

Farewell to Kate Prescott, Volunteer & Involvement

As some of you will already be aware, Kate left Healthwatch Shropshire in early May. During her two years here, she has worked extremely hard to set up and develop the wide variety of volunteering opportunities available, the Enter & View programme and the Healthwatch Shropshire Research Grant.

She will leave us with strong foundations and well developed systems which we aim to continue with equally high standards. We all thank Kate for her hard work and wish her well for the future; she will be missed.

thank
you!

We will be recruiting to replace Kate. The advert and all the details will be published shortly, so please keep an eye on our website.

SAND research grant report published



Safe Ageing No Discrimination (SAND), one of the four recipients of the Healthwatch Shropshire research grant 2013-14 round, has published its report: Researching the hopes, fears, experiences, expectations of health & social care by older—and old—lesbian, gay, bisexual and trans people in Shropshire.

The report can be found here: <http://www.healthwatchshropshire.co.uk/documents> or by request from the office.

The objective of the research was to find out how the experiences and lives of LGBT people impact on the issues they may face around health and social care, now and in the future.

There were a number of interesting conclusions and recommendations drawn from the research, including the need for health and social care providers, commissioners, and other relevant organisations and sectors (such as housing and legal) to engage with older and old LGBT people through SAND, as well as work to equip staff in their organisations to create safe environments for them, and the creation of a kite-mark/Champions scheme to publicise those services with raised levels of awareness.



Research Grants announced



We were pleased to award our second round of Research Grants to Community Education in Death Awareness and Resources CIC (CEDAR Education) and the Shropshire Parent and Carer Council (PACC). The projects aim to explore the 'reality on the ground' of people's experiences of 'health and social care services. Further details of the projects can be found on our website or by request from the office.

<http://www.healthwatchshropshire.co.uk/research-grant-2014-15>

We will be launching the next round very soon so keep an eye on our website.

Linking with food banks



Community Engagement Officer Andrea Jones has made links with the Oswestry & Borders food bank. This has seen her talking to clients about what Healthwatch Shropshire does. Using her extensive knowledge of local services, she has also been able to connect the food bank staff with contacts at various statutory and voluntary services in Shropshire so that they can explore how to reach more people who may be in need of help. Andrea is hoping to make links with other food banks in Shropshire in the near future.

Local Engagement News

Community Engagement Officer Andrea Jones has also 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:

Dignity Day, Robert Jones & Agnes Hunt Orthopaedic Hospital
Dementia event, Shrewsbury
Public drop-in, Craven Arms
Outpatients, Royal Shrewsbury Hospital
Domestic Abuse Forum
Whitchurch Market

We are delighted to have secured regular stands in a range of locations: Royal Shrewsbury Hospital on the last Friday of the month, Robert Jones & Agnes Hunt Orthopaedic Hospital NHS Foundation Trust on the first Wednesday of the month and Shropshire Mind on the last Monday of the month. We have also secured a regular slot at Ludlow Community Hospital which is in the process of being arranged.

We are very grateful to those volunteers who have helped us out at engagement events. We are always keen to hear from people who are interested in joining us: <http://www.healthwatchshropshire.co.uk/volunteers>

Future dates include:

26th May Drop-in and Board meeting,
Central Shrewsbury Baptist Church

29th May Royal Shrewsbury Hospital,
outside League of Friends café

3rd June Robert Jones & Agnes Hunt
Orthopaedic Hospital, main entrance

Check our website for additional events

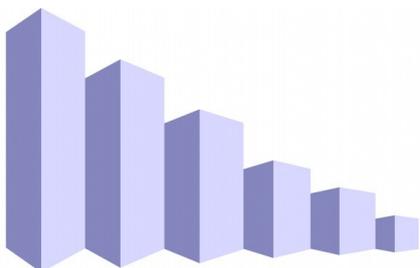
If you would like Andrea to come and speak to a local group about what Healthwatch Shropshire can offer your members or to have a stand at an event you are running, please contact her.

