

Annual Report

The first Healthwatch Shropshire Annual Report is now available at

<http://www.healthwatchshropshire.co.uk/documents>. We have worked hard during our first year to establish ourselves as the consumer champion for health & social care in Shropshire.

An important part of our work is listening to the experiences and opinions of patients, service users, carers, family members and the general public, and then taking their comments forward to influence the delivery of services.

This first year has seen considerable time invested in establishing the organisation and ensuring that we have strong foundations for the future. We would like to thank all the people who have been involved in helping us get to this stage.

You Said, We Did

We have also published the first You Said, We Did report for 2013-14 detailing the actions we have taken as a result of the comments we have received from patients, service users, their relatives and friends. It shows the wide range of work we've had the opportunity to be involved in and how we've used your comments to make that important difference. The report is available at <http://www.healthwatchshropshire.co.uk/documents>.

Trust Quality Accounts

The local NHS Trusts have a duty to invite us to consider and comment on their annual Quality Accounts. These are annual reports to the public about the quality of services and improvement plans. Healthwatch Shropshire's comments for the 2013-14 accounts can be viewed in the documents listed below.

Shropshire Community Healthcare NHS Trust <http://tinyurl.com/k4n44e5>

South Staffordshire & Shropshire Healthcare NHS Foundation Trust <http://tinyurl.com/nzar8rp>

The Robert Jones & Agnes Hunt Orthopaedic Hospital NHS Foundation Trust (included within their Annual Report) <http://tinyurl.com/no9b3s8>

West Midlands Ambulance Service NHS Foundation Trust <http://tinyurl.com/pcoe29k>

Shrewsbury & Telford Hospital NHS Trust <http://tinyurl.com/nmbvxd6>



HWS Annual Event

The date of our Annual Event was altered from 8th July to 16th September. The theme is 'Our Health & Social Care services. Changing times; What it means for you'. Details of the programme are available on our website. Please contact the office to book a place.

healthwatch Shropshire

Presents:

Our Health & Social Care Services

Changing Times: What does it mean for you?

Come to Listen
to Understand
to Ask
to Discuss

Speakers include:

Dr Bill Gowans, Shropshire CCG

Councillor Karen Calder, Shropshire Council

Dr Julie Davies, Shropshire CCG

Mr Andrew Begley, Shropshire Council

Facilitated by Jim Hawkins from BBC Radio Shropshire

Tuesday 16th September
2pm-5pm

The Chapel Community Hall,
Cross Houses, SY5 6JH

Mental Health Programme

The theme of our first programme of work on mental health is ‘Supporting people with mental health problems’. Have you had a common mental health condition? We want to hear about your experience, within the last 12 months, of accessing services and information when you first approached a GP. We are also interested in hearing from carers, friends, or family who have accompanied someone when they first saw their GP about their mental health condition. There are two questionnaires available from our website <http://tinyurl.com/psdnz9m> or by contacting the office.

Listening Events



Healthwatch Shropshire, along with Montgomery Community Health Council in Wales, are holding a joint listening event at Llanymynych Village Hall on 21st August from 2–7pm to hear people’s experiences of receiving care from Shrewsbury & Telford Hospital NHS Trust.

In addition, two more listening events are planned:

- 28th August, 2–7pm, Trinity Centre, Meole Brace
- 2nd September, 2–7pm, The Lantern, Harlescott

Walk-In Centre Engagement Events

There are plans to move the Walk-In Centre, currently located in Monkmoor, Shrewsbury, to the Royal Shrewsbury Hospital. The plans state that there would be no change to the A&E service at the Royal Shrewsbury Hospital (RSH). The Walk-In Centre would be alongside A&E, would remain open seven days a week, from 8.00 am until 8.00 pm, and would continue to be delivered by the organisation currently delivering the service in Monkmoor.

Healthwatch Shropshire attended three public events, where the Shropshire CCG presented their proposals, to provide independent overview of the meetings and an additional route for people to make any comments.

