

healthwatch

Newsletter
Autumn/Winter 2016

Shropshire

Join us at our third HWS Annual Event



This year's theme is 'Working together for you: Transforming Health & Social Care Services through partnership working.'

Guest speakers will include Clive Wright, Chief Executive of Shropshire Council and Dave Evans, Accountable Officer for Shropshire and Telford & Wrekin Clinical Commissioning Group.

The morning session runs from 11am to 1pm and will focus on what happens to comments members of the public share with Healthwatch Shropshire about health and social care services. There will be an opportunity to discuss the impact this feedback has on service improvement and how these shared experiences shape Healthwatch Shropshire's strategic priorities.

The afternoon session runs from 2pm to 4.30pm and will put our health and social care leaders in the spotlight, asking them to answer people's questions about what they are trying to achieve in Shropshire. The session will include short presentations from providers and commissioners sharing examples of good partnership working. Presentations will be followed by a question and answer session.

The event will take place on **Thursday, 3rd November at the Guildhall in Shrewsbury.** Admission is free, but as places are limited booking is essential. People are encouraged to attend either or both sessions depending on their area of interest.

Tea, coffee and biscuits will be provided throughout the day.

A warm welcome to our new members.



We now have 275 Healthwatch Shropshire members. We are really pleased that so many people signed up at the Oswestry Show in August. The winner of our prize draw received a £20 M&S voucher.

As well as receiving our twice-yearly newsletter, keeping you up to date with Healthwatch and local health and care issues, members also have the opportunity to share their own experiences of health issues and network with other members. The more information we receive about how health and care services are working for people locally the more influence we have to change and improve services.

Your Voice Did Count!



In December 2015 a consultation was launched, setting out proposed changes to how community pharmacies are funded and operated. HWS was very concerned about the implications for 'hub & spoke' dispensing for the county's rural population. This model would see GPs sending prescriptions to a central hub to be dispensed before being sent to a local pharmacy and would likely lead to pharmacy closures.

We engaged widely with members of the public about this, asking people to tell us about their own experiences of pharmacies. We had a very good response, overwhelmingly in support of their local service. We shared people's concerns with the Department of Health (DofH), including the message that dispensing prescriptions should 'go digital' being unrealistic in Shropshire. Large parts of the county, in particular the more rural areas; don't have access to decent broadband in their own homes or locally.

The proposed changes would likely have an impact on free collection and delivery services for patients. This service is even more essential in rural communities with poor transport links and a large percentage of older people with limited mobility.

We shared your concerns with the DofH and with Daniel Kawczynski, MP for Shrewsbury & Atcham, Philip Dunne, MP for Ludlow and with Mark Pritchard, MP for The Wrekin.

Last month the Pharmacy Minister, Alistair Burt said that response to the consultation had raised issues which has forced the government to delay plans.

We will continue to monitor this and welcome any more feedback you have on pharmacy services.

For more details about the impact your voice has on changing and improving local services go to our [You Said We Did](#) page on the website.

Recent Inspection of Shropshire Community Health NHS Trust

Earlier this year the Care Quality Commission (CQC) carried out an inspection of SCHT and gave the Trust an overall rating of 'Requires Improvement'. We shared your comments with the CQC in the run up to their inspection. We were also invited to the CQC Summit meeting where partners and stakeholders were given the opportunity to hear the findings of the report in more detail and receive feedback from the Trusts leaders on how they planned to improve services as a result. The full inspection report can be read at <http://tinyurl.com/gw2rr6d>

We will continue to share feedback with the Trust and ensure that the patient voice remains at the centre of any plans to change or improve service.

