

# healthwatch

## Shropshire

**Newsletter**  
**Spring 2016**

### **Your free, independent NHS Advocacy Service**



From the 1st April Healthwatch Shropshire provides an advocacy service for people who need help and support to make a formal complaint against the NHS.

If you would like to make a complaint about the service or treatment you have received from a hospital, doctor, dentist or other NHS provider, our friendly, qualified advocates may be able to support you through the process. For more information contact our IHCAS Advocacy Coordinator, Lynn Cawley on **01743 342181**

### **Happy Birthday Healthwatch!**

Healthwatch Shropshire is three years old this month.

Since April 2013 we have received over 2,150 comments about your experiences of health and social care services in Shropshire. We have shared these comments, anonymously, with providers and commissioners to help improve services for people in the county.

To celebrate our birthday we will be holding an event later in the year. More details to follow on our website.



### **Tell us your experiences of health and social care in the county**

As our members know, Healthwatch Shropshire is an independent organisation that represents people who use health and social care services in the county. We want to hear from you about GP's, hospitals, dentists or any NHS service, as well as social care services such as Care Homes or care providers who visit you in your own home.

All comments are added to our database. These are anonymised and sent out to service providers and those who buy services, i.e. commissioners. By gathering as much feedback as we can, we are able to identify common themes or trends in what people are telling us. This may result in us highlighting a particular issue that has emerged. For example, if a number of people have complained about a particular GP practice in Shropshire, we can then flag this up with the practice and ask them how they intend to address the issue.

So, please get in touch, every comment really does count! The more comments we get, the more influence we have.

### We're listening to your views in care homes



As members will be aware, Healthwatch Shropshire have the legal power to enter health and care settings to speak with residents and patients about their experiences.

We then provide reports to those services to enable them to improve quality. All published reports are available on our website and hard copies are available in the libraries.

The latest Enter and View reports for Kempsfield Residential Home and the New Barn Residential Care Home are now on our website.

<http://www.healthwatchshropshire.co.uk/enter-view-reports-0>

### Maternity Services Enter & View



In 2014 maternity services in Shropshire and Telford & Wrekin were reconfigured:

As a result of this, in March 2015 Healthwatch Shropshire completed announced Enter and View visits to the four Shropshire Midwife Led Units (Bridgnorth, Ludlow, Oswestry and Shrewsbury).

The purpose of these visits was to assess the levels of confidence in maternity services and care following the Maternity Services Review and reconfiguration.

Our aim was to ensure that the “patient voice” is at the heart of service review and development.

The full report can be read on our website

<http://www.healthwatchshropshire.co.uk/enter-view-reports-0>

### Up to £4000 funding available for voluntary and community sector projects

The Healthwatch Shropshire Research Grant Fund is an opportunity for community and voluntary sector groups and organisations to apply for funding to undertake a piece of research around health and social care services in Shropshire.

2016/17 is the fourth year of the scheme. We will be calling for proposals in June. Please check the website for more details.

Recipients of the grant in 2015/16:

**Marches Energy Agency** are looking at whether the installation of energy efficient measures has reduced the use of medical and social care services in the county by households suffering from fuel poverty and cold-related ill health.

**Safe Ageing No Discrimination (SAND)** are exploring whether health and social care agencies provide services appropriate to individuals who are transgender, transsexual, cross dressers, intersex or gender fluid.

**Citizens Advice Shropshire** are researching whether the Care Act 2014 has changed people's experiences of accessing adult social care.

### Upcoming events

- 27 April**—HWS stand, Bridgnorth Hospital, 9.30am—1pm
- 29 April**—HWS stand, Royal Shrewsbury Hospital, 9.30am—1pm
- 4 May**—HWS stand, Festival Drayton Centre, Market Drayton, 10am—3pm
- 7 May**—HWS stand, Shrewsbury Market Hall, 9am—3pm
- 9 May**—HWS stand, Ludlow Hospital, 9.30am—1pm
- 11 May**—HWS stand, See Hear 2016, Shrewsbury Sports Village
- 17 May**—HWS stand, Bridgnorth Hospital, 9.30am—1pm
- 25 May**—HWS stand, Oswestry Market, 8am—3pm
- 27 May**—HWS stand, Royal Shrewsbury Hospital, 9.30am—3pm
- 1 June**—HWS stand, Festival Drayton Centre, Market Drayton, 10am—3pm

### Hot Topics

Each month we focus on a particular topic. In March we focused on 'Accessing and using your local pharmacy'. This coincided with the stakeholder consultation currently taking place around proposed government changes to community pharmacies and the campaign by the National Pharmacy Association to support local pharmacies. All the comments we received will help to inform a local response.

