

Healthwatch Shropshire Newsletter #2 Autumn 2013

Message from our new Chair



Carole Hall, Chair

It's been a very busy three months since I became Chair of Healthwatch Shropshire (HWS) in August taking over from Alan Healey, who had been both the interim Chair and Chair of the Project & Implementation Board for Healthwatch. Alan has now returned to his day 'job' as Deputy Chair of the RCC. I'm still getting my head around both the role and the complexity of the environment in which we operate. Just when I think we've identified all the different organisations with whom we need and want to engage, another one pops up. I hope that you have all seen and responded to the NHS England Call to Action consultation. If you haven't, there's just time before the consultation closes on 4 November.

We've established our three Board Committees - the Business Committee which

I chair, Intelligence Assessment and Action, and Enter & View. We're continuing to recruit to the Board and the next round will be in late autumn. Jane and I meet every month or so with our counterparts from Healthwatch Telford & Wrekin, with SaTH and the Shropshire CCG Accountable Officer (Caron Morton). Detailed work is underway for our first Annual Event on 21 November and I'm looking forward to meeting as many of you as possible that day.

Enter and View has taken a leap forward with the somewhat delayed Healthwatch England training pack coming through along with the firm decision on the need for authorised representatives to have a DBS check. With these two finally resolved we are looking forward to the first training session in November, so not long now until visits will be underway. Our current volunteers have been looking forward to this point and we are keen to hear from anyone else who is interested in joining the Enter and View programme.

About me: my first degree was in Ancient Near Eastern Studies (don't ask!) and I also have a MEd in training and development. I've worked at a senior level in both the NHS and the Civil Service as well as in the private sector. Over the last 20 or so years, I've specialised in organisation development, human resources transformation, project and programme management, and management development. For the last 10 years of my career, I worked almost entirely with local authorities but now I only do pro-bono work. In addition to HWS, I mentor the

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young unemployed via a programme set up by the CIPD, drive for my local community car scheme and am the project lead for a large church renovation project.

HWS would like to thank Alan Healey for his hard work as Chair and welcomes Carole Hall to the role. The team look forward to working with her.

Healthwatch Simulation Event

A Simulation Event was held on the 24th September, organised by Shropshire Council and attended by representatives from a range of Health and Social Care commissioners, providers and voluntary organisations. There was a genuine enthusiasm and interest across the delegates and organisations for making HWS a success. The simulation provided us the opportunity to consider how we will approach situations as they arise and helped everyone understand differing perspectives.

Shropshire Council's report from the day is available on our website at <http://tinyurl.com/njrnxc>. It includes key points raised and key actions for partners. This action plan will be monitored by the Health and Wellbeing Board.

Interview on BBC Radio Shropshire

Chief Officer Jane Randall-Smith welcomed the invitation to speak about the reconfiguration of acute and community hospital services on the Jim Hawkins show

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BBC Radio Shropshire, 15th August 2013 when she encouraged listeners to contact HWS.

Shrewsbury Flower Show

We enjoyed speaking to around 300 people at the Shrewsbury Flower Show on 9th and 10th August. There were a wide range of comments received regarding services, including a lot of positive feedback, all of which has been recorded. We gained 15 new members from the event.



Community Health Trust awards

Jane Randall-Smith was pleased to be invited to be part of the staff awards panel. It was good to hear about all the excellent work being undertaken by the staff and Jane enjoyed attending the awards presentation event on 30 September.



Enter and View

The last few months have been very busy around Enter and View. The first round of safeguarding training for current volunteers was held earlier this month, which was very interesting and delivered by the fantastic Shropshire Partners In Care (SPIC) organisation. We recently received confirmation that Enter and View Authorised Representatives need DBS checks and will have all current volunteers applications completed (and hopefully returned) before our first Enter and View training session at the end of November. The Enter and View training pack from Healthwatch England finally arrived a short while ago and using this will ensure that HWS Enter and View authorised representatives will be trained to the same standard as all those with other Local Healthwatch across England.

We have come a long way since July, with a lot of work happening behind the scenes. We are determined to get Enter and View right. This means having the systems in place to ensure that Enter and View is a meaningful activity that has an impact for patients, resident and service users. The training session at the end of November marks the launch of all these systems. It is our hope that we will undertake the first of our visits before the end of the year (should an appropriate opportunity arise).

Volunteering

Kate Prescott (Volunteer and Involvement Officer) has been busy meeting everyone who has applied to volunteer since HWS launched. This has been a great opportunity

for volunteer applicants to meet Kate and find out more about HWS on an individual basis and it has been fantastic to meet so many people wanting to support HWS and its activities. The next induction for next volunteers is to be run in conjunction with Healthwatch Telford & Wrekin on November 7th.

If you are interested in being a volunteer with HWS then get in touch! We are looking for Enter and View Authorised Representatives, Community Champions and Specialist Leads, for more information on these roles, or to find out other ways to get involved, please contact enquiries@healthwatchshropshire.co.uk or call the office.

Volunteer Thank You

This is a big thank you to all our volunteers. So many of you have shown heaps of enthusiasm for HWS and being involved in its activities and this has made us really proud. We recognise that it has felt like a slow start to some of you and we are grateful you have had the patience to stick with us as we get started. Thank you.

