

First research grant report published

Autonomy, one of the four recipients of the Healthwatch Shropshire research grant 2013-14 round, has published its report: "Mind the Gap" A study of health and social care access issues for adults with Asperger's Syndrome and high ability autism in Shropshire.

The report can be found here:

<http://www.healthwatchshropshire.co.uk/documents>.

The main objective of the survey was to identify problems with access to healthcare provision for residents of Shropshire who have Asperger's syndrome or high ability autism. A further objective was to explore problems with access to social care provision for the respondents and whether or not they were offered their statutory rights.

The survey found that most of the respondents who are adults with autism/Asperger's syndrome in Shropshire were not aware of their legal right to healthcare and support. The survey identified an unmet need and a gap in health and social care provision for people with high ability autism/Asperger's syndrome in Shropshire.

We look forward to showcasing the other projects as the reports become available.



Patient experience of pilot discharge support service

The experience of patients discharged home from the Royal Shrewsbury Hospital under a new support scheme has been evaluated by Healthwatch Shropshire. The Integrated Community Service (ICS) team, managed by Shropshire Community Health NHS Trust and Shropshire Council, has been piloted in the Shrewsbury and Atcham area.

The findings were predominantly positive, with the vast majority of respondents reporting that the service was the best way of meeting their needs on returning home from hospital. The majority of respondents also felt supported at home from day one, and that both they and their home were treated with respect by staff.

The service is now being rolled out across Shropshire. We are keen to hear from people using the service to find out their experiences.

The full report can be found here: <http://www.healthwatchshropshire.co.uk/documents>.

Further information about the Integrated Community Service (ICS) team can be found at <http://www.shropscommunityhealth.nhs.uk/rte.asp?id=11181>.



Mental health literature



We have begun the second phase of our mental health programme of work, looking at what information is readily available to the general public about common mental health problems in GP Practices. Volunteers have been visiting 10 GP Practices from across Shropshire, recording what posters, leaflets and other information is available.

The findings will form part of an overall report on the mental health programme. They will also provide evidence for Healthwatch Shropshire thereby informing future work and any recommendations in the report. The report will be widely shared including with health organisations.

GP access survey

We are working with three other local Healthwatch on a regional project looking at people's experiences and expectations of access to GP Practices, focusing mainly on appointment booking. Our volunteers have been visiting 5 GP Practices from across Shropshire completing the survey with waiting patients.

A report will be written pulling together regional learning. In addition each GP Practice will receive a results breakdown of their individual practice.

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:

Broseley Senior Safety Day
Much Wenlock PPG event
VCSA Showcase event
Joint event with Age UK and Shropshire Older People's Assembly
Carers' Rights Day, Shrewsbury Baptist Church
Outpatients, Royal Shrewsbury Hospital

Future dates include:

20th Feb Outpatients, Royal Shrewsbury Hospital

21st March Shrewsbury Market Hall

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.

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Enter & View reports published

The reports from the Enter & View visits to Shrewsbury & Telford Hospital NHS Trust wards 27 (acute medical unit), 28 (nephrology and acute medicine) and 29 (acute medical unit) have recently been 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.

Pain management event

Healthwatch Shropshire held a joint public meeting with Shropshire Older People's Assembly (SOPA) on 28th January. The topic was pain management and speakers included pain management specialists and a representative from the Shrewsbury Arthritis Group. A question time session gave people the opportunity to ask questions on any issues of concern.

Article published

Following our Chief Officer Jane's successful poster presentation at the European Rural and Isolated Practitioners Association (EURIPA) which we mentioned in the last newsletter, Healthwatch Shropshire was invited to submit an article about its work to the Polish-English journal Puls Uczelni (Higher School's Pulse). We were delighted that the article was accepted. You can download a copy of it here <http://tinyurl.com/msuot4t>.

Research Grant 2014-15

The deadline for applications to the Healthwatch Shropshire Research Grant has now passed. Successful applications will be announced soon.



Enter & View to learning disability facilities

We have launched a programme of Enter & View work around Learning Disabilities facilities. If you have any recent experiences or comments you'd like to share with us please get in touch.

You Said, We Did report

In November we published our latest You Said, We Did report which details 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>.



Intelligence top themes

The comments received by Healthwatch Shropshire cover a wide and diverse range of issues and a large number of providers. Comments are both positive and negative; Healthwatch Shropshire shares concerns with commissioners, providers and regulators and good practice is also reported. The most common five themes (positive and negative comments combined) are: quality of treatment, waiting times, staff attitudes, access to a service and access to information.

We would like to hear from you about your experiences of health and social care services. The more comments we receive the more influence we can have. We want to hear about all services. For example, have you had any experience of the new Walk In Centre at Royal Shrewsbury Hospital?

NHS FutureFit programme

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. 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 options. The short list has now been published here: <http://nhsfuturefit.org/>.

NHS FutureFit are holding a series of pop up events around the county to listen to people's opinions. These will be in Shrewsbury, Whitchurch, Oswestry, Much Wenlock and Market Drayton. Further details can be found here: <http://nhsfuturefit.org/>.

Get in Touch!

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