

Press Release

For immediate release: 4 December 2014

Action taken on health and social care concerns

Healthwatch Shropshire has seen a large increase in the number of concerns and questions about health and social care services submitted by members of the public.

Healthwatch Shropshire, the people's champion for health and social care in the county, has received hundreds of comments in recent months, which have been delivered to the appropriate bodies including the Care Quality Commission, local commissioners, and numerous providers.

As a result, Healthwatch Shropshire has managed to influence decision-makers on behalf of local people. Concerns about the shortage of NHS dentists in Shropshire, for example, contributed to NHS England's decision to fund additional provision in the county. Concerns raised about two care homes led to a report and recommendations by Healthwatch Shropshire to the providers. Healthwatch Shropshire was also 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 Royal Shrewsbury Hospital.

A 'You Said, We Did' report detailing all the actions taken as a result of the comments received can be found at www.healthwatchshropshire.co.uk/documents.

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

"We are grateful to the people of Shropshire who have contacted us about their experiences. By producing this report, we are keen to show how these comments have been used to make a difference by influencing for positive change."

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.

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