

Healthwatch Shropshire

The Way Forward report

Thursday 21st November 2013

Bicton Village Hall, Bicton

Healthwatch Shropshire (HWS) was delighted to welcome over 60 guests to our The Way Forward event at Bicton Village Hall, representing a range of organisations and individuals from across the county. Chair Carole Hall chaired a vibrant event consisting of a range of speakers and table top discussions. The event was to inform development of HWS's future work programme.

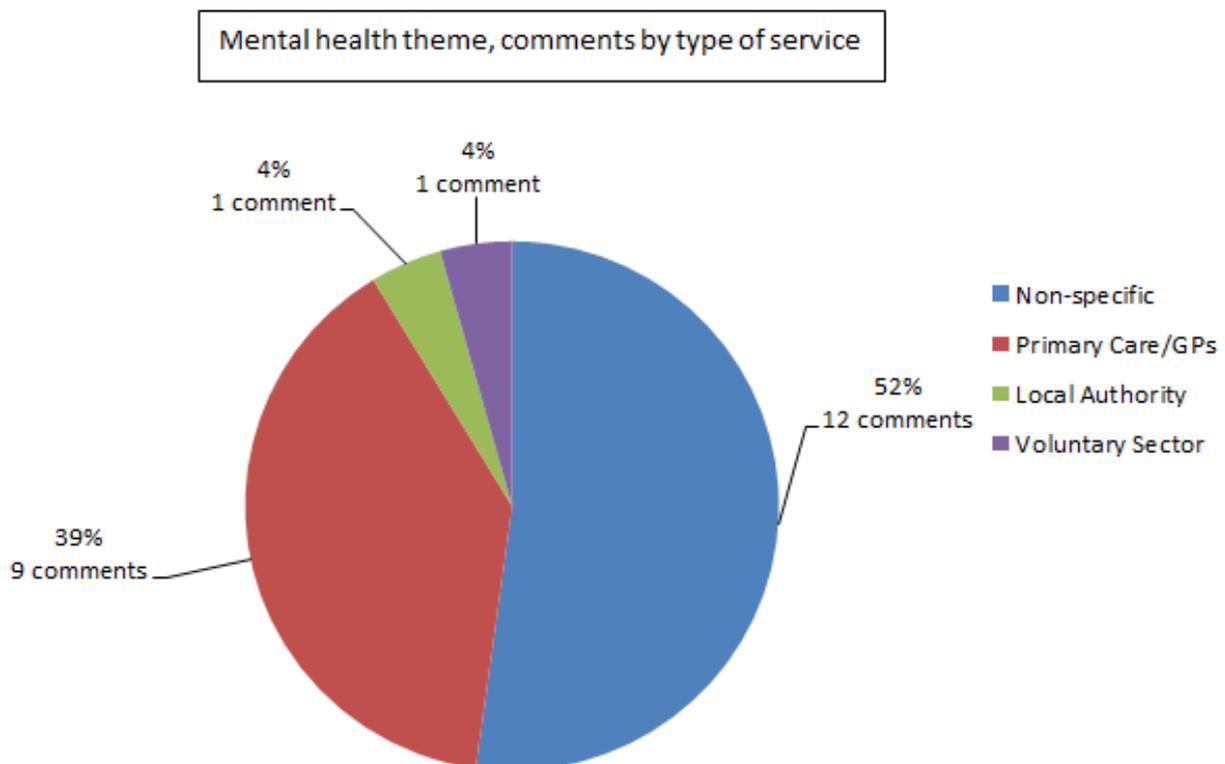
Speakers' presentations

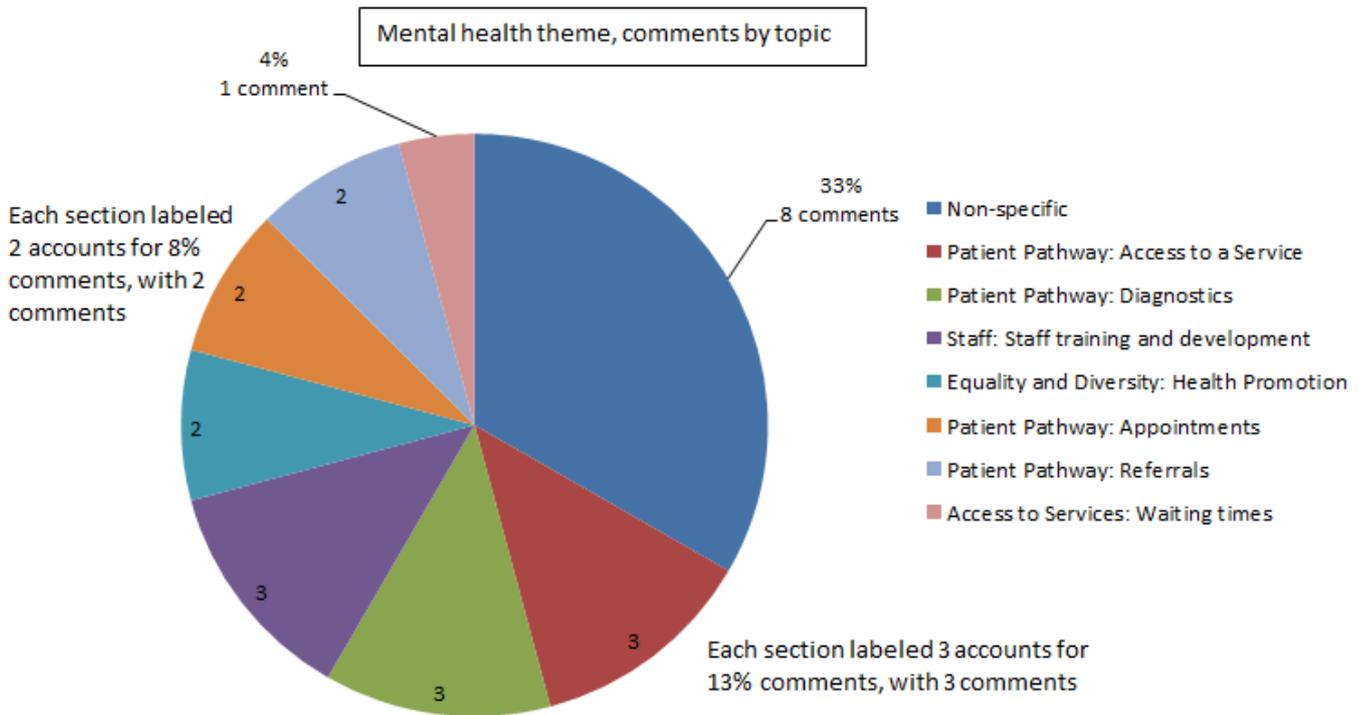
Emma Sandbach, Public Health Specialist at Shropshire Council, set the scene by talking about the Joint Strategic Needs Assessment. Val Lewis in joint capacity as a relative of a Shropshire resident and Manager of