

healthwatch
Shropshire

your
voice
counts

Have your say on
social care in Shropshire

Together
we're making health
and social care better

Annual Report 2022–23

healthwatch
Shropshire

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"In the last ten years, the health and social care landscape has changed dramatically, but the dedication of local Healthwatch hasn't. Your local Healthwatch has worked tirelessly to make sure the views of local people are heard, and NHS and social care leaders use your feedback to make care better."

Louise Ansari, Healthwatch National Director

Message from our Chair

2022–2023 marks a significant anniversary. Healthwatch is 10 years old! At the beginning of 2023 we were delighted that Shropshire Council expressed their confidence in our work by awarding Healthwatch Shropshire the contract for the next 3–5 years.

Other headlines:

- We have also been fortunate in attracting two new Board Trustees, to widen our representation of the people of Shropshire and refresh our activities with new thinking.
- We learned a great deal from investing in a temporary new role of Community Engagement Officer with a focus on developing relationships with communities that are not often heard (page 14). Shropshire, being predominantly rural and with only 5% population who are not white British, has small pockets of these minority groups spread out across the county. We were in contact with the Shrewsbury Inter-Faith Forum and Muslim, Greek, Japanese, Polish, Ukrainian, Filipino individuals and groups. We heard about the internal and external barriers for them in accessing the care they need and have been able to raise these with the most appropriate organisations delivering health and social care across Shropshire to address them.



One of the highlights of the year for me was our Annual Event held at Shrewsbury Town Football Club. ‘One Chance’ (page 10) 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.”



Lynn Cawley (Chief Officer) and Vanessa Barrett (Chair) at our Annual Event

About us

Healthwatch Shropshire 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.



Our vision

A world where we can all get the health and care we need.



Our mission

To make sure people's experiences help make health and care better.

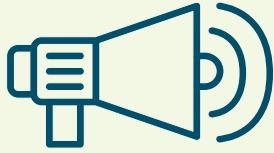


Our values are:

- **Listening** to people and making sure their voices are heard.
- **Including** everyone in the conversation – especially those who don't always have their voice heard.
- **Analysing** different people's experiences to learn how to improve care.
- **Acting** on feedback and driving change.
- **Partnering** with care providers, Government, and the voluntary sector – serving as the public's independent advocate.

Year in review

Reaching out **2,019 people**



shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care. This represents a 200% increase on 2021-22.

2,463 people

came to us for clear advice and information about topics such as mental health and how to find an NHS dentist.

Making a difference to care

We published

9 reports

about the improvements people would like to see made to health and social care services.



Our most popular report was

Calling for an Ambulance in an Emergency (p.11)

which highlighted the struggles people face when seeking urgent help.

Health and care that works for you



We're lucky to have

22

outstanding volunteers who gave up 137 days to make care better for our community; an increase of almost 50 days on last year.

We are funded by our local authority. In 2022-23 we received

£144,192





which is the same as last year and an additional £21,487 from other Shropshire Council and Healthwatch England grants

In 2022-23 we employed

7 staff

(4.7 WTE) who helped us carry out our work.

How we've made a difference this year

Spring	 <p>We launched our 'Your care, your way' campaign to promote and explore people's experiences of the NHS Accessible Information Standard. (p.14)</p>	 <p>We started targeted engagement to reach people from minority groups across Shropshire to raise our profile and hear their views. (p.14)</p>
Summer	 <p>Patient experience of calling for an Ambulance helped the local NHS implement an innovative scheme to provide help for those who had fallen. (p.11)</p>	 <p>Experiences of psychological services and patient suggestions for improvement were shared with the NHS to help them develop services. (p.23)</p>
Autumn	 <p>Patients told us about experiences of seeking GP referrals; the local NHS will address the issues raised in the recovery plan they are developing. (Due May 2023)</p>	 <p>Our Chief Officer started working with the NHS locally to create an Experience of Care Group of people with lived experience.</p>
Winter	 <p>Market shoppers told us their concerns. These will help to develop the Joint Strategic Needs Assessment of future health & wellbeing needs in Shropshire. (p.24)</p>	 <p>As part of the ongoing 'Because we all care' Healthwatch campaign we visited libraries and community groups to encourage older people to share their experiences of services during winter with us. (p.12)</p>

10 years of improving care

This year marks a special milestone for Healthwatch Shropshire. Over the last ten years, people have shared their experiences, good and bad with us, to help improve health and social care across Shropshire and Telford & Wrekin. Here a few of our highlights:

How have we made care better, together?

