

Press Release

For immediate release:

Are Equipment Services and Assistive Technology working?

Healthwatch Shropshire would like to know about people's experiences of NHS and Social Care provision of equipment and aids. Many people rely on such aids and equipment, often referred to as Assistive Technology, to help their recovery from illness or surgery. Others need equipment to help them live more independently because of long term disabilities or health conditions.

There is a very wide range available including mobility aids, hoists and slings, specialized beds, splints and supports, communication equipment, therapy equipment and telecare - personal alarms and home care systems. Assistive technology also covers modern technological approaches to managing illness with phone apps to help with dementia. Often the support needed is specialised and sometimes may require a bespoke solution.

Jane Randall-Smith, Chief Officer of Healthwatch Shropshire, said: "Assistive technology is changing all the time and is crucial to supporting independent living and recovery from illness and injury. We are really keen to hear from people with experiences in Shropshire so that their voices can help to shape services, highlighting good service and flagging up issues where there have been problems."

Healthwatch Shropshire would like to know, amongst other things, how people discover what is available; how the assessment process is handled; how they receive the equipment, and how it is returned if it is no longer needed. These experiences will be fed back to service providers and those who commission the services.

Healthwatch Shropshire can be contacted at enquiries@healthwatchshropshire.co.uk or on 01743 237884.

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.

Healthwatch Shropshire also provides the Independent Health Complaints Advocacy Service (IHCAS) for Shropshire. The IHCAS service provides information, advice and, if necessary, can support people through the NHS complaints process.

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