



Healthwatch Shropshire has worked hard during its first year to establish itself as the consumer champion for health & social care in Shropshire.

and then taking your comments forward to influence the delivery of services.

An important part of our work is listening to the experiences and opinions of patients, service users, carers, family members and the general public,

Jane Randall-Smith

Chief Officer

Healthwatch Shropshire

Primary Care

You Said

You contacted us expressing concern about the proposed closure of *Chirk Surgery's Weston Rhyn Branch Surgery*.

You contacted us with positive and negative comments about the out-of-hours service *Shropdoc*. You also responded to our questionnaire asking about your experiences of *Shropdoc*.

We Did

We worked with the Surgery about their consultation obligations, as well as with Betsi Cadwallader University Health Board and NHS England to facilitate their engagement with the community.

We worked with the Care Quality Commission prior to their inspection of *Shropdoc* in March 2014. We passed the comments and returned questionnaires (anonymised) to them to be used alongside the CQC's other intelligence. Their final report which mentions our contribution is available [here](#).

Acute Care

You Said

You told us that you have experience of a lack of knowledge around hospital discharge processes for the *Royal Shrewsbury Hospital* and the *Robert Jones & Agnes Hunt Orthopaedic Hospital*.

You contacted us with 37 comments (positive and negative) up to November 2013 about services at *Royal Shrewsbury Hospital*.

You told us about a range of concerns regarding nursing and management on Ward 23 (Haematology) at *Royal Shrewsbury Hospital*.

You said that you had difficulty finding visiting times for *South Staffordshire & Shropshire NHS Foundation Trust's* Redwoods Centre as they were not on the website.

We Did

We requested at the Patient Experience and Engagement Shropshire Local Health Economy sub-group that local service providers look into developing literature for patients on discharge.

We worked with the Care Quality Commission when they conducted their inspection at Royal Shrewsbury Hospital in November 2013. We passed the comments (anonymised) to them and they were used along with the CQC's own information from their visit. The CQC included information provided by Healthwatch Shropshire in their [final report](#) (see pages 13 and 16)

We attended a meeting with Shrewsbury & Telford Hospital NHS Trust where concerns were discussed. The Trust responded and outlined the measures it intended to take to address the concerns. Healthwatch Shropshire undertook to follow up during 2014 in order to monitor progress.

We raised this with South Staffordshire & Shropshire NHS Foundation Trust who said they are aware that development of the website is an area to be worked on and they would take forward this information. They have since informed us that they are due to launch a new website.

You Said

You expressed concern that the Endocrinology ward at *Royal Shrewsbury Hospital* was being reduced in size and being used as a general ward.

You said that you have trouble finding car parking spaces at *Royal Shrewsbury Hospital* and that this causes stress.

Patients of Sheldon Ward at the *Robert Jones & Agnes Hunt Orthopaedic & District Hospital* told our Enter & View visit team their experiences in relation to dignity whilst being cared for on this ward.

You gave us your comments about Maternity Services in Shropshire

We Did

We raised this concern with Shrewsbury & Telford Hospital NHS Trust. They responded providing details of the provision for Endocrinology patients and the reasons for these decisions.

We engaged with Shrewsbury & Telford Hospital NHS Foundation Trust regarding their new parking system. We expressed concern that the proposals for improving the customer experience focused on demand reduction alone; we suggested that a strategy for increasing capacity was also necessary. The Trust responded that potential solutions for increasing capacity had been investigated and were currently not feasible.

We produced a report, including recommendations, based on these experiences and our observations during the visit. This was sent to the Robert Jones & Agnes Hunt Orthopaedic Hospital NHS Foundation Trust for comment. The report, including the Trust's response, can be found [here](#).

We ensured these comments were included in the feedback we gave to Shropshire Clinical Commissioning Group as part of their Maternity Services Review. Healthwatch Shropshire has undertaken to monitor implementation of the recommendations.

You Said

Womens & childrens hospital services are relocating from Shrewsbury to Telford later this year and concern has been expressed over the pathways for Shropshire residents.

We were made aware of the lack of Places of Safety in Shropshire and raised the issue with the Shropshire Clinical Commissioning Group.

As a result of concerns regarding care received in Maternity Department of *Royal Shrewsbury Hospital* we spoke to Shrewsbury & Telford Hospital NHS Trust. Also taking into account other comments received we arranged a joint visit with Healthwatch Telford & Wrekin to the Royal Shrewsbury Hospital. We fed back our findings to the CCG and the hospital and also presented the outcome of this visit to the regional Quality Surveillance Group.

We Did

This has been raised with Shropshire Clinical Commissioning Group and further meetings have been arranged to explore this further and to ensure that the relevant information will be made available to the public.

We were told that this is a much wider issue than in Shropshire. We agreed to take it forward with the South Staffordshire and Shropshire Foundation Trust at our next meeting in 2014-15.

During the visit, which involved talking to patients in the panda unit, and both ante- and post-natal units, all the patients reported that they were happy with the standard of care that they had received .