Informed the Dementia Strategy

In 2015 we worked with Keele University Students to understand the needs and experiences of people with Dementia, their carers and the professionals delivering those services. In 2023 we continue to be involved in overseeing the implementation of the strategy.



Shared the views of children and young people (CYP)

Since 2016 we have been highlighting the needs and experiences of CYP and their carers, particularly those with disabilities and mental health needs. In 2022 our report on experiences of CYP Crisis Mental Health Services triggered a challenge event where the local Safeguarding Boards asked providers and commissioners what they were doing to support children and families and prevent crisis.

Improved support for prisoners

In 2017 we highlighted the negative experiences of prisoners in HMP Stoke Heath coming off medication and NHS England met with the provider regarding improving communication and the mental health support available.



Highlighting people's right to clear and accessible information

Since 2017 we have been looking at the implementation of the NHS Accessible Information Standard in GP practices, hospitals and community settings.. Our 2023 report supports Healthwatch England's call for a review of the standard, and we continue to tell people their rights.

Shaping local plans

In 2019 we worked with Healthwatch Telford & Wrekin to capture your views on the future of local services. Our report is being used to shape the Shropshire Telford & Wrekin Joint Forward Plan for health and social care to be published in June 2023. We are promoting the local 'Big Conversation'.





Healthwatch Shropshire Research



Celebrating our history of awarding grants to local organisations to support their research

As we enter our 10th Anniversary year it is a time to look back on our achievements. Healthwatch Shropshire seeks to support, promote and conduct local research that can be used to inform service design and development.

Between 2013 and 2018 we offered research grants to enable local organisations to complete the research that was important to them. Topics included the experiences and challenges faced by adults with Asperger's (Autonomy), people with visual impairment and sight loss (Shropshire RCC), parent carers of disabled children (PACC), people who identify as transgender (SAND) and people living in rural areas needing mental health support. There was also a call for increased death education (Cedar Education) and more creative activities to support the health and wellbeing of young people (Hive).

Our budget was cut in 2018 and has not been increased. This has meant that we can no longer offer these grants. As we begin our new contract from April 2023 we now need the financial support of those health and social care services that value our role as the independent champion and voice of the people of Shropshire to ensure our long-term sustainability.



Listening to your experiences

Services can't make improvements without hearing your views. That's why over the last year we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feed this back to services and help them improve.

Encouraging conversations on End-of-Life Care

We held our annual event - 'One Chance: Conversations and information on death and dying' in May 2022 focusing on End-of-Life Care (EOLC) and Advance Care Planning (ACP). It was held at Shrewsbury Town Football Club and attended by 79 professionals, volunteers and members of the public. Our aim was to share your experiences of care highlighted in our reports:

- [Experiences of End of Life and Palliative Care Services in Shropshire | Healthwatch Shropshire 2020](#)
- [Experiences of out of hours Palliative Care in Shropshire, Telford & Wrekin | Healthwatch Shropshire 2021](#)

As well as to encourage conversations about End-of-Life and raise awareness of the practical benefits that Advance Care Planning can have for people, their families and the professionals working with them. The local End-of-Life Care Strategy was also launched at our event.



“The presentation yesterday was really good. Exactly what I have been talking to carers about. The speakers spoke the right language. Thank you Healthwatch for bringing us all together.” **Attendee**



- We attended Library engagement events across Shropshire in the lead up to our event, teaming up with professionals across the Integrated Care System (ICS) who specialise in EOLC and ACP including Shrewsbury and Telford Hospital NHS Trust and Shropshire Community Health NHS Trust.
- 37 people have watched the video of our event on YouTube - [One Chance, conversations and information about death and dying - YouTube](#)

What difference will this make?

