

It has been a busy few months with a lot going on in health and social care in Shropshire with engagement continuing on NHS FutureFit, relocation of the Walk-In Centre, the Care Quality Commission (CQC) inspection at Shrewsbury & Telford Hospital NHS Trust and the Pharmaceutical Needs Assessment in addition to our day-to-day work.

HWS Annual Event

We were delighted to welcome over 80 people to our annual event on 16th September in Cross Houses, which was excellently hosted by Jim Hawkins from BBC Radio Shropshire. We had a range of speakers who gave short presentations on local health and social care issues: Dr Bill Gowans (Shropshire Clinical Commissioning Group), Councillor Karen Calder (Shropshire Council), Kerrie Allward (Shropshire Council / Shropshire Clinical Commissioning Group) and Stephen Chandler (Shropshire Council). This was followed by a lively question and answer session.

Feedback from attendees was positive. For those of you who weren't able to be there, a report has been written. This is available at <http://www.healthwatchshropshire.co.uk/documents>.

A&E Survey

The final report is now available of Healthwatch Shropshire's survey in the Accident & Emergency Departments of the

Shrewsbury & Telford Hospital NHS Trust. The focus of the survey was on the reasons behind people's decision to go to A&E and their awareness and usage of other local urgent care services. Many thanks to Healthwatch Shropshire volunteers who carried out the survey at Royal Shrewsbury Hospital.

Recommendations included improving awareness of alternatives to A&E, particularly of specific services and among specific groups of people, improving online information about Minor Injuries Units and for GP practices to increase awareness of their opening times.

The report is available at: <http://www.healthwatchshropshire.co.uk/documents>.

SaTH Listening Events

Ahead of the planned Care Quality Commission (CQC) inspection in October the Shrewsbury and Telford Hospital NHS Trust ran a series of listening events to hear directly from individuals about their experiences of using the services the Trust provide. Healthwatch Shropshire staff and volunteers helped facilitate these events and offered people an independent body to speak with on the day and in the future.

We helped with three events, two jointly with the Montgomeryshire Community Health Council, to capture cross-border issues, and one in Shrewsbury.

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CQC Inspection of Shrewsbury and Telford Hospital NHS Trust

October saw the CQC paying a visit to both the Royal Shrewsbury Hospital and the Princess Royal Hospital, as well as the Midwife Led Maternity Services in Bridgnorth, Ludlow and Oswestry, as part of its inspection of the Shrewsbury and Telford Hospital NHS Trust.

The inspection was carried out using their new approach to hospital inspections and included the opportunity for the public to have their say at listening events.

Healthwatch Shropshire helped let people know this was happening to ensure that you had your say. Listening events were held at Shrewsbury and Telford. We have passed on the comments of anyone who told us they wanted their voice heard but couldn't attend the events in person. We also passed on comments (anonymised) which we received as part of our ongoing work programme.

Healthwatch Shropshire will be invited to the Quality Summit in January at which the CQC presents its findings.

Accessing Information on Mental Health

Over the summer we launched our project on people's experiences of accessing services and information on common mental health conditions. We have been encouraging patients and carers to complete questionnaires. This hasn't been easy and we haven't had as many responses as we would have liked. Undeterred, we have launched phase two of the project which will see us speaking directly to GP Practices. Our report is expected by spring 2015.

Volunteering

In the last few months Healthwatch Shropshire volunteers have been busy

- participating in Enter & View visits,
- representing us at important meetings across health & social care in Shropshire,
- supporting us to give the opportunity of speaking to an independent body at the hospital listening events and the events on the (then) proposed move of the Walk-In Centre,
- helping us deliver our annual event by taking on countless roles on the day.

We were pleased to also give the opportunity for a handful of volunteers to have a guided tour of the Royal Shrewsbury Hospital delivered by Ceri Adamson of the Senior Nursing Team.

As part of saying thank you to our volunteers for all their help we hold a volunteer event once a quarter. It is an opportunity for volunteers to come together, tell each other what they have been up to and find out about activities and training coming up. The most recent event was at the Trinity Centre, Shrewsbury. We discussed Enter & View in the morning and after a buffet lunch we talk more widely about the things happening in health and social care in Shropshire, with volunteers sharing their knowledge and experience on some of the topics. The highlight of the event was the quiz on acronyms used in the NHS, which got everyone talking. The next volunteer meeting will be held in December.

If you are interested in getting involved with Healthwatch Shropshire we would like to hear from you.

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

Research Grant 2014-15

Grants of between £1000 and £4000 are on offer to the voluntary and community sector in Shropshire. We have launched the second round of our Research Grant and are calling for proposals on the theme of this year's research: Exploring the Reality. We want to know about the reality on the ground. With changing times for health and social care services, we are looking to fund research projects that will look at the services currently in existence, reflect on whether they are meeting the needs of the people in Shropshire and identify how change can be communicated. Interested groups and organisations can find out more by downloading guidance notes and the application form at <http://www.healthwatchshropshire.co.uk/content/research> or by contacting the office.

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Shropshire Research Grant

To help groups and organisations new to research we ran a half day workshop on designing, conducting and reporting on a research project. This was held on Tuesday 11th November at The Lantern, Shrewsbury from 10am–2pm. It was well attended and we received positive feedback.