Healthwatch Stoke-on-Trent talked about the importance of sharing patient experience with local Healthwatch. Jane Randall-Smith, Chief Officer of Healthwatch Shropshire, presented analysis of comments received so far, broken down by provider and then topic. Board Member Vanessa Barrett spoke about an integrated approach to Healthwatch Shropshire's work programme involving the different Healthwatch functions. This introduced the table top discussions which followed.

Table top discussions

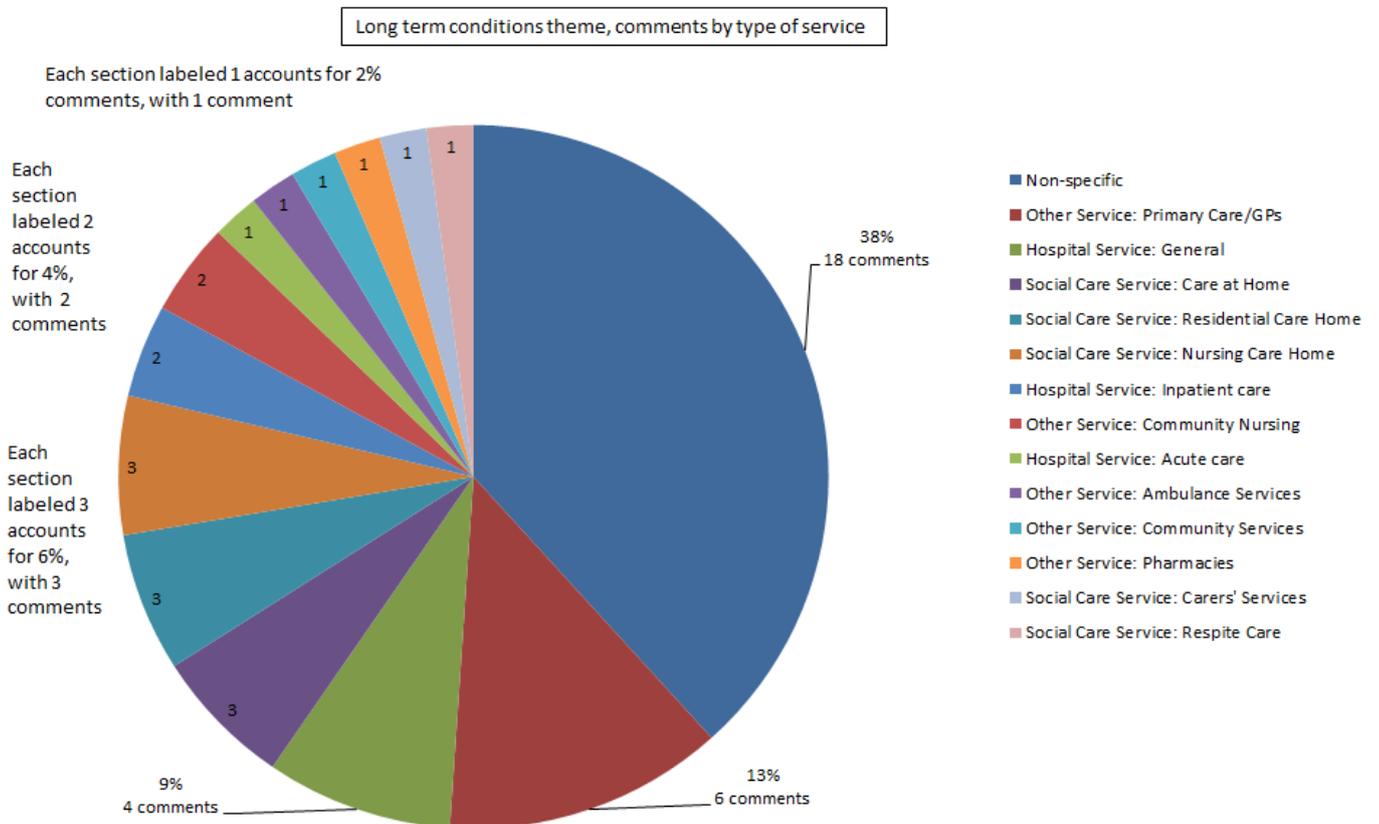
Many interesting and useful ideas were generated during the rotating table top discussions. Below are pie charts detailing the comments by service type and by topic for each of the themes. We have considered every comment given and thank everyone who contributed.

