

October 2014 – March 2015



This report illustrates the work that Healthwatch Shropshire has undertaken to take forward and share people's experiences of health and social care services in Shropshire with the people who commission and provide these services. Your comments are really important to us. The more comments we receive, the more able we are to make a difference to the quality of services provided to people of

Shropshire—we follow up concerns you raise with us but also share good practice.

Help us to make a difference.

*Janet Randall-Smith*

Chief Officer

Healthwatch Shropshire

## Primary Care

### You Said

Findings from our A&E Survey at Royal Shrewsbury Hospital and Princess Royal Hospital showed that there was a high awareness of the out-of-hours service Shropdoc. We have also received positive comments from the public about this service.

You told us your positive and negative experiences of community pharmacy services.

### We Did

We contributed to Shropshire Council's Health & Adult Social Care Scrutiny Committee's discussions about out-of-hours provision. This resulted in the recommendation to Shropshire Clinical Commissioning Group that Shropdoc continues to run alongside NHS 111.

We passed these comments to *Shropshire Council's Public Health Team* to be used alongside their other intelligence for the Pharmaceutical Needs Assessment. We also succeeded in obtaining 70 responses to contribute to Shropshire Council's Community Pharmacy Survey. The PNA is currently being finalised based on the comments received.

## Community Services

### You Said

You contacted us expressing concern that the podiatry and foot health service provided by *Shropshire Community Health NHS Trust* does not provide a toe nail cutting service.

### We Did

We contacted the service who explained that a person's nail must have a medical need in order to be treated by their service. We also passed the comments to the Shropshire Clinical Commissioning Group to inform a patient experience report they wrote about the service.

## Secondary Care

### You Said

You contacted us with comments about mental health crisis care for those attending A&E and for children and young people.

You told us about your awareness and usage of local urgent care services during our A&E Survey at Royal Shrewsbury Hospital and Princess Royal Hospital.

We received comments, both positive and negative, about the Child & Adolescent Mental Health Service (CAMHS) provided by *Shropshire Community Health Trust*.

We received comments, both positive and negative, about ophthalmology services at *Shrewsbury & Telford Hospital NHS Trust*.

### We Did

We worked with the Care Quality Commission prior to their thematic review and inspection of mental health crisis care for those attending A&E as well as for children & young people. We passed the comments (anonymised) to them to be used alongside the CQC's other intelligence. The CQC report will be published shortly.

We presented the report to a Committee of the Shropshire Clinical Commissioning Group's Board, who agreed to implement our recommendations related to targeted promotion of and education about urgent care services in their Communication & Marketing Strategy.

We passed these comments (anonymised) to the Shropshire Clinical Commissioning Group to inform a Patient Experience Report they wrote about the service.

We passed these comments (anonymised) to the Shropshire Clinical Commissioning Group to inform a Patient Experience Report they wrote about the service for their Board.

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## You Said

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You contacted us with positive and negative comments about A&E at *Shrewsbury & Telford Hospital NHS Trust*.

Patients of Wards 27 (Acute Medical Unit), 28 (Nephrology and Acute Medicine) and 29 (Acute Medical Unit) at *Shrewsbury & Telford Hospital NHS Trust* told our Enter & View visit team their experiences whilst being cared for on this ward.

You raised concerns about the new arrangements for mixed sex wards at Redwoods Centre run by *South Staffordshire & Shropshire Healthcare NHS Foundation Trust*.

You told us your experiences of the Integrated Community Services (ICS) team who provide short term support after discharge from hospital which was being piloted in Shrewsbury & Atcham.

## Ambulance Services

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### You Said

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You made positive and negative comments about *West Midlands Ambulance Service NHS Foundation Trust*.

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## We Did

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We passed these comments (anonymised) to the Shropshire Clinical Commissioning Group to inform a report they were writing on feedback about this service and also contributed a statement for inclusion in the report.

We produced reports, including recommendations, based on these experiences and our observations during the visits. These were sent to the Shrewsbury & Telford Hospital NHS Trust for comment. The reports, including the Trust's responses, can be found [here](#).

We took part in a joint Shropshire and Telford & Wrekin Clinical Commissioning Groups Quality Visit to look at the new arrangements and find out more. A report was written which included recommendations for the Trust. HWS will review progress.

We produced an evaluative report of patient experience prior to the scheme's rollout to other areas of Shropshire. The report is available [here](#).

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### We Did

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We passed these (anonymised) comments to Shropshire Council's Health and Adult Social Care Scrutiny Committee so that they could be used alongside the Committee's other intelligence to monitor the service.

# Social Care

## You Said

You contacted us with positive and negative comments about adult social care services and day care services in Shropshire.

You contacted us with concerns having been told by staff at *Radbroke Nursing Home* that multiple residents had avian flu.

Residents of *MacIntyre Care's* Glenview House care home told our Enter & View visit team their experiences in relation to dignity, choice and respect whilst being cared for at this home.

We received comments, both positive and negative, about a range of care homes in Shropshire.

Residents of *Prospects for People with Learning Disabilities'* York House care home told our Enter & View visit team their experiences in relation to dignity, choice and respect whilst being cared for at this home.

## We Did

We passed these (anonymised) comments to Shropshire Council's Health and Adult Social Care Scrutiny Committee so that they could be used alongside the Committee's other intelligence to monitor the services.

We contacted the Infection Prevention & Control team at Shropshire Clinical Commissioning Group who said they were aware of the situation, that tests confirmed it was ordinary flu not avian flu, and that they would speak to the home about the message their staff are giving out.

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

We passed these comments (anonymised) to the Shropshire Clinical Commissioning Group to inform their oversight of quality at care homes.

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

# General

## You Said

You contacted us with confusion about the opening times of the relocated Walk-In Centre run by Malling Health now located on the Royal Shrewsbury Hospital site.

You told us your concerns about how the pilot stage of new health services or changes to existing services are being managed.

55 people contacted us with an information or signposting need.

You contacted us with 363 comments about your experiences and opinions of health and social care services.

You contacted us about problems searching *NHS Choices*' service directory.

## We Did

We investigated and found incorrect information on both Malling Health's website and the NHS Choices website. We notified Shropshire Clinical Commissioning Group who requested urgent action to correct the websites.

We followed up with Shropshire Clinical Commissioning Group about how they commission pilots and the impact this has on other local services.

We either provided the required information or signposted people 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, commissioners and regulators. Where relevant, we have given information about how to proceed with a complaint and signposted to the NHS Complaints Advocacy service POhWER.

We contacted NHS Choices who resolved the problem.

## You Said

You told us your experiences of health and social care services for those with Asperger's Syndrome and high ability autism. This research was funded by Healthwatch Shropshire and carried out by Autonomy. The report is available [here](#).

You told us your reasons for attending A&E and awareness and usage of other local urgent care services during our A&E Survey at Shrewsbury & Telford Hospital NHS Trust.

## We Did

The report helped to shape the new Shropshire Autism Hub run by Shropshire Council and A4U. A4U will also use it to inform planning for a range of future bids intended to develop and extend the work of the Hub and additional services for both service users and carers.

The recommendations from the report we wrote contributed to the decision of the local NHS in Shropshire to develop their 'Choose Well' campaign which encourages people to choose the most appropriate option for their health need. We promote the range of urgent care services available on our website.

## Get in Touch!

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