Our Chief Officer now attends the local End-of-Life Steering Group where one of our guest speakers from Severn Hospice fed back that, as a result of networking at our event, they were arranging End of Life Training for the West Midlands Ambulance Service and Midlands Partnership NHS Foundation Trust (mental health provider).

We now have support from organisations represented on the Steering Group for any future work to gather people's experiences of care, including helping us to speak to individuals, their carers and groups known to them (e.g., support groups).

“It was incredibly interesting and great to hear how much the different caregivers want to work in collaboration to improve services for people. Thank you for an informative afternoon.” **Attendee**

Prompting action to address ambulance delays and falls



In 2022 we heard from 168 people in response to our call for experiences of calling for an ambulance in an emergency.

Ambulance delays is a complex, whole system issue so we asked people to tell us about their entire experience from calling 111 or 999 through to their discharge from hospital if they were admitted. We heard about long waits for ambulances and to be admitted to hospital. We also heard from people living in rural and isolated communities, including those without their own transport, facing long travel times.



...Whilst my wife was never at risk of dying, spending 14 ½ hours on the floor is not a pleasant experience, being unable to move, to go to the loo or get remotely comfortable..."

Key findings included:

1. People told us that staff were often kind, caring, helpful and professional.
2. 42% of people who had called an ambulance due to a fall waited over 6 hours on the floor.
3. Long handover waits at A&E meant that ambulance call times were not always met and people lost loved ones who they believed would have survived if the ambulance had arrived sooner.
4. Ongoing Issues around discharge meant that people were staying in hospital longer than they needed to.

What difference did this make?

Our Chief Officer shared initial findings with the Shropshire Integrated Place Partnership Board (SHIPP). At that time there was not a Falls Pathway in Shropshire and this triggered staff to put one in place. "Some very directive action came from that which was really positive." - Head of Joint Partnerships – NHS Shropshire, Telford & Wrekin and Public Health.

In response to our report, providers told us about the steps they are taking to reduce ambulance delays and improve care, including, creating Rapid Response Teams, an Acute Assessment Floor at the hospital to reduce pressure in the Emergency Department and creating 'virtual wards' to enable people to receive acute care in the community.

Our report was quoted in a House of Lords briefing to the Government requesting they convene the COBRA committee regarding the delays in emergency care nationally.



The report is hard hitting and so it should be. This is not fixed but I want to recognise the visibility and importance of this report in supporting the work we are doing." Chief Executive of NHS STW

Three ways we have made a difference for the community

Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.

Bringing experiences of Psychological Therapies to life



It's important for services to see the bigger picture. Hearing personal experiences and the impact on people's lives provides them with a better understanding of the problems.

We worked with local Improving Access to Psychological Therapies to develop a survey to gather experiences of the service which would inform transformation work. We asked people how they thought the service could be improved based on the involvement they had. We passed on 13 suggestions including providing a forum where people with lived experience can feed into the running of the service.

Encouraging more older people to share their experiences



We supported Healthwatch England's campaign for #Becauseweallcare Phase 2 and engaged with older people to ask for their feedback on local health and social care.

We attended two 'Knit and Natter' groups (one in north Shropshire and one in the South), a Memory Café, a Dementia support group and two coffee mornings run by local home care providers for their older clients. We talked to people about the importance of providing their feedback on services and gathered their comments. A spotlight report highlighting any themes from this engagement is being produced.

Expanding our reach to hear from more people



Shropshire is a large, rural county and people's experiences of using services can differ drastically from one place to another.

To try and understand the different experiences we visited five market towns and asked people what services they were most concerned about in their area. We spoke to 112 people, most of whom hadn't heard of Healthwatch Shropshire before. In Ludlow people were most concerned about Outpatients appointments and in Oswestry they were more concerned about GP Practices. Our findings from this project will be used in the development of the Joint Strategic Needs Assessment for Shropshire.