#### Future Hot Topics are:

**April:** Stroke Services

**May:** Dementia Services

**June:** West Midlands Ambulance Service. (WMAS)

If you have any comments you would like to share with us about any of these services, please get in touch. We are, of course, keen to hear about all health and social care services.

### Future focus for 2016

#### Priorities for the year ahead are :

Increasing our engagement with young people and enabling them to feedback more easily on the services they use.

Focus on discharge from hospital: - is it working for people? What are people's experiences of community services?

Continuing to be the voice of the people of Shropshire, ensuring that health and social care services in the county remain person-centred.



### What are your urgent care options?

With increasing pressures on our local hospitals we can all do our bit to make sure we are accessing the right services.

Pharmacists are a really good first port of call if you're starting to feel unwell. For local pharmacy opening times go online to [www.shropshireccg.nhs.uk](http://www.shropshireccg.nhs.uk)

If you need to see a doctor or nurse, contact your GP practice. If you need a doctor out of hours, contact Shropdoc on 0333 222 66 55.

If you're not sure what service you need, call NHS 111 in the first instance. They may signpost you to a local minor injury unit or walk-in centre. These provide care for illness and injury when it's urgent but not life threatening.

#### Minor Injury Units

Oswestry - 01691 663617

Whitchurch - 01948 660834

Bridgnorth - 01746 762641

Ludlow - 01584 872201

#### Shropshire walk-in centre

Next door to A&E, Royal Shrewsbury Hospital, open everyday 8am—8pm.

### One You Campaign

Shropshire Council's public health team has helped to launch the national **One You** campaign, to support adults across the county to stay well for as long as possible.

The campaign, led by Public Health England, aims to help adults avoid future diseases caused by modern lifestyles, doubling the chances of being healthy at 70 and beyond.

It hopes to encourage adults in Shropshire to move more, eat well, drink less and be smoke free, as well as providing information on how to reduce stress levels and sleep better. To take the free One You health quiz, "How Are You?" , go to :

<http://www.healthyshropshire.co.uk/>

### No Panic's Youth Helpline



A youth helpline is available on **01753 840393**, for people aged between 13 and 20 years old.

You can call them to get help with anxiety, panic, phobias and obsessive compulsive disorder and specific anxieties that young people of this age can experience.

**The service is available:**

Monday—Friday 16:00—18:00

### Welcome to the Board

Healthwatch Shropshire is overseen by an independent board that helps to ensure that its statutory and contractual obligations are met.

We are pleased to welcome three new board members to support our work as the county's independent health and social care champion.

Angela Saganowska has worked within health and social care services for over 30 years.

Steve Price has been a volunteer with Healthwatch Shropshire since 2014. He spent his professional life in the field of Public Health.

Anne Furness spent the latter part of her career as a senior NHS Manager. She joins the board with many years front-line and operational experience.

### Become a volunteer

Do you want to play an active part to involve local people in shaping their health and social care services?

We are always looking for people to join our Healthwatch Shropshire team of volunteers.

For more information contact Steph on 01743 237884 or email [steph.dunbar@healthwatchshropshire.co.uk](mailto:steph.dunbar@healthwatchshropshire.co.uk)

### Board Meetings

Healthwatch Shropshire hold Board Meetings in Public every three months at venues across Shropshire.

#### Upcoming meetings

Tuesday 24 May

Thursday 8 September

Location and times will be available on our website nearer the time or contact the office for information.

## Get in Touch!

**01743 237884**

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

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