

## **Press Release**

For immediate release:

### **Have you used ambulance services in Shropshire?**

Healthwatch Shropshire would like to hear from people about their experience of using ambulance services in the county, including non-emergency patient transport: what are their expectations of the service and do they feel that these expectations are being met?

Jane Randall-Smith, Chief Officer of Healthwatch Shropshire, said: "We want to hear about people's experiences, both good and bad, of using ambulance services in Shropshire.

"For example, we want to hear about the length of time it took the ambulance to arrive, care and treatment whilst on board the ambulance, including staff attitudes, and also about the handover experience on reaching the destination. "

People can let Healthwatch Shropshire know what they think about local services by phone 01743 237884, by email [enquiries@healthwatchshropshire.co.uk](mailto:enquiries@healthwatchshropshire.co.uk) or online [www.healthwatchshropshire.co.uk](http://www.healthwatchshropshire.co.uk). The more comments received the more influence Healthwatch Shropshire has to improve services for local people.

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, an advocacy service 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**

Jane Randall-Smith, Chief Officer      Tel: 01743 237884

Healthwatch Shropshire

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

Tel: 01743 237884    Email [enquiries@healthwatchshropshire.co.uk](mailto:enquiries@healthwatchshropshire.co.uk)

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