

Press Release

For immediate release: 21 January 2015

Public opportunity to respond to Shropshire hospitals report

Staff from Healthwatch Shropshire will be at the Royal Shrewsbury Hospital on Friday 23 January to listen to people's views about the Care Quality Commission's inspection report on the Shrewsbury & Telford Hospitals as well as their experiences of the Trust.

The report, which was published on Tuesday 20 January, praised the caring and compassion of staff while also identifying important areas for improvement including end of life care and staffing levels.

Jane Randall-Smith, Chief Officer of Healthwatch Shropshire, said:

"We played an important part in the CQC inspection process by passing on to the inspectors comments we had received about people's experiences at Shrewsbury & Telford Hospital NHS Trust. We are pleased that the report acknowledges the caring and compassionate staff; this reflects what people tell us. We were also aware that there are areas that need improvement and we look forward to continuing to work with the Trust as they seek to address these issues. We will continue to listen to patients and ensure their voices are heard, and we are glad that the Trust has publicly welcomed our role in this."

Healthwatch Shropshire staff will be available to talk to people outside the League of Friends café in the outpatients department of Royal Shrewsbury Hospital all day on Friday.

Healthwatch Shropshire also encourages the public to get in touch with their experiences of the Trust by phone 01743 237884, email enquiries@healthwatchshropshire.co.uk or online www.healthwatchshropshire.co.uk.

Healthwatch Shropshire works with service providers and commissioners to seek to positively influence health and social care in the county. The organisation was recently involved in work to secure a change in the Shrewsbury and Telford Hospital Trust's plans so that children's assessment services will be provided seven days a week instead of five at the RSH. Other examples of the action it has taken as a result of people's comments can be found in its You Said, We Did reports which are available at www.healthwatchshropshire.co.uk/documents.

Healthwatch Shropshire is the independent consumer champion for health and social care in Shropshire. It gathers the views and experiences of patients, service users, carers, and the general public about services including hospitals, GPs, mental health services, community health services, pharmacists, opticians, residential care and children's services. It also has statutory powers that it can use to influence service provision by encouraging improvements.

Ends

Notes for Editors:

Healthwatch Shropshire is one of a network of 148 Local Healthwatch in England. It is supported by a national organisation, Healthwatch England.

It has a team working in community engagement, plus a volunteer programme, a visit programme to health and social care premises and an associate membership scheme to involve the public in its work. It also has a signposting service to help people access health and social care services and support.

Contact

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