We understand Shropshire CCG will make its decision at its Board Meeting in public on 10th September.

Liaison with the CQC

We have been pleased to contribute to the Care Quality Commission’s inspection process for Shropdoc out of hours primary care 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/ktsfvvo>.

Research Grant 2014-15

After the success of the Healthwatch Shropshire Research Grant at the end of last year we are looking forward to launching another round in autumn 2014. We are planning a launch event and workshop, so watch this space for more information in the near future.

healthwatch Shropshire Research Grant



Local Engagement News



Photo courtesy of Karen Higgins

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. She supported the Youth Race for Life in Shrewsbury on 12th July and can be seen in the photo above looking lovely in pink! Just some of the other local engagement undertaken in the past few months has been with:

Whitchurch Market
Market Hall, Shrewsbury
Market Drayton Market
Oswestry Farmers Market
RSH Outpatients stand
Health & Social Care Forum
Shropshire Wheelchair Users' Group
Farmers Market, Craven Arms
Oak Farm Day Service, Ditton Priors
Ludlow Senior Safety Day
Shrewsbury Access Group
Craven Arms PPG
Chorus Forum, Redwoods Centre
PALS network meeting
Home Group Housing Shropshire
Hate Crime event, Abbots Wood
Dementia café, Oswestry
Shropshire Community Care & Coordinator Conference

Future dates include:

11th Sept— Craven Arms Senior Safety Day
9th Oct — Bridgnorth Senior Safety Day
22nd Oct — Shifnal Senior Safety Day
Check our website for additional events
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

Volunteering News

We were pleased to welcome volunteers to our Volunteer Meeting at the Trinity Centre, Shrewsbury this July. Jane Randall-Smith spoke with volunteers about the big changes happening in Health and Social Care in Shropshire, including Future Fit and the Better Care Fund.

This quarter, volunteers took part in Deprivation of Liberties training (DOLs) delivered by Shropshire Joint Trainers, and gave positive feedback on the session. Also this quarter, volunteers represented Healthwatch Shropshire at the Compassion in Practice Conference. Unfortunately the familiarisation tour of the Royal Shrewsbury Hospital had to be postponed but we are hoping to reorganise it for the near future.

If you are interested in volunteering with Healthwatch Shropshire get in touch to find out more.

Kate Prescott, Tel 01743 342181, Email kate.prescott@healthwatchshropshire.co.uk

NHS Future Fit News

Healthwatch Shropshire is urging local people to get involved in discussions about the development of hospital services in the county, NHS FutureFit. Plans have been drawn up for public consultation at NHS events to be held across Shropshire, Telford & Wrekin and mid Wales during August and September and people are strongly encouraged to attend.

Healthwatch Shropshire has already contributed knowledge and expertise from the patient perspective to discussions about the reconfiguration of local services as part of the NHS Future Fit programme. However, as an independent body its objective is to ensure that local voices are heard and that the programme delivers optimum care for the local population in Shropshire .

Healthwatch Shropshire will be attending all the events in Shropshire to listen to people's view and to ensure that these are passed on to those who need to hear them.

Events are taking place at Telford, Newtown, Shrewsbury, Oswestry, Newport and Ludlow and further information can be found at www.nhsfuturefit.co.uk/workshops or 0121 612 2805.

Enter and View News

July saw us host another round of Enter & View training here at Healthwatch Shropshire. Volunteers were very positive about the day and we are looking forward to giving them an opportunity to put the training into practice.

We hosted our second Enter & View meeting at the end of July where we were delighted to welcome Rita Hester and Brian Willis onto the committee for the coming year.

This quarter we have published reports on visits to: Briarfields Care Home, Shrewsbury; Innage Grange, Bridgnorth; and Oak Farm, Ditton Priors. All these visits were part of our pilot Enter & View programme and were not based on intelligence. We will shortly be publishing the reports of other visits that were not part of the pilot programme. Don't forget to check the website for all our published Enter & View reports <http://www.healthwatchshropshire.co.uk/documents> .