Andrea Jones, Tel 01743 342180, Email andrea.jones@healthwatchshropshire.co.uk

Comments top topics

In the last 12 months, the most common five topics from the comments we received (positive and negative combined) were: quality of treatment, waiting times, access to a service, staff attitudes and appointment booking service. Further details are available at: <http://www.healthwatchshropshire.co.uk/documents>

If you have any experiences in these or any other areas, please get in touch. The more comments we receive the more influence we can have. We want to hear about all services.



Mental Health Awareness Week

Staff and volunteers were present at six libraries across Shropshire to mark Mental Health Awareness Week from 11th to 15th May. They talked to people about their experience of mental health services and about Healthwatch Shropshire.

Healthwatch Shropshire were at the following libraries: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch throughout the week.

The events in libraries for Mental Health Awareness Week were organised by Shropshire Council's Public Health team and included a range of other organisations: the Samaritans, Trident Reach the People Charity, Rethink, Job Centres, Shropshire Mind, Child & Adolescent Mental Health Services, Targeted Mental Health in Schools, and South Staffordshire & Shropshire Healthcare NHS Foundation Trust.



Volunteer Sam and Community Engagement Officer Andrea at Market Drayton Library

Save the Date!

Our Annual Event will be held on Thursday 24th September and we are delighted that Jim Hawkins will chair again. More details to follow.

Redesign of Shrewsbury & Telford Hospital website

Shrewsbury & Telford Hospital NHS Trust is planning a redesign of their website <http://www.sath.nhs.uk/>. They are keen to get ideas from the public about what they would like to see on a new website, any improvements, etc.

They are seeking general feedback by the **end of June**, so please send any thoughts to Healthwatch Shropshire and we will pass them on. Later in the summer there will be another opportunity to feedback, using a more specific set of questions, so watch this space!



Sexual Health Needs Assessment

During March Shropshire Council invited the public to take part in a short questionnaire to give their views about sexual health services in Shropshire. Healthwatch Shropshire contributed to the development of the questionnaire and then used its networks to encourage participation.

The results from the survey will be used to inform the Sexual Health Needs Assessment from a patient's perspective. This work will help to shape and enhance sexual health services in the future, and identify any gaps and unmet need in the local population.

Spotlight on: Anne Wignall



I have been a Trustee of Healthwatch Shropshire for 16 months and I have been impressed by the firm foundations HWS has built in the county. Our quarterly Board meetings are held in different parts of Shropshire and I have found my fellow Trustees to be very knowledgeable about so many aspects of health and social care.

I sit on the Enter and View committee and chair the Marketing working group. I have been pleased to help the hard-working staff with their communications and PR work. This role has led to my attending Future Fit Engagement and Communication meetings at a very exciting time for the development of healthcare in Shropshire.

The training that HWS has provided is first rate and I am pleased that, having finished my own training, I have been able to carry out Enter and View visits to hospitals and residential homes - it's been really good to be able to see for myself what's going on. I have also appreciated the opportunity to carry out various surveys at A&E in RSH and in GP practices plus hospital Patient Led Assessments of the Care Environment (PLACE) visits with other volunteers.

As Chair of Age UK Shropshire Telford and Wrekin, I am particularly concerned that the needs of older people are recognised and would like to see proper integrated care introduced as soon as possible.

Enter & View reports published

The reports from the Enter & View visits to York House, Glenview House, Old Vicarage and Windsor House care homes were recently published. These are part of our programme of visits to learning disability facilities. In addition we have published the visit to Ophthalmology outpatient clinics at Royal Shrewsbury Hospital. 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> or by request from the office.

You Said, We Did Oct 14–Mar 15

We have published the latest of our You Said, We Did reports, which details the actions we have taken as a result of comments we have received about health and social care services. The report is available at: <http://www.healthwatchshropshire.co.uk/documents> or by request from the office.

Topic of the month: dementia

We have decided to start a ‘hot topic of the month’ where we invite people to share their experiences of a particular area of care. May’s topic is **dementia services** and June’s will be **NHS dental services**. If you have any comments to make on these services, please get in touch. We are, of course, still interested in comments about all other types of health and social care services.



Get in Touch!

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