We also spoke to the staff on duty, who were aware of the challenges posed by the unit in terms of privacy and respect.

Following the visit we agreed that Healthwatch needs to continue to monitor patient experience and will arrange engagement and Enter and View activity to facilitate this.

Social Care

You Said

You told us your concerns about *Shropshire Council's* social care assessments, relating to: timeliness of assessments; problems with communication; changes in care packages; and carer's assessments.

You contacted us with positive and negative comments about residential homes, nursing homes and domiciliary care.

Residents of *Coverage Care's* Briarfields care home told our Enter & View visit team their experiences in relation to dignity whilst being cared for at this home.

You told us your concerns about levels of social care support for people with Huntington's Disease.

We Did

We wrote to Shropshire Council outlining these concerns which have started a dialogue about these issues and we are working with them on an ongoing basis.

We worked with the Care Quality Commission prior to their Wave 1 unannounced inspections of Adult Social Care premises in the first quarter of 2014. We passed the comments (anonymised) to them to be used alongside the CQC's other intelligence.

We produced a report, including recommendations, based on these experiences and our observations during the visit. This was sent to the home and to Coverage Care for comment. The report, including the home's response, will be available on our website.

We wrote to Shropshire Council and have arranged a multi-disciplinary meeting that will involve representatives from multiple departments from the local authority, Healthwatch Shropshire and the third sector. This meeting is to identify the most effective way to address these concerns.

You Said

Residents of *Coverage Care's* Innage Grange care home told our Enter & View visit team their experiences in relation to dignity whilst being cared for at this home.

Service users of *Shropshire Council's* Oak Farm, a day service for adults with learning disabilities, told our Enter & View visit team their experiences in relation to dignity whilst being a service user at this facility.

You told us your concerns regarding *DH Home Care's* provision of the emergency respite home care service for carers.

We Did

We produced a report based on these experiences and our observations during the visit. This was sent to the home and to Coverage Care for comment. The report, including the home's response, can be found [here](#).

We produced a report based on these experiences and our observations during the visit. This was sent to the Farm and Shropshire Council for comment. The report, including the Farm's response, can be found [here](#).

We raised these concerns with Shropshire Council and followed up with a request for more details with the body that told us about them. The issues have been pursued independently.

Ambulance Services

You Said

You told us your concerns about forthcoming changes to the response arrangements for paramedics from the *West Midlands Ambulance Service NHS Foundation Trust* whereby they will go out in ambulances rather than response cars.

You contacted us with positive and negative comments about the *West Midlands Ambulance Service NHS Foundation Trust*.

We Did

We raised this with Shropshire Clinical Commissioning Group (and also West Midlands Ambulance Service) who told us that the issue is about appropriate response as there is also concern when a paramedic fast response car is despatched but an ambulance is needed. We know there is ongoing work to get the balance right for Shropshire.

We worked with the Care Quality Commission prior to their inspection of the West Midlands Ambulance Service. We passed the comments (anonymised) to them and they were used along with the CQC's information from their visit. The CQC included information provided by Healthwatch Shropshire in their [final report](#) (see page 4).

General

You Said

You told us your concerns about the potential impact in Shropshire of the forthcoming removal of the Minimum Practice Income Guarantee (MPIG).

You contacted us with 58 requests for information.

You contacted us with 370 comments about your experience of health and social care services, including 22 instances where you wanted to make a formal complaint.

You told us your priorities for dementia services at our annual event in November 2013. The topics highlighted were GP services, diagnostics, information for relatives/friends, access to a service, staff training and development, quality of treatment, and information for patients.

We Did

We explored the issue by writing to the Commissioning Support Unit, the Shropshire Local Medical Committee and NHS England. NHS England informed us that they are not aware of any potential practice closures in Shropshire or that any practices have raised concerns.

We signposted these requesters to a range of health and social care services and support organisations.

We have recorded the details of all your correspondence as part of our collation and analysing of data and have taken this forward anonymously as part of our regular engagement with local service providers and commissioners. Where relevant, we have given information about how to proceed with a complaint and signposted to the NHS Complaints Advocacy service POhWER.

We informed Shropshire Council of these priorities for their project to make Shropshire more dementia friendly.

You Said

You gave us 17 responses to the NHS Call to Action

We Did

We ensured all these comments were included in the feedback we gave to Shropshire Clinical Commissioning Group. We attended a meeting to discuss the analysis methods used and made recommendations to ensure the richness of the data was fully captured. The published report at the Call to Action dissemination event had responded to our comments. Healthwatch Shropshire continues to be involved in the NHS FutureFit programme on reconfiguration of hospital services.

Get in Touch!

01743 237884

enquiries@healthwatchshropshire.co.uk

www.healthwatchshropshire.co.uk

Healthwatch Shropshire

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



Follow us on Twitter @HWSHropshire



Search on Facebook for: HealthwatchShropshire