Hearing from all communities

Over the past year we have worked hard to make sure we hear from everyone within our local area. We consider it important to reach out to the communities we hear from less frequently, to gather their feedback and make sure their voice is heard and services meet their needs.

This year we have reached different communities by:

- Appointing a second Engagement Officer to temporarily enhance our existing team, specifically to build relationships with communities less often heard from
- Worked with Shrewsbury Colleges Group to speak to their students aged 16+ about the support they need for their health and wellbeing and building on our links with the South Shropshire Youth Forum
- Going out into market towns across Shropshire to hear directly from people living in different areas of the county about their experiences of accessing health and care
- Meeting with people with a range of disabilities to understand their experience of the NHS Accessible Information Standard.

Challenges experienced by minority groups

According to the latest data, 5% of the population of Shropshire are not white British. These people live across the county in small groups, sometimes alone. Many of these people are in work or education and so it is important to go out into their community and join community events to engage with them. During 2022–23 our Engagement Officer for Minority Groups met with the Interfaith Forum, faith groups and residents including those from black Caribbean, Muslim, Greek, Japanese, Bulgarian, Polish, Ukrainian and Filipino backgrounds to raise the profile of Healthwatch Shropshire, explain the services we offer and hear their views and experiences of accessing health and care.



“ The people we heard from reported language barriers, difficulties understanding systems and services, e.g. accessing care and treatment. We heard about the hidden issue of domestic violence in some communities and cultural differences that often prevent people from feeling they can speak out.



Highlighting the communication needs of people with disabilities and cognitive impairment

“ ‘I want to read my result letters myself and I don’t want to ask for help.’

As part of the ‘Your Care, Your Way’ campaign by Healthwatch England we met with people with acquired brain injuries (e.g., Stroke) and visited eight community groups, including groups for people with sight loss and hearing impairment, learning disability and Autism and their carers. None of them had been made aware of their rights under the Standard by professionals and all shared the effects on their health and wellbeing of not understanding their health and care information. We are presenting our report to the Health and Wellbeing Board in June 2023.

“ ‘I can read letters, but need help to understand. I need Easy Read, the pictures help me. Phone calls are hard for me, face to face conversations are much better.’ Person with a Learning Disability



Advice and information

If you feel lost and don't know where to turn, Healthwatch Shropshire is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding an NHS dentist, how to make a complaint or choosing a good care home for a loved one – you can count on us.

This year we've helped people by:

- Providing up to date information people can trust
- Helping people access the services they need
- Giving people information on how to find an NHS dentist
- Explaining their options when trying to address issues with their hospital treatment



Returning to Enter & View

2022 saw Healthwatch Shropshire return to Enter & View activity undertaking two visits to care homes and three to Wards at Royal Shrewsbury Hospital (RSH).

Our programme of visits to RSH was prompted by comments from the public about communication, hydration and assistance with meals. We went to the Wards to observe and speak to patients and visitors about these aspects of the service they were receiving.

Over three visits we spoke to **53 patients, visitors and staff** and in our reports we made a total of **10 recommendations**

For example, our report on Ward 29 Acute Orthopaedic Trauma Unit made the following recommendation:

- Consider how information could be passed on to patients and visitors more proactively.

The Ward responded positively telling us:

“The ortho-geriatrician and trauma nurse are available Monday to Friday to speak to relatives and patients, to ensure that they are updated on care. Staff are in the bays and available to talk with visitors as required. The importance of good communication has been reinforced with the Ward Team. The Ward has recruited an additional Ward Clerk. On commencement, this will make it easier for people to contact the Wards.”

Providing support for people making NHS complaints



Healthwatch Shropshire provided the Independent Health Complaints Advocacy Service (IHCAS) for Shropshire residents and those using Shropshire NHS services for a 7th year in 2022-23. We also successfully retendered to provide the service for another 3-5 years.

