

## What's happening in our local health economy?



Our local health and social care services are facing some big challenges. People are living longer, our population is getting older and the type of care that people need is changing. Our health and social care services therefore need to change too.



Local leaders have been working together to develop plans that seek to ensure the future of our local NHS and social care services. The overarching Sustainability and Transformation Plan (STP) will show how local services need to change and become sustainable over the next five years - ultimately delivering the NHS Five Year Forward vision of better health, better patient care and improved NHS efficiency. Read more at <https://www.england.nhs.uk/ourwork/futurenhs/>

The NHS Future Fit programme is a part of the STP and is aimed specifically at redesigning local hospital services so that better quality care can be delivered in the future. At the moment there is more work being done but it is anticipated that the proposals will go out to public consultation in the summer of this year. Watch the short animation created by NHS England for a concise explanation of NHS Future Fit. <https://youtu.be/rDZgMrjVj0>

The other part of the STP is a programme of work to develop local community services. If people are to be encouraged to look after their own health better, with less reliance on acute hospital services then other local services have to be there to support them. Read the Shropshire & Telford & Wrekin Sustainability & Transformation Plan on our website <http://www.healthwatchshropshire.co.uk/content/health-social-care-info>

As the independent body representing the views and concerns of people who live and work in the county, Healthwatch Shropshire wants to hear what local people think about their health and care services and how the proposed changes may affect them. We are committed to ensuring that patients and the public remain at the very heart of decision making.



### We are listening to your views in hospitals and 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.

Our Enter & View representatives have been incredibly busy over the past three months and we have recently published eight new reports. All published reports can be found on our web-site

[Ashgrove Care Home](#)

[A&E/Emergency Dept, RSH](#)

[Bradbury Court](#)

[Colorectal Ward, RSH](#)

[Bradeney House](#)

[Stroke Ward, PRH](#)

[Cliffdale Rest Home](#)

[Wrekin Unit, PRH](#)

### Hot Topics

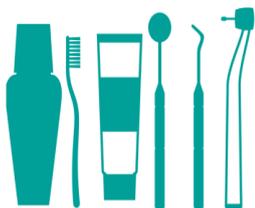
Throughout January & February we focussed on Home Care Services. We encouraged members of the public to share their experiences of using care agencies in their own homes and also asked care workers to give us feedback on what they think about the service.

We have had a big response from people around this topic. By far the biggest issue seems to be lack of consistency in the people who show up to care for people each day, very limited time slots, meaning that personal care is not always done adequately and anxiety about carers showing up very late or not at all.



All comments we receive will be shared with the heads of Adult Social Care to help inform service review and improvement. We will continue to monitor feedback.

### March/April Hot Topic



For the next couple of months we will focus on NHS dentists in the county. We want to hear about your experiences—have you had any difficulty registering with an NHS dentist? Are you happy with the service and treatment you have received? Is there anything you have felt dissatisfied or uncertain about?

For information on how to find an NHS dentist and tips on how to get the best out of your appointment go to [www.healthwatchshropshire.co.uk](http://www.healthwatchshropshire.co.uk)

To read how previous comments you have shared with us have contributed to an increase in the availability of dentists go to [www.healthwatchshropshire.co.uk/you-said-we-did](http://www.healthwatchshropshire.co.uk/you-said-we-did) and click on 'dentists'.

### Your Voice Did Count!



Over the summer of 2016 we saw a rise in the number of comments about long waits and cancelled appointments at the Ophthalmology department at RSH. All these comments were shared with the Director of Nursing at Shrewsbury & Telford NHS Trust (SaTH ) and with the Commissioning Manager at the Clinical Commissioning Group (CCG).

The CCG fed back to us that there was a greater need for more community-based eye-care services to ease pressure on the hospital and reduce waiting times for patients. Commissioners have been able to use your comments to directly inform the specification for the new 'substantive community service' which will be going out for procurement early this year.

HWS also raised immediate concerns following the announcement that SaTH would be suspending new referrals into the service for a period of time in order to deal with the backlog of patients needing treatment. We reviewed and contributed to the messaging informing new patients of this change and our input ensured that the messages were clear and reassuring, avoiding over-use of clinical jargon and acronyms.

Your comments were also shared (anonymised) with the Care Quality Commission (CQC) to help inform the hospital inspection of RSH and PRH, which took place in December.

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.

### Annual Event Overview

Thank you to everyone who came along to our Annual Event in November. We had a very interactive morning session, which focussed on what happens to the information people share with us about services and how it's used to influence change.

The afternoon began with presentations by local providers and commissioners, including Clive Wright, Chief Executive of Shropshire Council and Dave Evans, from Telford CCG talking about NHS Future Fit. The focus was on joint working and there followed a lively Q&A session, very humorously facilitated by Mike Ridley from the Shropshire Community Health Trust.

Feedback from both sessions was very positive and hopefully everyone went away feeling more informed about what's happening locally.



### Upcoming events

We have regular stands at our local hospitals to encourage people to share their experiences of services with us.

Forthcoming dates are:

1 March: RJAH, Gobowen, 9.30am–1pm

24 March: Royal Shrewsbury Hospital, 10am–4pm

28 April: Royal Shrewsbury Hospital, 10am–4pm

26 May: Royal Shrewsbury Hospital, 10am–4pm

We will also be at **A Festival of Health & Wellbeing**, Festival Drayton Centre, Market Drayton on 10 May, 11am–3pm.

Our next **Board Meeting in public** will take place on 23 May. The venue will be confirmed on our website nearer the time.



### Try something new in 2017!

Healthwatch is all about local people being able to influence the delivery and design of health and social care services where they live. It's about getting out into the community to listen to people's experiences and sharing this information with those who provide the services to encourage change and improvement.

To do this we need your help. Healthwatch Shropshire is looking for new volunteers to work with us to reach more people and help our communities shape their health and social care services.

#### Become a Healthwatch Shropshire volunteer

We believe volunteering should be a fun and enjoyable experience. Volunteering with Healthwatch will give you the opportunity to:

- Make a difference to your local community by empowering people to have a voice about their local health and care services
- Meet new people
- Access training and support

You don't need previous experience; you just need good listening and communication skills and be committed to helping people of all backgrounds have a voice.



### Welcome to our new administrator!



Patricia MacInnes joined us in November last year as a part time administrator. Her role is to provide admin support to our Information Officer, Enter & View Officer and Volunteer Officer. If you ring Healthwatch to share your feedback or to ask for signposting help you may well speak to Patricia in the first instance.

Before she had children Patricia worked as a French teacher at a secondary school in the North of England. She has a degree in Law from her native France and enjoys cooking French cuisine.

## Get in Touch!

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