Topic 1: Mental Health

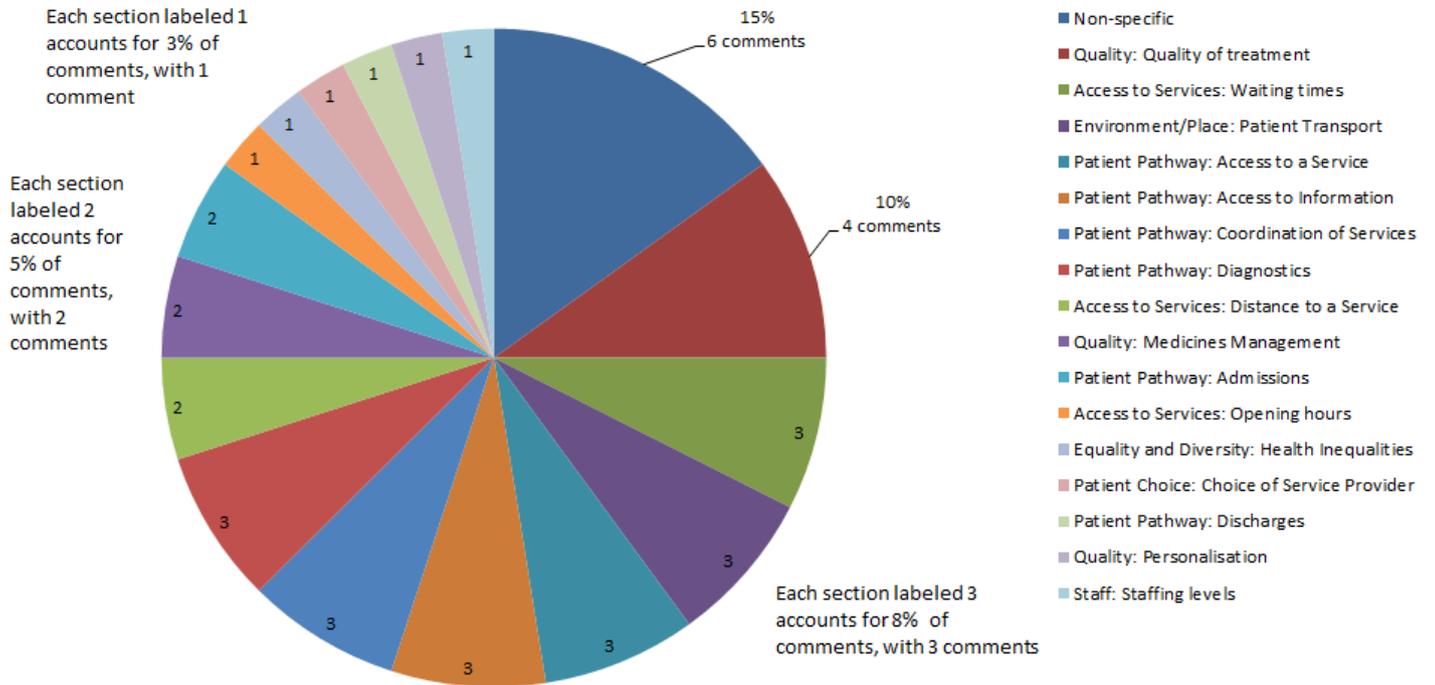




Topic 2: Long term conditions