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

The top 5 services people were complaining about were:

- Hospitals – 59
- GPs – 25
- Community Mental Health Teams – 9
- Ambulances – 5
- Dentists – 4

The top 5 topics of complaint were:

- Quality of treatment – 40
- Staff attitude – 24
- Access to a service – 23
- Diagnostics e.g., misdiagnosis – 22
- Communication – 19



Volunteering

We're supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.

This year our volunteers:

- Visited communities to promote Healthwatch Shropshire and the services we provide, including the Independent Health Complaints Advocacy Service (IHCAS)
- Collected experiences and supported their communities to share their views
- Carried out Enter and View visits to local services to help them improve
- Supported local NHS hospitals with Patient Led Assessments of the Care Environment (PLACE) assessments
- Carried out extensive data analysis to support our project reporting

Jenny – new volunteer

"I am looking forward to volunteering for Healthwatch. This gives me the opportunity to spend some worthwhile time with likeminded people who want to make a difference to our health and care sectors. I feel comfortable knowing that there is proper training and guidance to help me get started."



Rich – volunteer and new Board Member

"What drew me towards Healthwatch is the relentless pursuit of capturing the experience of people who use NHS services. In my two roles as Enter and View Volunteer and Board Member, I am able to obtain unparalleled knowledge of how our work directly informs initiatives whilst having the strategic overview."



Fran – volunteer

"I've been a volunteer with Healthwatch Shropshire for a few years now and found it not only interesting, but very informative. As an Enter & View Volunteer, I am able to help in giving potential service users an independent view of the place we are visiting, be it a care home, a hospital ward or doctor's surgery, for instance. I'm well supported with the training needed to what is asked of me and there's always someone to ask for advice or assistance. It's good to learn new things and use some of the skills I've acquired over a long working life. I do not plan to die of boredom!"



Do you feel inspired?

We are always on the lookout for new volunteers, so please get in touch today.



www.healthwatchshropshire.co.uk



0743 237884



enquiries@healthwatchshropshire.co.uk

Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

Our income and expenditure

Income		Expenditure	
Annual HWS grant	£144,192	Expenditure on pay	£144,677
Additional income	£21,487	Non-pay expenditure	£37,792
		Rent and premises	£11,824
Total income	£165,679	Total expenditure	£196,293

Additional income is broken down by:

- **£17,808 funding** received from Shropshire Council to provide the Independent Health Complaints Advocacy Service (p.16)
- **£979 funding** received from Healthwatch England for Drupal 9 migration*
- **£1,200 funding** from Healthwatch England to support Board recruitment (p.24)
- **£1,500 funding** from the Healthwatch Digital Fund*

*Financial support to cover essential IT improvements and staff time, e.g., updating our website and software for collating and recording public feedback.

Next steps

In the ten years since Healthwatch Shropshire was launched, we've demonstrated the power of public feedback in helping the health and care system understand what is working, spot issues and think about how things can be better in the future.

Services are currently facing unprecedented challenges and tackling the backlog needs to be a key priority for the NHS to ensure everyone gets the care they need. Over the next year we will continue our role in collecting feedback from everyone in our local community and giving them a voice to help shape improvements to services.

We will also continue our work to tackle inequalities that exist and work to reduce the barriers people face when accessing care, regardless of whether that is because of where they live, their income or race.

Top three priorities for 2023-24

1. Ensure the long-term financial sustainability of Healthwatch Shropshire
2. Continue to promote and support public involvement in service transformation by the Integrated Care System
3. Highlight the inequalities that impact on people's access to care and treatment



Statutory statements

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

Healthwatch Shropshire uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making

Our Healthwatch Board consists of nine members (we can have up to 12) who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. They meet in public and ensure that decisions about priority areas of work reflect the concerns and interests of our diverse local community by drawing on information from four sub-committees: Business, Intelligence, Enter & View and Engagement and Marketing. All our volunteers have the option to join one or more of the committees and apply to be a member of the Board. Throughout 2022/23 the Board met four times and made decisions on matters such as our work programme and budget.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experiences of using services. During 2022/23 we have been able to return to speaking to people face-to-face at stands and events and attending community groups and forums. We are available by phone 4-days a week and people can email us, use our webform on our website and direct message us through social media. We continue to promote our Freepost address and have developed a new postcard. We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website and share it with people signed up to [receive our newsletter](#) and via social media.

