

## Healthwatch Shropshire Newsletter #3 Winter 2014

**Happy New Year to all our readers!**

### Call to Action responses

Thanks to all those who responded to the Call to Action. We passed on all comments to Shropshire CCG as part of our feedback to them. We also attended a meeting to discuss the analysis methods used and made recommendations about the analysis process.

Building on the findings of the Call to Action a programme board has been set up to focus on acute and community hospitals. The Board will oversee plans and proposals for improving hospital services across Shropshire and Telford & Wrekin in partnership with a range of stakeholders, which includes Healthwatch Shropshire.

### Liaison with the CQC

We have been pleased to contribute to the Care Quality Commission's inspection process for three local service providers over the past few months. We have anonymised and passed on to them comments we have received, both positive and negative, about the services concerned. Their inspection of the Royal Shrewsbury Hospital has now been published and makes reference to Healthwatch Shropshire's contribution: <http://tinyurl.com/po2esk3>

### Healthwatch Shropshire

4 The Creative Quarter, Shrewsbury Business Park, Shrewsbury, SY2 6LG

Tel 01743 237884 Fax 01743 342179 Twitter @HWSHropshire

enquiries@healthwatchshropshire.co.uk

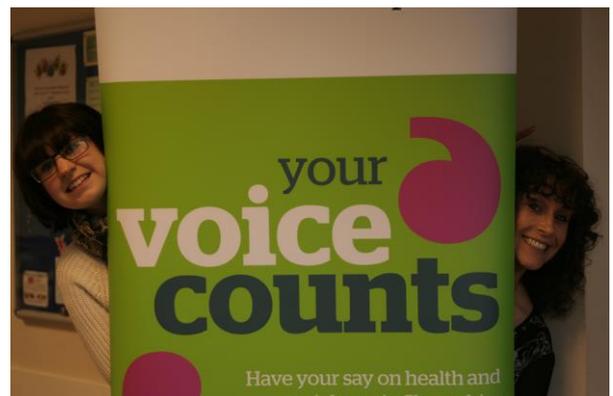
[www.healthwatchshropshire.co.uk](http://www.healthwatchshropshire.co.uk)

Please continue to send us your comments about local health and social care services so that we can continue to contribute in this and other ways.

### New Board members

Following a successful round of recruitment we are delighted to announce that Mandy Thorn, Anne Wignall, Wendy Brook and Terry Harte have been appointed to the HWS Board. We look forward to working with them and to making the most of their experience and skills. The first meeting of the new Board will take place on 11<sup>th</sup> February 2014.

### Annual Members' Event



### The Way Forward

Our annual members' event took place on Thursday 21<sup>st</sup> November at Bicton Village Hall, Shrewsbury. The purpose of this event was to develop the priorities for the future Work Programme. We were delighted to welcome over 60 delegates to the event. The report can be found on the website: <http://tinyurl.com/ogptzhh>



We will be focusing on mental health as our first programme of work in the first half of 2014, involving a range of work including Enter & View and Community Engagement to take forward the priorities identified.

### Radio Shropshire Interview

Our Chief Officer, Jane, started the year off with a chat with Eric Smith at BBC Radio Shropshire on 4<sup>th</sup> January about how people can volunteer with Healthwatch Shropshire. We're pleased to say that so far we have had a brilliant response, with lots of people looking to volunteer in 2014 and help make a difference to the services available in Shropshire. You can listen to the interview on our website <http://tinyurl.com/nwn63ef>

### Research grant



Last November 'The Way Forward' event saw the launch of the first ever Healthwatch Shropshire's Research Grant fund. We had £12,000 to award for research projects of between £1,000 and £4,000 that explore the experiences of 'hard to reach' groups of people in relation to health and social care. The deadline for completed applications for those interested in applying to the Healthwatch Shropshire research grant has now passed. Following a successful media campaign, we have had a brilliant response from organisations around the county, with some very interesting proposals put forward.

Our grant panel will review and assess all the submitted applications, and will make

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final decisions by the 14th February 2014. Details of the successful proposals will follow on our website once all involved have been made aware of the decisions.

Following the successful response we intend to hold another round of the Research Grant fund later in 2014.

### Local Engagement News



Community Engagement Officer Andrea Jones is covering South Shropshire as well as North Shropshire, following the departure of Alan Roberts. She has been busy meeting members of the public and health & social care staff at community events and meetings. Some of the local engagement undertaken in the past few months has been with:

- Community & Care Coordinator Exhibition
- Pan Disability Forum
- Market Drayton Senior Citizen's Forum
- Ludlow Hospital Task Force
- Shropshire Older People's Assembly



- Young Health Champions training day
- Church Stretton Health Group
- Shropshire Disability Forum
- Winter Warmer events in Shrewsbury & Craven Arms
- Community Action Team Whitchurch
- Mental Health Carers Support Groups in Shrewsbury
- Shrewsbury Carers Group
- Patient & Engagement Local Health Economy Group
- Carer's Rights Day
- Market Drayton Carers
- Monkmoor Carers

All the experiences gathered help us to build up a picture of what's happening in health and social care across the county.

Local engagement planned for February includes:

- Bridgnorth Patients' Group
- Oswestry Mental Health Carers Group
- Focus Group with the local deaf community
- Bridgnorth Carers' group
- Patient Panel Meeting at Robert Jones & Agnes Hunt hospital

If you would like 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 her.

Andrea Jones, Tel 01743 342180, Email [andrea.jones@healthwatchshropshire.co.uk](mailto:andrea.jones@healthwatchshropshire.co.uk)

### Volunteering news

On November 7<sup>th</sup> 2013 we held a very successful volunteer induction course that was run in conjunction with Healthwatch Telford and Wrekin. Volunteers had an opportunity to meet each other and learn about Healthwatch Shropshire in more depth. The next induction is planned for early March - contact us if you are interested in attending.

The induction is just one aspect of the training and support we offer our volunteers: as a Healthwatch Shropshire volunteer you have an opportunity to develop new knowledge through training on topics such as the Mental Capacity Act and Safeguarding that we organise especially for our volunteers.

We welcome people from all backgrounds and value the different skills and experiences you bring with you.

Kate has been out and about in Shropshire meeting people interested in volunteering with us. She has been at the Olive Branch in Ludlow and at the Town Hall Café in Wem in recent weeks and met some fantastic individuals who want to find out about taking a more active part in Healthwatch Shropshire's activities. If you would like Kate to come and talk to a group of you about volunteering with Healthwatch Shropshire get in contact!

Kate Prescott, Tel 01743 342181, Email [kate.prescott@healthwatchshropshire.co.uk](mailto:kate.prescott@healthwatchshropshire.co.uk)

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## Enter and View news

At the end of November Healthwatch Shropshire was proud to deliver its first Enter and View training for Authorised Representatives. The session was held at the Severn Fields Health Village in Sundorne, Shrewsbury, which gave it an appropriate health service feel, and received good feedback from the attendees. February will see the launch of the Enter and View visit programme with a number of pilot visits, arranged with the help of some participating service providers.

We are still actively recruiting for Enter & View and plan to hold further training soon.

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