Upcoming events

- 10 October** - HWS Talk, Sight Loss Shropshire group talk, Ludlow, 10.30am - 12.30pm
- 10 October** - HWS Talk, Mayfair Centre, Church Stretton, 2pm
- 12 October** - HWS Talk, Shropshire RCC 'Sight Loss Opportunity Group', Shirehall, 10.30am - 12pm
- 21 October** - HWS Stand, Shifnal Medical Practice Health Information Day, Village Hall, 10.30am- 2pm
- 28 October**—HWS Stand, Royal Shrewsbury Hospital, Shrewsbury, 9.30am—2pm
- 2 November**—HWS Stand, Robert Jones & Agnes Hunt Hospital, Oswestry, 9.30am—2pm
- 2 November** - HWS Stand, Bridgnorth Hospital, 9.30am - 2pm
- 5 November** - HWS Stand, Wise & Well Day, Radbrook Community Centre, Shrewsbury, 9am - 1pm
- 3 November**—HWS Annual Event, Guildhall, Shrewsbury, 11am—4.30pm
- 24 November**—HWS Board Meeting in Public, time and venue to be confirmed.
- 25 November**—HWS Stand, Carers Rights Day, Shrewsbury & Oswestry libraries
- 29 November**—HWS Stand, Carers Rights Day, Bridgnorth Library

For details of future events please go to <http://www.healthwatchshropshire.co.uk/events>



Funding available for voluntary and community sector research.

Grants worth up to £4000 are on offer to the voluntary and community sector in Shropshire. Launching the fourth year of its Research Grant, Healthwatch Shropshire is calling for proposals that will focus on the experiences of 'the seldom heard'.

Examples of this might include:

- What are the challenges for homeless people and/or traveller communities in accessing health services locally and what are their experiences?
- What impact does rurality have on people's health? Are isolation, stigma and confidentiality an issue in accessing health and social care services?
- How do young people access health and social care in the county? Does it meet their needs? Do young people feel that their needs and experiences are taken into account in discussions around transforming health services?

Applications must be received by 5pm on Monday 31st October 2016

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.

We are listening to your views in hospitals



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.

In the last six months our Authorised Representatives have visited Royal Shrewsbury Hospital and Robert Jones & Agnes Hunt Orthopaedic Hospital, carrying out Enter & Views in several wards and units. You can read the full reports on our website <http://www.healthwatchshropshire.co.uk/enter-view-reports-0>

We have recently visited the four Minor Injuries Units in Bridgnorth, Ludlow, Oswestry and Whitchurch. Enter & View reports for all these services will be published soon.

Hot Topics

Last month we focused on Ophthalmology and encouraged members of the public to share their experiences about Eye Care Services throughout the county.

The three main causes of sight loss are glaucoma, cataracts and diabetic retinopathy. Sight loss can affect anyone but it's more common among older people.

With an ageing population it's estimated there will be around 2.45 million people living with sight loss in the UK by 2020, half of it being preventable. Early detection is crucial and more needs to be done to raise awareness about eye health and the importance of regular eye tests.

By far the biggest issue people shared with us was about overdue and/or cancelled appointments. All comments we received have been shared with the relevant providers and commissioners to help inform service review and improvement. We will continue to monitor feedback closely.



End of Life Care

Death and dying can be a very difficult topic to talk about. Whether in hospital or being supported to die at home, there is only one chance for the providers of care to get it right

This month we are asking people to share their experiences with us. For example, did you feel that the care your loved one received was what they wanted and expected? Was the language used by those giving the care appropriate and clear?

We are keen to build up a picture of how well End of Life Care is working across Shropshire and whether people feel that they received the right support for them.

Welcome to our new chair



Healthwatch Shropshire has appointed a new Chair to support its work as the county's independent health and social care champion.

Daphne Lewis has been a Healthwatch Shropshire Board Member since 2013. She worked in the private sector for 26 years before going on to work for the Family & Elderly Services Department at Shropshire's Community and Mental Health Trust, as it was.

Latterly she worked for the Shropshire Ambulance Service, taking 999 calls, before moving into the press office of what was by then West Midlands Ambulance Service. Daphne is also a member of the Shropshire Patients Group, having served as Chair for two years.

Of her appointment to the position of Healthwatch Shropshire Chair Daphne said: "I have witnessed the growth and progress that has been made in representing the interests of Shropshire's patients. I feel incredibly honoured therefore, to have been asked to serve as Chair, and will continue to ensure that the Shropshire Voice is heard loud and clear by providers of both health and social care services for the people of Shropshire."

Become a volunteer

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



Get in Touch!

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