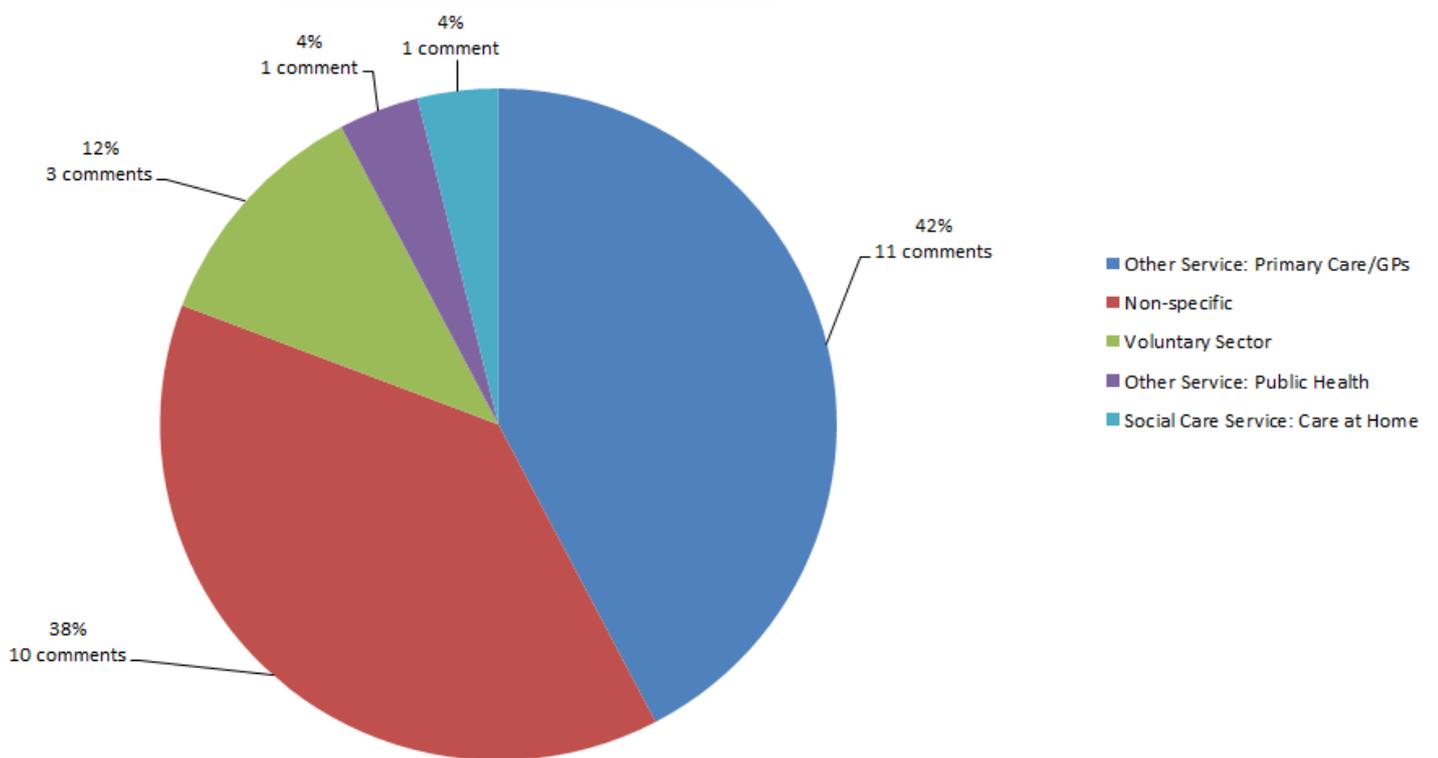


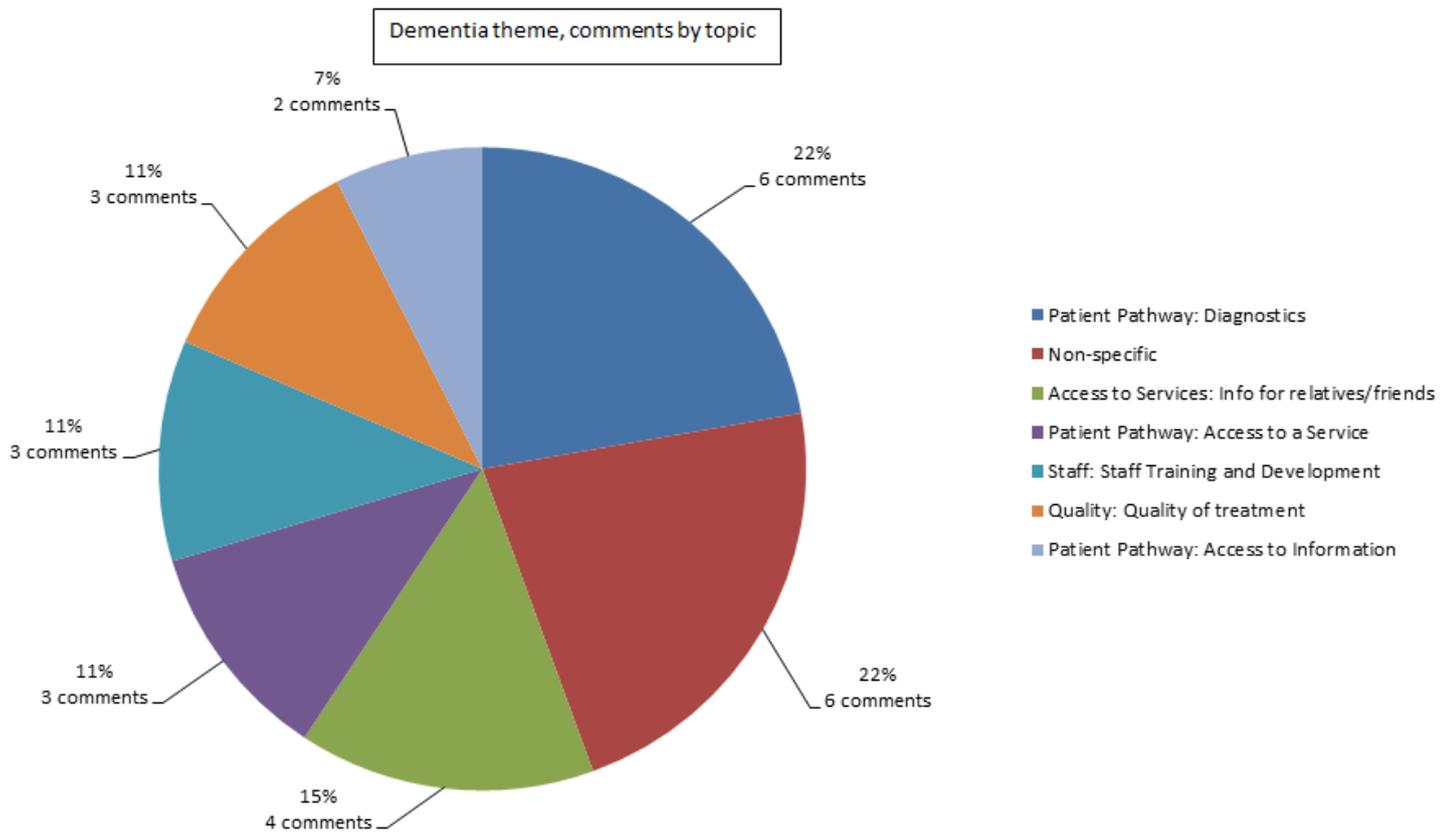
Long term conditions theme, comments by topic