Responses to recommendations

All providers delivering services in Shropshire responded to our requests for information or recommendations this year and these were added to our reports under the section Service Provider / Commissioners' Response. There were no issues or recommendations escalated by us to the Healthwatch England Committee. We have asked them to consider expanding their accessible information campaign to include reasonable adjustments.

Taking people's experiences to decision makers

We ensure that people who can make decisions about services hear about the insight and experiences that have been shared with us. In our local authority area for example we take information, reports and presentations to the Shropshire Health and Wellbeing Board (HWBB), Shropshire Health and Adult Social Care Scrutiny Committee of Shropshire Council and the Joint Health Overview Scrutiny Committee attended by elected members of Shropshire and Telford and Wrekin Councils.

We have received an open invitation to take all of our reports to the Shropshire HWBB and Integrated Place Partnership Board (ShIPP) of the Integrated Care System (ICS), as well as the ICS Quality and Performance Committee attended by all provider organisations across health and social care.

Enter and View

This year we restarted our Enter and View programme following COVID. We undertook five visits, the first in July 2022, visiting two care homes and three hospital wards.



During the pandemic, and the pause in our face-to-face activities, we lost some long-standing volunteers who decided they didn't want to return to Enter and View or had picked up other volunteering and no longer had the time. We inducted two new volunteers this year but one attended training and then could not continue due to family commitments. All Authorised Representatives and new volunteers have attended Enter and View training this year; we felt that this was an important refresher for those who had not done visits for two years

Location	Reason for visit	What you did as a result
Hillcrest Manor, Minsterley	To hear the voice of residents within Shropshire care homes.	Our visit team were very impressed with this care home and made no recommendations.
Radbrook Nursing Home, Shrewsbury	To hear the voice of residents within Shropshire care homes.	We made two recommendations, one of which was to improve Wi-Fi connectivity. The provider confirmed this had been done in their response.
Ward 22 Short Stay Royal Shrewsbury Hospital (RSH)	To engage with patients about their experiences of communication and nutrition and hydration	We made two recommendations; one to pass on positive feedback to staff and one to work to resolve a shortage of housekeepers on the Ward. In their response the provider told us that an additional housekeeper was being recruited for the Acute floor.
Ward 29 Acute Orthopaedic Trauma Unit (AOTU) RSH	To engage with patients about their experiences of communication and nutrition and hydration	We made four recommendations; one involving the timely passing on of information. The provider confirmed a new Ward Clerk had been recruited which would make it easier for people to contact the Ward.
Ward 28 Frailty RSH	To engage with patients about their experiences of communication and nutrition and hydration	We made four recommendations; one related to supporting patients to get up, dressed and move around the Ward. The provider confirmed that the Quality Team would work with the Ward Manager on activities to engage patients and encourage movement.

Healthwatch representatives

Healthwatch Shropshire is represented by Lynn Cawley the Chief Officer (with staff and Board members acting on the behalf of the organisation if she is not available) on:

- The Shropshire Health and Wellbeing Board (HWBB)
- Shropshire, Telford & Wrekin Integrated Care Partnership Board (ICP)
- Shropshire, Telford & Wrekin Integrated Care Board (ICB)
- Shropshire Safeguarding Community Partnership (SSCP)
- Shropshire’s Voluntary and Community Sector Assembly (VCSA)

We provide updates on our work against our priorities, share insight and public feedback and give formal presentations of our reports and findings

