

## Healthwatch Shropshire puzzles

We have created a word search full of health and social care related words. Can you find them all?

We have also created a crossword. Why not challenge yourself to complete both!

They are available on our website [www.healthwatchshropshire.co.uk](http://www.healthwatchshropshire.co.uk) or on request from the office.



## Shrewsbury Flower Show

Healthwatch Shropshire staff and volunteers were busy at the Shrewsbury Flower Show on Friday 14th and Saturday 15th August, sharing a marquee with other local health and social care organisations as part of Shropshire Together.

To find out more about Shropshire Together visit <http://www.shropshiretogether.org.uk/>



## 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 2014-15 accounts can be viewed in the documents listed below. Many thanks to the volunteers who assisted us with our responses.

[Shropshire Community Healthcare NHS Trust](#) (HWS response p.35)

[South Staffordshire & Shropshire Healthcare NHS Foundation Trust](#) (HWS response p.39)

[The Robert Jones & Agnes Hunt Orthopaedic Hospital NHS Foundation Trust](#) (incorporated into their Annual Report, HWS response p.104)

[West Midlands Ambulance Service NHS Foundation Trust](#) (HWS response pp.41-42)

[Shrewsbury & Telford Hospital NHS Trust](#) (HWS response p.32)



As a result of our feedback to Shrewsbury & Telford Hospital NHS Trust on their Quality Account, they made various changes such as including a mention of complaints received.

## Research Grant 2015-16

Grants of between £1000 and £4000 are on offer to the voluntary and community sector in Shropshire. We have launched the third round of our Research Grant and are calling for proposals on the joint priorities of quality and access. Interested groups and organisations can find out more by downloading guidance notes and the application form at <http://www.healthwatchshropshire.co.uk/research-grant> or by contacting the office.



## Staff changes

We were delighted to welcome to the staff team Lynn Cawley who will be working with us 3 days a week as Enter & View Officer. Lynn comes to us as a former social worker and teacher of health and social care.

Responsibility for other volunteering matters now lies with Steph Dunbar, who has taken on the role of Volunteer Officer and Secretary to the Board.

If in doubt about who to speak to, just contact the office and we will put you in touch with the right person!



## Healthwatch Shropshire Annual Report 2014-15

The second Healthwatch Shropshire Annual Report is now available at <http://www.healthwatchshropshire.co.uk/documents>. We have worked hard during our second year to develop our role as the consumer champion for health & social care in Shropshire. A more reader friendly Annual Review will be available soon.

## RCC Research Grant report published



The Community Council of Shropshire (Sensory Impairment Service), one of the four recipients of the Healthwatch Shropshire research grant 2013-14 round, has published its report: The experiences of adults with visual impairment and sight loss of NHS Outpatient Eye Care services within 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 to what extent service users feel disadvantaged and disabled by their experiences of hospital outpatient services.

There were a number of interesting conclusions and recommendations drawn from the research, including the need to address concerns around communication and support, as well as problems with the timing of appointments and the hospital environment.

## Spotlight on: Steve Price



So .. “they” asked, what are you going to do to keep yourself busy when you retire?

Well, I wanted to do something that involved public health .. that had been the focus of my professional career.

Healthwatch Shropshire is all about making sure that patient views and aspirations are reflected in hospitals, GPs, care homes and premises where other medical or social care related services are delivered.

That sounded good to me, so I became one of their volunteers.

Healthwatch Shropshire is a comparatively new organisation and there are Healthwatch organisations covering all areas of England. Although Healthwatch organisations are enshrined in law their representatives tend to operate in a supportive fashion to secure improvements.

During the past year, subsequent to thorough training, I have undertaken assessments at several hospitals, surveys at an accident & emergency department and at a number of GP surgeries.

I am privileged to have been appointed to the Healthwatch Shropshire Intelligence Committee. This committee looks at anonymised information received by Healthwatch Shropshire and provides advice on areas of service delivery or specific premises where further investigation may be appropriate.

I also represent Healthwatch at the Prevention subgroup of the Shropshire Health and Wellbeing Board. This subgroup is a most tangible and positive demonstration of partnership working across the statutory, public, voluntary and private sector organisations with the common aim of preventing ill health. The work doesn't only look at how the health of patients or service users can be improved, but also has regard for the wider determinants of health (including debt, housing and lifestyle) in the wider population.

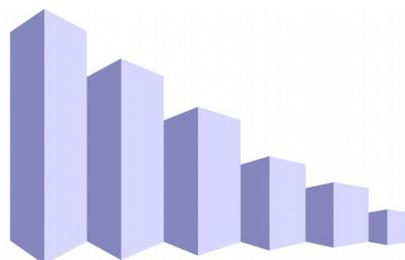
I am proud of Healthwatch Shropshire and of the role that I fulfil within the organisation. Healthwatch makes a most positive contribution to the patient experience across all health related sectors.

So life for me in “so called” retirement is indeed both rewarding and busy !

## 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, access to a service, waiting times, 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.



**Get in Touch!**

**01743 237884**

**[enquiries@healthwatchshropshire.co.uk](mailto:enquiries@healthwatchshropshire.co.uk)**

**[www.healthwatchshropshire.co.uk](http://www.healthwatchshropshire.co.uk)**

**Healthwatch Shropshire**

4 The Creative Quarter, Shrewsbury Business Park,  
Shrewsbury, Shropshire. SY2 6LG



Follow us on Twitter @HWSHropshire



Search on Facebook for: HealthwatchShropshire