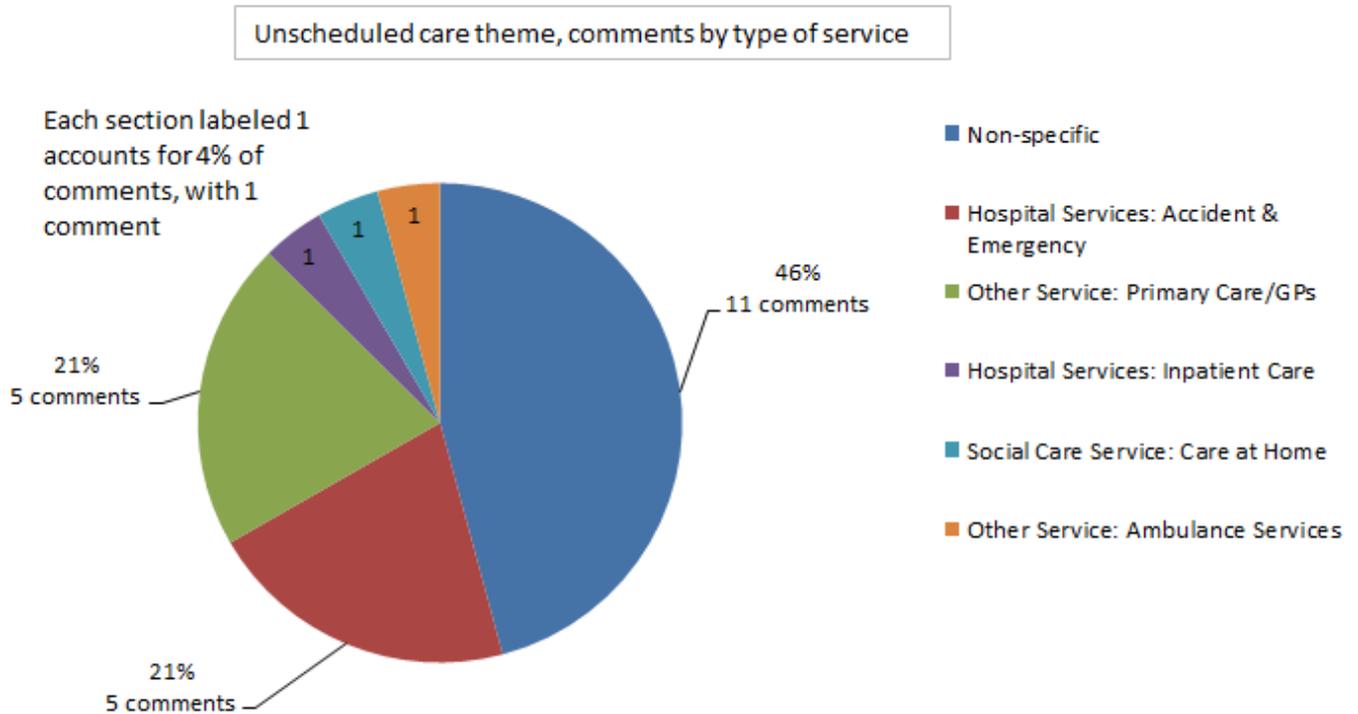
Topic 3: Dementia

Dementia theme, comments by type of service





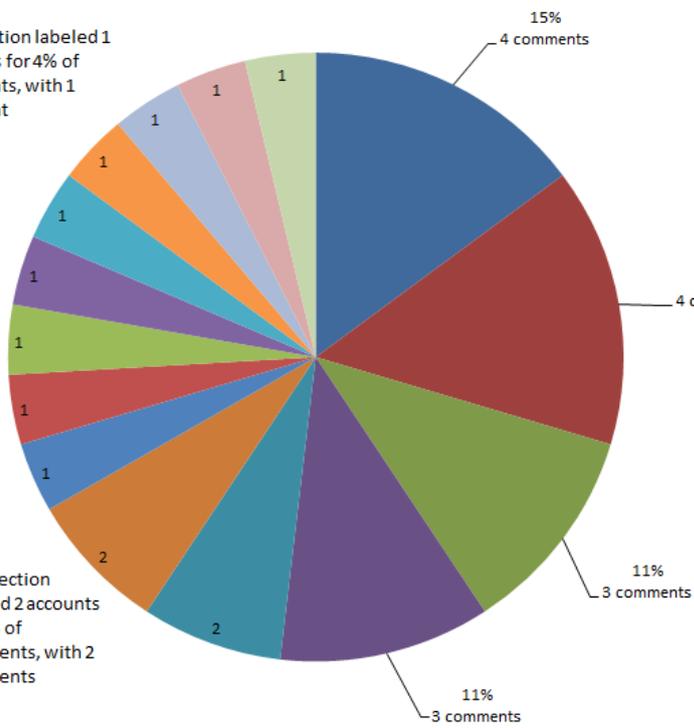
Topic 4: Unscheduled care



Unscheduled care theme, comments by topic

Each section labeled 1 accounts for 4% of comments, with 1 comment

Each section labeled 2 accounts for 7% of comments, with 2 comments



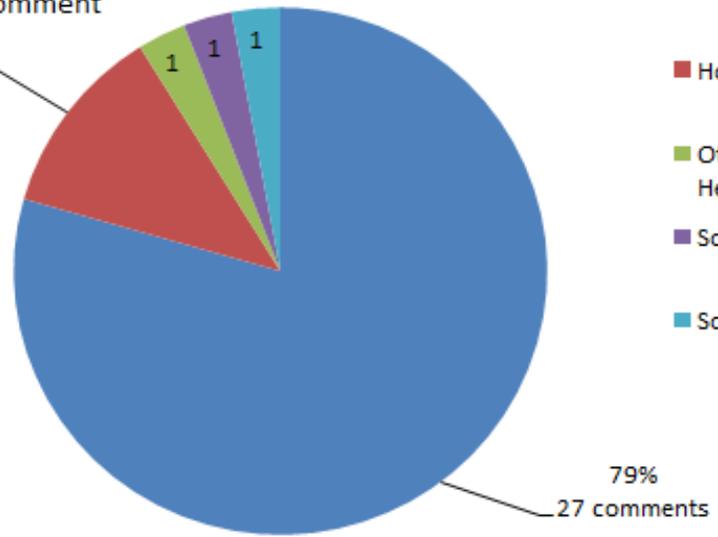
- Access to Services: Waiting times
- Patient Pathway: Coordination of Services
- Access to Services: Opening hours
- Patient Pathway: Admissions
- Patient Pathway: Access to a Service
- Quality: Quality of treatment
- Environment/Place: Car Parking
- Fit for purpose/meeting needs: Suitability of Provider (Organisation)
- General: positive
- Non-specific
- Patient Pathway: Referrals
- Patient Pathway: Appointments
- Patient Pathway: Discharges
- Staff: Staffing Levels
- Staff: Staff Training and Development

