options available.
- Establish, plan and lead stakeholder groups meetings regarding service delivery and service level management.
- Formulation of new service lines including creation, implementation, managed and measured (based on the changing needs of the organisation) and managed appropriately through processes and procedures.
- Plan resource based on fluctuations in demand, ensuring service levels are best maintained with available resource.
- Plan projects following the agreed programme / project management lifecycle ensuring highlight reports, project plans, risk and issue logs, linking in with the programme senior responsible officer to ensure escalations are highlighted and the programme reports updated for presentation at the Digital Oversight Group.
- Uses own judgement for formulate plans based on capacity / demand on trend analysis performed for that of the role and those within digital.
- Data analysis on service demand vs service capacity and working with the head of Digital Service Delivery to review options to improve as part of the ongoing Service Improvement Programme
- To plan and organise a broad range of complex activities, adjust plans and / or strategies which may impact across the organisation.
- Contributes to medium term Digital strategies.

Physical Skills

- Required to manipulate complex data / information at speed.

- Advanced keyboard skills.
- Use of advanced IT systems

Responsibility for Patient / Client Care

- Incidental patient contact through support of clinical systems.

Responsibility for Policy / Service Development

- Responsible for policy implementation and development for more than one area of activity / directorate level or equivalent.
- Designs, develops and implements Service Level Agreements, Operational Level Agreements, Service Improvement Programmes and communicating to Digital Teams and other key stakeholders through agreed communication routes.
- Develops services offered in line with the changing operational environment of the Trust.
- Understands the changes in the Trust and raises issues in the delivery of services from the role.
- Implements and modifies policies and procedures which an impact on areas both internally to Digital and outside of Digital.
- Establish and ensure that policies, standards and processes are in place in respect of the management and maintenance of Digital.

Responsibility for Financial and Physical Resources

- Responsible for the purchase of physical assets.
- Approves timesheets and expenses.
- Ensure physical resources are maintained appropriately.
- Where required, submits business cases and / or capital bids.
- Responsible for the security of physical resources held by the department.
- Promotes the best use and care of physical resources throughout the Trust.

Responsibility for Human Resources

- Management of IT Service Desk, Service Management and Business Relationship Management teams / service and performance.
- Leads the recruitment and selection process for areas within agreed portfolio.
- Provides training to digital staff within the remit of the Business Relationship Lead role i.e. Incident Management, Problem Management, Change Management
- Responsible for providing advice and guidance regarding the impact of adverse performance on resource.
- To be involved in investigations where required.
- To be involved in performance management and sickness absence management where required.

Responsibility for Information Resources

- Responsible for and manage a number of information assets as well as the development of systems within area of responsibility including the Trusts digital Service Management tools, being a major part of the role and responsibility.
- Ensure that systems are to the latest version and ensuring system capability, capacity and functionality is being used at optimum level.

- Strong ability to control data and produce complex data and analysis / performance reports, pulling information from multiple systems into a central portal / report.
- Adopts a best practice approach from changes made within the IT systems, promoting and training on those where appropriate.
- Ensure robust business continuity processes are in place for systems that fall within the agreed portfolio.

Responsibility for Research and Development

- To identify and develop areas across the Trust where Service Desk and Service Management can be utilised to improve business processes and lead to increased efficiency and where there may be interdependencies into other operational teams including but not exhaustive to EndPoint, System Admin etc.
- Undertakes complex audits to improve IM&T services.
- Research and Development of testing of Service Management solutions, business relationship processes, bolt on solutions etc.. are researched which are proposed for use within the organisation.
- Undertakes and leads on user acceptance testing (UAT) for system upgrades.

Freedom to Act

- Perform as a lead specialist in the area of Service Delivery, Service Management / ITIL Service Management.
- Works to achieve agreed objectives and is given freedom to do this in own way of working within broad professional policies and practices.
- Acts without reference to manager.

Physical, Emotional and Mental Demands of the Post

- Needs to be able to carry appropriate hardware (projectors, laptops etc...).
- Light physical effort for the configuration of the aforementioned hardware items.
- Able to connect hardware to power sockets, LAN sockets.
- Able to move computer equipment in line with the demands of the role.
- Requires frequent spells of concentration through a complicated work pattern which can be unpredictable.
- Able to cope with interruptions whilst in periods of concentration

Working Conditions

- Will be working with a computer screen under office conditions throughout a large portion of the day in a busy office.

