

Press Release

For immediate release: 21 May 2015

Action taken on health and social care concerns

Healthwatch Shropshire has seen a big increase in the number of concerns and questions about health and social care services submitted by members of the public, according to its latest report, "You Said, We Did." Hundreds of comments have been received in recent months and delivered to the appropriate bodies including the Care Quality Commission, local commissioners, and numerous providers.

As a result, Healthwatch Shropshire has successfully influenced decision-makers on behalf of local people. Following comments from members of the public confused about the opening times of the relocated Walk-In Centre, Healthwatch Shropshire found incorrect information online and notified the CCG who requested urgent action to correct the websites.

Healthwatch Shropshire produced a report of patient experience of the pilot phase of the Integrated Community Services (ICS) team who provide short term support after discharge from hospital. This was used by the service to inform their rollout to other areas of Shropshire. Healthwatch Shropshire was also involved in work to gather the public's experiences of community pharmacy services to contribute to Shropshire Council's Pharmaceutical Needs Analysis.

The report, detailing all the actions taken as a result of 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.

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

Website www.healthwatchshropshire.co.uk