Topic 5: Discharge

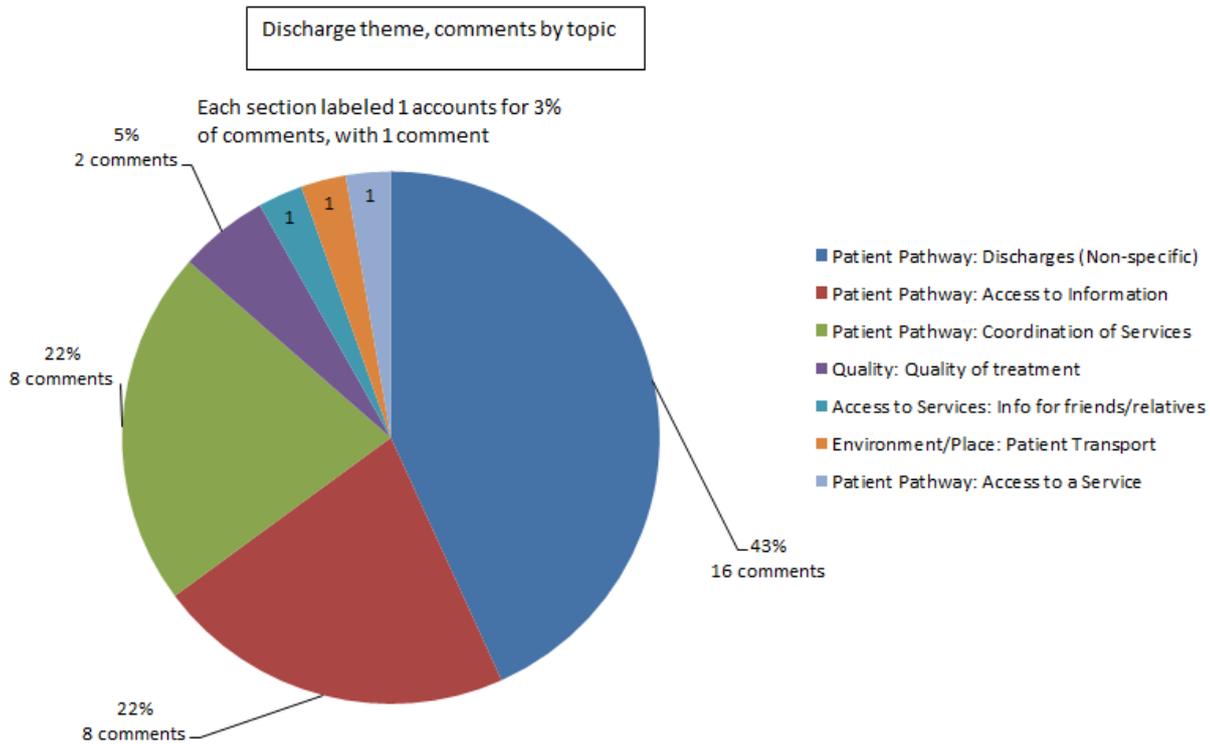
Discharge theme, comments by type of service

Each section labeled 1 accounts for 3% of comments, with 1 comment

12%
4 comments



- Non-specific
- Hospital Services: General
- Other Service: Psychiatry/Mental Health
- Social Care Service: Care at Home
- Social Care Service: General



Delegates' top priorities

Many thanks to all those who submitted cards with your priority area from the five topics under discussion. Responses were weighted by multiplying the number of 1st priorities by 3, 2nd priorities by 2, and 3rd priorities by 1.

Priorities from the five themes under discussion

Theme	1 st priority	2 nd priority	3 rd priority	Weighted totals
Mental Health	7	7	7	42
Unscheduled Care	9	1	4	33
Discharge	6	6	3	33
Long Term Conditions	5	4	8	31
Dementia	5	6	1	28

Other priorities

Priority	1st	2nd	3rd	Weighted totals
Promotion of independence	1	2	1	8
Health inequalities	1	1	0	5
Access to information/support promotion	1	2	1	8
Integration of services & care / seamless service	4	2	2	18

Health and Wellbeing	1	0	0	3
Adult social care	0	0	1	1
Staff training & development	1	1	1	6

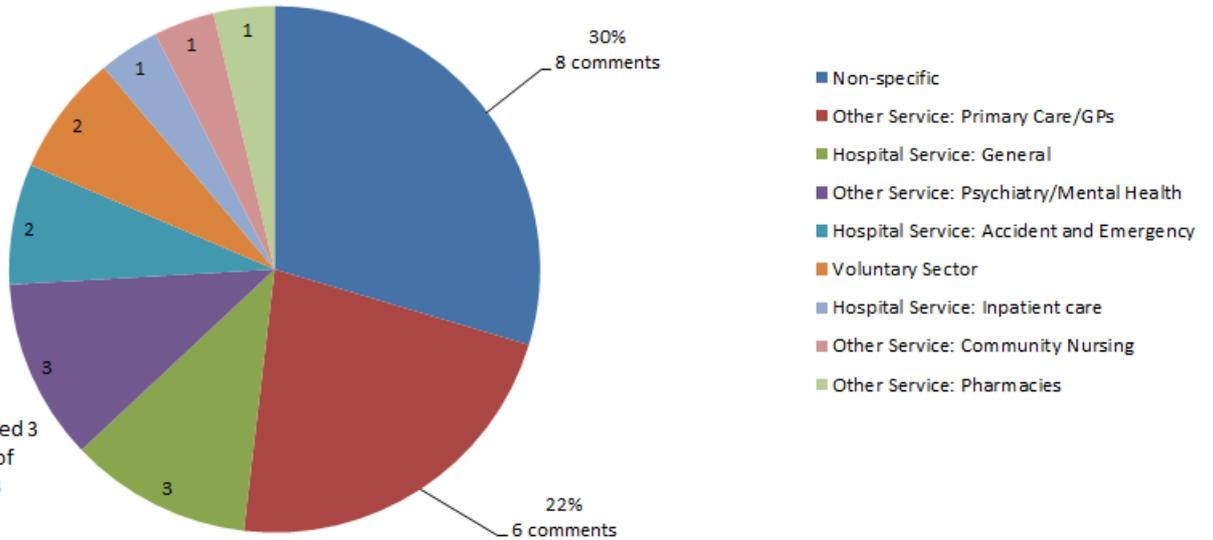
Participants also made additional suggestions which weren't ranked:

Other comments by type of service

Each section labeled 1 accounts for 4% of comments, with 1 comment

Each section labeled 2 accounts for 7% of comments, with 2 comments

Each section labeled 3 accounts for 11% of comments, with 3 comments

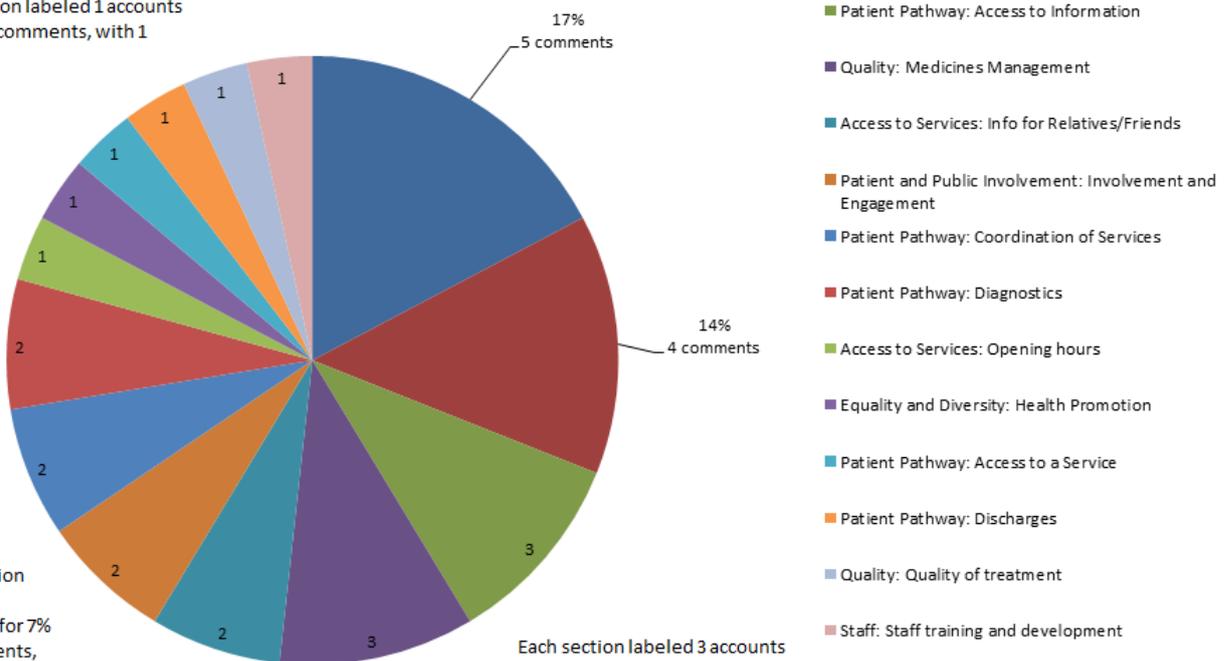


Other comments by topic

Each section labeled 1 accounts for 3% of comments, with 1

Each section labeled 2 accounts for 7% of comments, with 2 comments

Each section labeled 3 accounts for 10% of comments, with 3 comments



Research Grant

Chief Officer Jane Randall-Smith ended the event by launching the Healthwatch Shropshire Research Grant. The call is for Research Proposals for voluntary and community groups to identify and support people in the county who may not be getting the services they need. The Research Grant Fund will help identify and investigate the needs of hard to reach groups around health and social care services. The grants, valued at up to £4,000 each, will be drawn from a fund of £12,000. We have set criteria and developed Guidance to help organisations apply for the grant funding, which are available at www.healthwatchshropshire.co.uk/content/research. Applications must be received by Friday 17th January 2014.

Event feedback

We received much positive feedback from the event. If you would like to add any comments on the event or have any suggestions for future events please get in touch with the team. Feedback was that the delegates found the presentations interesting, that the event gave the opportunity to have their say, and that the marketplace was helpful. The majority said the location was easy to find and the facilities were good.

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