Systems and Equipment

- To be responsible for creating and maintaining project progress and technical databases across a range of projects.
- To be fully conversant with corporate communication and information technology systems to enable optimum effectiveness in their use.
- To be fully conversant with Informatics department systems.
- To be proficient in the use of a full range of presentation tools including data projectors, laptop computers, overhead projectors as utilised in the delivery of training sessions.
- To be proficient in the design and use of computer generated presentations.

Contacts

Internal

- All levels of staff throughout the Trust

External

- Other local NHS Trust Departments
- Personnel at all levels of the supplier domain or within the National Programme for IT and Connecting for Health.
- Work Experience Students, Guardians and Teachers.

Professional Development

- To take every reasonable opportunity to maintain and improve personal and professional competence.
- To participate in personal objective setting and review, including the creation and achievement of a personal development plan.

General

- To work with guidance from senior members of the IT team, seeking advice and support as required.
- To produce written and verbal reports and information of varying levels of complexity for the IT department and the Trust.
- To be responsible for accurate and timely administration using both written and computerised equipment for all training related activity.
- To be responsible for managing and prioritising own workload and have the ability to respond appropriately to frequent and unpredictable requests for support, advice and guidance.

Communication

This job description is a summary of the main responsibilities and is not intended to be an exhaustive list of duties or tasks.

It will be subject to an initial review with the postholder within the first 12 months and thereafter from time to time and may be amended to reflect changes in the Performance Management Division.

The Department is predominantly based at Shrewsbury Business Park but the postholder will also be required to work at the Royal Shrewsbury Hospital and Princess Royal Hospital



PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.



QUALIFICATIONS

ESSENTIAL	DESIRABLE
<p>Educated to degree level and / or relevant experience in specialty.</p> <p>Service Management-Foundation.</p> <p>Prince Project Management- Foundation.</p> <p>ILM Leadership and Management.</p>	<p>Prince Project Management – Practitioner.</p> <p>Evidence of ongoing professional development.</p>

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<p>Proven experience of ITIL Incident and Change management within a large complex organisation.</p> <p>Proven experience workforce management.</p> <p>Proven experience in service redesign, service improvement programmes, working with a range of staff groups.</p> <p>Experience of leading a digital project / initiative(s).</p> <p>Experience of working with a wide range of staff groups and multi-disciplinary groups in an acute setting to improve systems / services and change working practices.</p> <p>Experience of troubleshooting and coordinating and resolving issues at all levels.</p> <p>Experiencing in developing service improvement programmes and monitoring performance improvements.</p>	

SKILLS

ESSENTIAL	DESIRABLE
<p>Ability to influence, persuade, negotiate, delegate, prioritise and organise multiple concurrent tasks for a range of multi-disciplined people.</p> <p>Excellent communication, presentation and interpersonal skills.</p> <p>Ability to communicate in a persuasive manner, a range of highly complex information to large groups and senior managers.</p> <p>Ability to manage own targets and objectives of other internal and external resources.</p> <p>Must be able to prioritise, plan, organise and report on allocated workloads as well as self-generating, determining and implementing the team workloads.</p> <p>Required to take ownership of own development and the development of team members.</p> <p>Ability to manage the day-to-day activities of the team as a whole, setting and monitoring objectives</p> <p>Ability to work to deadlines, prioritise multiple tasks and manage in a busy climate, assigning appropriate priorities for team to meet operational demands.</p> <p>To be able to coordinate issue resolution.</p> <p>Ability to define processes and where necessary review and improve, specifically those within IT Operational areas.</p> <p>Ability to demonstrate excellent skills in analysis, design and presentation methods relating to IT systems, using a range of software applications.</p> <p>Ability to set service standards and deliver by example.</p> <p>Ability to update policies and procedures and present to formal committees.</p>	<ul style="list-style-type: none"> •

GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

HEALTH & SAFETY

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

INFORMATION GOVERNANCE

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

- Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.
- Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

As an employee of the Trust, you have a responsibility to ensure that:

- you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

CONTINUOUS IMPROVEMENT

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

NO SMOKING POLICY

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





The Royal Shrewsbury Hospital

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[Getting to The Royal Shrewsbury Hospital](#)

The Princess Royal Hospital

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Minicom: 01952 641222 Ext: 4995

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[Getting to The Princess Royal Hospital](#)