

### Welcome to new Board members



L-R: Terry Harte, Wendy Brook, Anne Wignall and Mandy Thorn.

Our four new Board members have begun work for Healthwatch Shropshire, attending their first Board meeting on 11<sup>th</sup> February and taking our total membership to nine. They bring with them a wide range of experience and skills which will be invaluable in helping to guide our development.

Terry Harte is a recently retired pharmacist who has lived and worked in Shropshire for over twenty five years. Terry said: "I am looking forward to the challenge of helping to ensure that what is a period of significant change benefits the people of Shropshire".

Mandy Thorn has worked in social care in Shropshire for over twenty years with a special interest in the care of older

people and dementia. Mandy said: "I was honoured to become a trustee of Healthwatch Shropshire and am thrilled to have the opportunity to work with such a dedicated team of people and look forward to the challenge!"

Anne Wignall has an education background and has worked with a number of local charities including currently as the Chair of Age UK Shropshire Telford & Wrekin. Anne said: "I am very much looking forward to working with Healthwatch and to helping to ensure that the voices of Shropshire people are heard on vital health and social care issues."

Wendy Brook has worked in the field of mental health for the last twenty years and is currently service manager for Shropshire Independent Advocacy Scheme.

Carole Hall, Chair of Healthwatch Shropshire, said: "I'm delighted to welcome Terry, Anne, Mandy and Wendy to the Healthwatch Shropshire Board. We had a very strong field of candidates so it was not an easy choice but we selected those who we considered would bring the best mix of skills, experience, knowledge and professional interests to complement existing Board members and fill gaps. We have already earmarked areas of our work where they will be able to make a significant contribution."



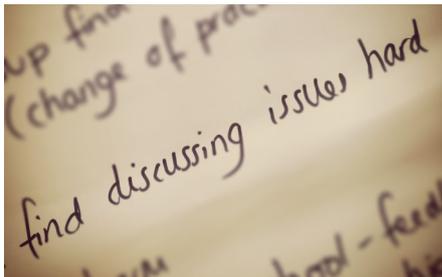
## Research grant

We were pleased to award our first Research Grants to Autonomy, The Community Council of Shropshire (Sensory Impairment Service), VISS Sign Language Interpreting Service (Shropshire) Ltd and Safe Aging No Discrimination (SAND). The projects aim to explore the experiences of 'hard to reach' groups of people in relation to health and social care. Further details of the projects can be found on our website.

<http://www.healthwatchshropshire.co.uk/content/research>



## Mental health workshop



At our annual event in November delegates told us that mental health was their top priority. Therefore we chose the theme 'supporting people with mental health problems' as our first Programme of Work. On 26<sup>th</sup> March we held a workshop to explore further the areas of:

- People's experiences of accessing support and help when experiencing mental health problems;
- Consistency of provision across Shropshire;
- Awareness of and availability of information for people with mental health problems

We are integrating the Healthwatch functions of Enter & View, Community Engagement and data collection to develop a rigorous and robust programme of work that will result in a comprehensive report that will be widely disseminated.

## A&E survey

April saw Healthwatch Shropshire conducting a survey in the Accident & Emergency Department of the Royal Shrewsbury Hospital. We designed the survey with the Shropshire and Telford & Wrekin Clinical Commissioning Groups, and the Shrewsbury and Telford Hospital Trust have given us their support. The focus of the survey was on the reasons behind people's decision to go to A&E and their awareness of other local urgent care services. Healthwatch Telford & Wrekin volunteers are carrying out the survey at the Princess Royal Hospital in Wellington until early May. The results of the survey will be analysed and a report published in the near future.

Many thanks to all our volunteers, and Healthwatch Telford & Wrekin volunteers, who carried out the survey and the hospital staff who have helped with its delivery.

## Liaison with the CQC

We have been pleased to contribute to the Care Quality Commission's inspection process for the West Midlands Ambulance Service. We have anonymised and passed on to them comments we have received, both positive and negative. Their inspection has now been published and makes reference to Healthwatch Shropshire's contribution:

<http://tinyurl.com/od52952>

We also passed to the CQC comments about Shropdoc for their inspection of this service. In addition we sent the CQC the responses we received to a questionnaire about experiences of Shropdoc. Their inspection has not yet been published.

### SPIC awards

Chief Officer Jane Randall-Smith and Community Engagement Officer Andrea Jones attended the Shropshire Partners in Care (SPIC) awards on 28<sup>th</sup> March which had a 1920s theme. Jane had assisted with the judging and was invited to present an award.



### HWS Annual event- Save the Date

It is hard to believe that Healthwatch Shropshire has been formally established for a year! As a result as well as looking forward and planning our work programme we have to look back over the past twelve months. We are planning our Annual Event on Tuesday 8th July in the afternoon at Cross Houses Community Centre. The title is 'Our Health & Social Care services. Changing times; What it means for you'. Invitations and more information will be available shortly. Please 'Save the Date'.