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. Just some of the local engagement undertaken in the past few months:

Much Wenlock Market
Family Play Day, Oswestry
Craven Arms Senior Safety Day
Dementia Awareness Day, Birchmeadow
Bridgnorth Senior Safety Day
Shifnal Senior Safety Day
Llanymynech Listening Event
Parent Partnership Service meeting
Young Health Champions Event
Dementia Day, Craven Arms
Big Red's House, Whitchurch

Future dates include:

28th Jan Joint event with Age UK & Shropshire Older People's Assembly

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

Community Pharmacy Survey

During November Shropshire Council and Shropshire Clinical Commissioning Group invited the public to take part in a short questionnaire to give their views about pharmaceutical services in Shropshire. Healthwatch Shropshire used its networks to encourage participation and succeeded in contributing 70 responses. The results from the survey will be used to inform the Pharmaceutical Needs Assessment (PNA) from a patient's perspective. PNAs are used by the NHS to make decisions on which NHS funded services need to be provided by local pharmacies. The survey aims to identify gaps in Pharmacy services and any unmet need in the local population.

Acronyms Quiz

On the website we have put an adapted version of the acronyms quiz which went down so well at our volunteers' event. Why not test your knowledge here: <http://www.healthwatchshropshire.co.uk/acronyms-quiz>. We'd love to hear any suggestions for future quizzes.



Isle Court and New Fairholme Reports Published

The reports from the Enter & View visits to Isle Court Nursing Home and New Fairholme Care Home were recently published. They are available to read on our website along with all our other published reports at <http://www.healthwatchshropshire.co.uk/enter-view-reports-0>. More Enter & View reports are constantly added to the website as they are published so remember to check back regularly to see our most recent ones.

Walk-In Centre Move

In August a number of events were organised by the Shropshire Clinical Commissioning Group (SCCG) to speak to the public about their proposal to move the Walk-In Centre from its existing location in Monkmoor, Shrewsbury, to the Royal Shrewsbury Hospital site next to A&E. Healthwatch Shropshire staff and volunteers attended these events to observe the proceedings and to ensure the people of Shropshire had an independent body to speak to about their concerns. We also encouraged many of you to complete the questionnaire that ran alongside these events.

The SCCG has since announced that the Walk-In Centre will be moving. We were able to raise your concerns with the SCCG though, including your concerns about renaming it as an Urgent Care Centre. We have secured their agreement to keep in the name 'Walk-In Centre' which you told us was clearer and more understandable.

Thank you to everyone who came to us with their concerns.

Tell Us boxes in libraries

We are pleased to be working with Shropshire Council's library service who have agreed to place both our Tell Us leaflets and post boxes in various libraries across the county. These will provide you with another opportunity to get in touch with us and have your say. The boxes are emptied regularly by Healthwatch Shropshire and your views collected to ensure your voice is heard. Our boxes can be found in the following locations.

- Bishop's Castle Library
- Bridgnorth Library
- Broseley Library
- Church Stretton Library
- Craven Arms Library
- Library at the Lantern
- Ludlow Library
- Market Drayton Library
- Oswestry Library
- Shrewsbury Library
- Whitchurch Library

If you are from an organisation and would like to display one of our boxes please contact us.



Rural Health Forum, Latvia



In September the European Rural and Isolated Practitioners Association (EURIPA) held its 5th Rural Health Forum in Riga, Latvia. The title of the Forum was

“Rural Family medicine - today and tomorrow”.

Over two days discussions took place about rural health challenges in Europe and how to address them, issues that affect us today and thinking about investing in the future.

The main theme of the Forum was ‘policy’ - and the Forum begun by considering rural primary health care actualities in European countries, focussing on issues including collecting and using evidence to inform policy, the role of rural GPs (are they patients’ advocates or governments’ puppets?) and how rural GPs can influence healthcare politics.

Healthwatch Shropshire was fortunate that its Chief Officer was going on holiday to Latvia and took the opportunity to submit a poster which was accepted. The poster focussed on patient engagement and how patient experience can be used to build up a picture of the quality of health and social care service which can then be used to influence service providers and commissioners to bring about change.

Although the poster did not win a prize there was considerable interest in the Healthwatch approach as patient and public involvement is established to varying degrees across Europe.

NHS FutureFit

The NHS FutureFit programme aims to make sure that local acute and community hospitals can continue to meet the needs of everyone living and working in Shropshire well into the future. Local health professionals have led the work programme and their report, Clinical Design Report Summary, is now available at <http://nhsfuturefit.org/key-documents/documents/33-ff-clinical-design-report-summary-web/file>.

Healthwatch Shropshire and other patient representatives have been involved in the programme to ensure that the patient voice is not only heard but taken into account in developing the long list of options, which are now available, and also the short list, which is expected soon. Healthwatch Shropshire has nominated Board Members to represent it on the various work streams and officers have also attended engagement events to ensure that there is an independent organisation for people to walk to if they wish.

The web site for the Programme can be found at <http://nhsfuturefit.org/>.

Members' email lists



As those of you who are members and have an email address will know, we regularly send out emails with news and invitations etc. We want to get the balance right as we know that some people don't like receiving too many emails. Others of you, however, may welcome more frequent emails. Therefore we are asking you to let us know if you are happy to receive emails more regularly than at present. This may include requests for experiences about a particular service, information about events other organisations are holding, or invitations to get involved in projects. There would be no obligation to respond and you could request to stop receiving these extra emails at any point.

Get in Touch!

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