



**Lynn Cawley (Chief Officer)  
and Vanessa Barrett (Chair)**



## Our Board

Our Board is made up of nine members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. This year we attracted two new Board members to widen our representation of the people of Shropshire and refresh our activities with new thinking.

**“One of the highlights of the year for me was our in-person Annual Event at Shrewsbury Town Football Club. ‘One Chance’ brought together the public and professionals to talk about work being done in Shropshire to get care right for people towards the end of life.” - Vanessa Barrett (Chair)**



## Our Volunteers

We are supported by a team of amazing volunteers who are at the heart of what we do. All of our volunteers have the option to join one or more of our committees and apply to be a member of the Board.

This year our volunteers:

- Visited communities to promote HWS and the services we provide.
- Collated experiences and supported communities to share their views.
- Carried out Enter and View visits to local services to help them improve.
- Supported local NHS hospitals with PLACE assessments.



## Healthwatch Shropshire

Healthwatch Shropshire (HWS) is your local health and social care champion.

We make sure NHS leaders and decision makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.

## Finances

We receive funding from our local authority under the Health and Social Care Act 2012. This year our annual grant was £144,192 and we had £21,487 additional income from Shropshire Council and Healthwatch England.



**Expenditure on pay:** £144,677

**Non-pay expenditure:** £37,792

**Rent and premises:** £11,842

## How we made a difference this year

Across the year **2,019 people** shared their experiences of health and social care with us, which reflects a 200% increase from 2021-22.

Spring

- We launched our ‘Your Care Your Way’ campaign to promote the Accessible Information Standard, and explore people’s experiences.

Summer

- We targeted engagement to speak to people from minority groups and hear their views.
- Our report on patient experiences of calling for an ambulance prompted local NHS to implement a pilot falls scheme.

Autumn

- We highlighted patient experiences of psychological services to help local NHS develop these services.
- Local NHS will address issues patients raised about seeking GP referrals in the recovery plan they are developing.

Winter

- Our Chief Officer worked with local NHS to create an Experience of Care group for people with lived experience.
- Market shoppers told us their concerns which will be used to help develop the Shropshire Joint Strategic Needs Assessment of health and wellbeing.
- Our ‘Because we all care’ campaign encouraged older people to share their experiences with us.

## Feeling inspired? Get in touch!

w: [www.healthwatchshropshire.co.uk](http://www.healthwatchshropshire.co.uk)

t: 01743 237884

e: [enquiries@healthwatchshropshire.co.uk](mailto:enquiries@healthwatchshropshire.co.uk)



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## Signposting and Advice

2,463 people came to us for information and advice about topics such as mental health and dentistry.

# Our Work - making a difference

## Prompting action to address ambulance delays and falls

In 2022 we heard from 168 people in response to our call for experiences of phoning for an ambulance in an emergency. People told us that staff were kind, caring and professional. However, 42% of people had waited more than 6 hours on the floor, there were long handover waits at A&E, and issues around discharge.

A falls pathway was put in place by the ICS: Rapid Response teams and an Acute Assessment floor are being created to reduce pressures in A&E.

## Encouraging conversations about end-of-life care

We held our annual event 'One Chance: Conversations and information on death and dying', attended by 79 professionals, volunteers, and members of the public. The event was to encourage conversations about End-of-Life and raise awareness of the practical benefits that Advance Care Planning (ACP) can have for people, their families and the professionals working with them.

An end of life Steering group will support us in future work. They are also arranging end of life training for the Ambulance service and the Midlands Partnership University NHS Foundation Trust (MPFT).

## Highlighting the communication needs of people with disabilities and cognitive impairment

As part of the Healthwatch England 'Your Care, Your Way' campaign, we met with people with acquired brain injuries, and visited 8 community groups including groups for people with sight loss, hearing impairment, and learning disabilities. None of these individuals had been made aware of their rights to clear and accessible information by services under the Accessible Information Standard (AIS).

We raised awareness about the AIS and presented our report to the Health and Wellbeing Board to challenge them to make a commitment to meet communication needs.

## Highlighting challenges experienced by minority groups

The people we heard from reported language barriers, and difficulties understanding systems and services. We heard about cultural differences that often prevent people feeling they can speak out about domestic violence.

## Gathering experiences of improving access to psychological therapies

Our report [Psychological Services in Shropshire, Telford & Wrekin | Healthwatch Shropshire](#) made 13 suggestions for improvement from the public. The clinical lead from the service at MPFT said: 'All comments will help shape our services, learning lessons from both the positive and negative experiences.'

## Asking students about their health and wellbeing needs

We spoke to students at Shrewsbury Sixth Form College Fresher's Week, asking which services they wanted and their preferred methods of contact from services. We shared this with Public Health and Shropshire Council.



## Enter and View

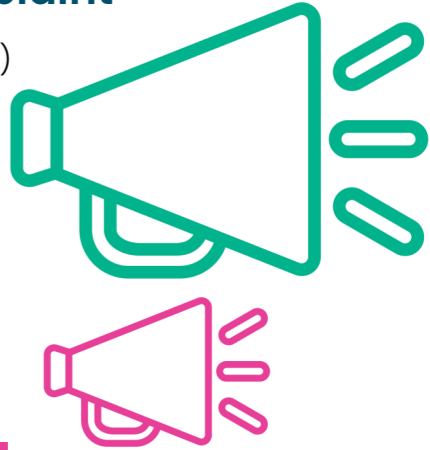
This year we restarted our Enter and View program and visited two care homes and three hospital wards. All enter and view volunteers attended training this year as a refresher.

- Hillcrest Manor** → We were very impressed with the care home and made no recommendations.
- Radbrook Nursing Home** → We recommended to improve the Wi-Fi connectivity. The provider contacted us and confirmed this had been done.
- Ward 22, RSH** → We recommended to pass on positive feedback to staff and to resolve a shortage of housekeepers on the ward. An additional housekeeper was being recruited.
- Ward 29, RSH** → We recommended timely passing on of information. The provider has confirmed a new Ward Clerk had been recruited to help with this.
- Ward 28, RSH** → We recommended to provide support to patients to get up, dressed and move around the Ward. Confirmation that the Quality Team would work with the Ward Manager on activities to encourage movement.

## Providing support for people making an NHS Complaint

We provided the Independent Health Complaints Advocacy Service (IHCAS) for a 7<sup>th</sup> year in 2022-23. We also successfully retendered to provide the service for another 3-5 years.

2022-23 was our joint busiest year with **122 people** contacting us for guidance or support with making their complaint. We provided **26 people with an Advocate**, helping them to put their complaints in writing, supporting them to feel heard in meetings, and chasing up responses on their behalf.



## The way we work

- Involving our volunteers and board members in our governance and decision making.
- Using an array of methods to obtain people's experiences: face-to-face events, on the phone, via email, website, social media, and our freepost address.
- Ensuring all providers responded to our requests for information or recommendations and adding these to our reports.
- Ensuring decision makers hear the experiences shared with us by presenting information to the relevant boards and committees across the county.