### Local engagement news

Community Engagement Officer Andrea Jones has been busy meeting members of the public and health & social care staff at community events and meetings, supported by Steph Dunbar. Some of the local engagement undertaken in the past few months has been with:

Oswestry Mental Health Carers Group
Focus Group with the local deaf community
Bridgnorth Carers' group
Patient Panel Meeting at Robert Jones & Agnes Hunt hospital
Healthy Living event with Family Carers at Oswestry Library
Consumer Rights Day stall at Shrewsbury Market Hall
Fairness Respect Equality Shropshire (FRESH) launch
South Community and Care Co-ordinators meeting, Shrewsbury
Station Drive PPG, Ludlow
Personalisation event, Shirehall
Community information event, Wem Town Hall
Market Drayton Senior Safety event
School Nurse team meeting
Ludlow task force meeting
Chorus development meeting, Redwoods
SPG Networking event
Sight Loss Shropshire meeting
Whitchurch PPG meeting
Winterbourne View programme, offering an opportunity for attendees to talk privately to HWS
New Nursing Director at Shropshire Community Health Trust
Huntington's Disease Association
ShropDoc CEO and Nursing Director
Mind CEO and Manager
District Nursing team for Market Drayton, Whitchurch, Wem & surrounding area

The Red Cross
Winter Warmer events in Broseley, Craven Arms and Clee Hill
Bridgnorth Senior Citizens' Forum
Manager of Taking Part
MIND service users' meeting
Patient & Public Engagement Committee meeting
Active Carers Group (Mental Health & Autism)
North Shropshire Voluntary Forum
FutureFit Engagement meetings
Ageing Well Core Group in Wem
CCG engagement event with the local Asian community
Shrewsbury GP Carers Support Worker
Age UK Day Centre
Personalisation Event, Shirehall
Voluntary & Community Sector Assembly dementia event
Meeting with Equality and Community Engagement Coordinator at South Staffordshire & Shropshire NHS Foundation Trust

## Our local engagement planned for the near future includes:

16th May - Whitchurch Market  
 17th May - Market Hall, Shrewsbury  
 28th May - Market Drayton Market  
 30th May - Oswestry Farmers Market  
 13th June - RSH Stand, League of Friends tea bar in Outpatients  
 19th July - Market Hall, Shrewsbury  
*Please come and talk to us!*

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

It has been a busy quarter for volunteering at Healthwatch Shropshire, with volunteers involved in the every stage of pilot Enter & View visits and A&E survey, whilst some have enjoyed attending some of the training we have put on, and coming along to our recent Easter volunteer event.

Healthwatch Shropshire volunteers have also been bringing an independent eye to the Patient Led Assessments of the Care Environment (PLACE) at main site for the Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust, the maternity wards across Shrewsbury and Telford Hospital NHS Trust, mental health units in Shropshire for the Shropshire and South Staffordshire and Shropshire NHS Foundation Trust and for Community Hospitals run by the Shropshire Community Health NHS Trust.

If you are interested in volunteering with Healthwatch Shropshire get in touch to find out more. Our next volunteer induction is planned for June 27<sup>th</sup>.

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

## NHS Future Fit

NHS Future Fit—Shaping Healthcare Together, is a programme of work being led by the CCGs in Shropshire and Telford & Wrekin to ensure that hospital services for both communities, and those in Mid Wales, are fit for the future and will meet the local need. Healthwatch Shropshire is involved in the Programme, together with other partners, to make sure people's voices are heard. We have participated in the recent events to make sure that they are accessible and that patients' views are heard and acted upon.

If you would like more information about the Programme and / or would like to be involved please get in touch with us at [enquiries@healthwatchshropshire.co.uk](mailto:enquiries@healthwatchshropshire.co.uk) or by phone 01743 237884.

We will keep everyone informed through the website and emails as more events are planned to keep people across Shropshire up to date with what is happening.

## Enter and View news

The first quarter of 2014 has seen us launch the Enter & View visit programme here at Healthwatch Shropshire with a series of pilot visits. These were not based on intelligence we have received: instead we worked directly with some service providers. Starting off like this has given us the opportunity to put everything to the test and ensure we have really robust Enter & View systems.

This way as we start carrying out visits in reaction to the intelligence our members, and members of the public, bring to us we can be confident it is set up to listen, record and report what the people using a service and their family members and carers have

told us. Enter & View is one way we give people a voice on the services they use and we ensure that services in Shropshire are delivered with the users in mind.

You can read our first Enter & View report on Sheldon Ward at the Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust on our website at <http://www.healthwatchshropshire.co.uk/documents>. The reports from the other pilot visits will be available in the same place very soon.

If you are interested in becoming an Enter & View volunteer please contact Kate Prescott to find out more. Following a very successful volunteer training session in April the next Enter & View training will take place on July 17th.



## Recruit a member!

We are pleased that our membership numbers continue to increase and are always keen to welcome new Associate Members. If you know an individual or an organisation who would like to keep up to date with what we are doing please encourage them to get in contact. Our membership forms are available online: <http://www.healthwatchshropshire.co.uk/associate-membership>