Annual Members' Event

The Way Forward

Our annual members' event will take place on Thursday 21st November from 9.30am - 1.00pm at Bicton Village Hall, Shrewsbury, SY3 8EL. The purpose of this event is to develop the priorities for the future Work Programme. To enable us to do this, we need the views of you - our members, our

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volunteers, partner organisations and those of you who work in the community. We really want to know what matters most to the people of Shropshire.

There will be 'Market-Place' spaces for any organisations wanting to promote their services.

Formal invitations will follow, however, if you already know that you would like to be part of this event, please email andrea.jones@healthwatchshropshire.co.uk or telephone her on 01743 342180. We do have restricted spaces, so it will be done on a first come first served basis.

Maternity Services Review

HWS has recently supported Shropshire Clinical Commissioning Group with its public consultation regarding provision of Maternity Services across the county. Alan Roberts, Community Engagement Officer, attended public meetings with an independent facilitator and representatives from maternity services to oversee and support the public engagement process. Alan attended public focus group meetings at Ludlow Mascal Centre, Market Drayton bumps and babies group, Theatre Severn Shrewsbury, Oswestry Qube, Wem bumps and babies group and Bridgnorth bumps and babies group. Healthwatch Telford and Wrekin also supported the consultation process at other venues in the county. Following this consultation and review the Shropshire CCG will be reporting their findings later this year.

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In addition to helping to facilitate the public meetings, HWS has been directly collating patient and public opinion on maternity services in order to feed into the review. It's not too late to have your say so please contact the office if you would like to let us know your opinion.

Community Engagement News



Community Engagement Officers Alan Roberts and Andrea Jones have been busy meeting members of the public at community events. Between them they have attended or met with:

- Shropshire Housing Support Group and Cleobury Mortimer Patients Group
- Shropshire Community Health Board Meeting at Ludlow Racecourse
- Children's Trust Area Form (South) at Bridgnorth.
- Community Action team Oswestry and surrounding areas
- Outdoor Recreation Manager, Shropshire Council (SC)



- Shropshire Council Substance Misuse Commissioning Focus group in Oswestry
- Senior Safety day in Bishops Castle
- Shrewsbury Children's Trust Strategic Area Forum
- Senior Safety Day in Shrewsbury
- Freshers Fair at Shrewsbury College
- Patient & Public Engagement Committee meeting (PPEC)
- Community Action Worker in Whitchurch
- Family Solutions Worker in Oswestry
- Age UK Coordinator/ GP Care Coordinator North Shropshire
- Rocksprings Community Centre in Ludlow on 1st Aug
- Play day in Wem on 6th Aug
- Play day in Gobowen on 7th Aug
- Craven Arms Community Centre on 14th Aug
- Bishops Castle Senior Safety Day on 20th Aug
- Oswestry Volunteer Forum on 2nd Sept
- Wem Volunteer Forum on 4th Sep
- Broseley Alive Day on 7th Sep
- Children's Trust Strategic Area Forum on 10th Sep
- Meole Senior Safety Day on 11th Sept
- Oswestry Carer's Support Group on 18th Sept
- Wem Senior Safety Event on 1st Oct
- Women's Health Awareness Event in Oswestry on 3rd Oct
- Blackberry Fair in Whitchurch on 5th Oct
- Oswestry Senior Safety Event, 9th Oct
- VCSA Marketplace, Shirehall, 10th Oct

- MALD (Shropshire) in Stirchley on 11th Oct.

If you would like Alan or Andrea to speak to a local group about what Healthwatch Shropshire can offer your members or to have a stand at an event you are running, please contact them.

Alan Roberts (South Shropshire) Tel 01743 342184 Email

alan.roberts@healthwatchshropshire.co.uk

Andrea Jones (North Shropshire) Tel 01743 342180 Email

andrea.jones@healthwatchshropshire.co.uk

Recruitment of new Board Members!

The Board of Healthwatch Shropshire is responsible for the governance of the organisation and also decides on local priorities and the work-plan. We wish to include a range of skills and experience on the Board so that it is as representative as possible. As a charity and company by limited guarantee Healthwatch Shropshire can have up to 12 Board Members and there is currently an open recruitment process which closes on Friday 6th December 2013.

These positions are voluntary (but out of pocket expenses are reimbursed) and the commitment is estimated to be at least 50 hours per year. The essential requirement is to attend Board Meetings, which are currently held regularly once every 2 months. In between meetings, Committees of the Board (which include key officers) meet regularly to ensure that business can be taken forward in a timely manner.

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Prospective Board Members are invited to an initial induction training session (before interview) to ensure that there is a good understanding of what the role involves and to make sure that this is something they are still interested in. All Board Members are supported and regular training and development days are planned to meet both individual and organisational need.

Interested? The deadline for applications is 6th December 2013 and an application pack with full details is available at <http://tinyurl.com/kllq723> or by contacting Steph Dunbar 01743 237884 steph.dunbar@healthwatchshropshire.co.uk More information is also available from Jane Randall-Smith jane.randall-smith@healthwatchshropshire.co.uk or on 01743 342183.

New look website

The look of the HWS website has been changed by Healthwatch England. Catherine and Steph are busy tidying it up and ensuring that everything works, is in the right place and is up-to-date. We thank you for your patience while this work is underway. Please contact the office if you can't find what you're looking for.

Follow us on Facebook

<https://www.facebook.com/HealthwatchShropshire>

The HWS Facebook page is now up and running. See news from us including more details of events we will be attending. Like the page to be sure of receiving updates.

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