2022–2023 Outcomes

Project/ activity	Changes made to services
<p>April 2022 we shared our report into Pain Management Services in Shropshire Healthwatch Shropshire This report was completed to inform the ongoing Musculoskeletal (MSK) Transformation Programme.</p>	<p>The provider, Connect Health, shared the actions they were taking in response to all our recommendations: <i>“The contents of this report will be key in our approach to improving services over the next 12 months and beyond”.</i></p>
<p>January 2022 HWS was contacted by Vice Principal from Shrewsbury Colleges Group (SCG) as all external health and wellbeing services stopped going in during the pandemic and students wanted to speak to relevant professionals. September 2022, we spoke to new and existing students during freshers week to understand their needs and preferred methods of contact from services, e.g., text.</p>	<p>We shared what we heard with the Director of Public Health and Director of People at Shropshire Council under the prevention agenda of the ICS. We met with agencies, including the school nursing team, drugs/alcohol, Enable, Shropshire Youth Forum who were all keen to engage with these students. We also signposted SCG to the National Children & Young People and Young Adult Suicide Prevention Toolkit.</p>
<p>February 2022 at the request of the Mental Health Commissioner for NHS Shropshire, Telford & Wrekin Clinical Commissioning Group (now ICB) we worked with Healthwatch Telford & Wrekin to gather experiences of Improving Access to Psychological Therapies (IAPT) services across the county.</p>	<p>We published our report in July 2022 Psychological Services in Shropshire, Telford & Wrekin Healthwatch Shropshire We made 13 suggestions for improvement from the public. The clinical lead from the service at Midlands Partnership Foundation Trust said: <i>“All comments will help shape our services, learning lessons from both the positive and negative experiences.”</i></p>

2022–2023 Outcomes (continued)

Project/ activity	Changes made to services
<p>11th May 2022 Presentation to HWBB on Mental Health Crisis Services for Children and Young People in Shropshire, Telford & Wrekin Healthwatch Shropshire</p>	<p>04/03/22 Healthwatch Shropshire was approached by the Shropshire Statutory Safeguarding Business Partner saying our report “reinforces their concerns” and has triggered a challenge event across both Local Authority areas including all providers of CYP mental health services and support. 13/06/22 CO presented findings to the Challenge Event.</p>
<p>January 2023, we started visiting market halls across Shropshire to understand if/how experiences of services varied across the county. 80% of people told us they were particularly concerned about their local services.</p>	<p>Shropshire Markets - What are you concerned about? Healthwatch Shropshire report continues to be used to inform our work about inequalities, including highlighting rural inequalities. The Director of Public Health said what you told us will be used as part of the evidence base for the Joint Strategic Needs Assessment (JSNA) and “inform the commissioning and the development of services and activities to address gaps in needs and ensure the [JSNA] reflects local priorities and what matters to local residents.” The ST&W NHS said our findings would support the ‘Big Conversation’ and “will be fed into the ICS Joint Five Year Forward Plan and will inform service improvement plans in the coming five years.”</p>
<p>September 2022 HWS applied to HWE to be selected to receive funding and access to their Board Recruitment Programme led by Getting on Board. We were notified that we had been successful in October and the training was attend by a staff member and the Chair of our Board, including six sessions December 2022 - January 2023.</p>	<p>Taking part in the Board Recruitment Programme enabled us to:</p> <ul style="list-style-type: none"> • Update our Skills Audit and develop a Skills Matrix for the Board to help us see where gaps are in order to target our recruitment. We shared our materials with the Healthwatch Network. • Redesign our publicity materials and use these to update our website. • Improve our Board Recruitment Pack to make the application process as accessible and informal as possible to encourage people to join the Board who might not otherwise consider it.



Armed Forces Covenant

Healthwatch Shropshire pledge to acknowledge and understand the need for people who serve or who have served, and their families to be treated with fairness and respect.

On the 5th December 2022, Lynn Cawley our Chief Officer, joined the Armed Forces Outreach Event at Palmer's Care in Shrewsbury to formally sign the Armed Forces Covenant. Due to our work across health and social care it was signed on behalf of the Ministry of Defence by Col Dutton, Commanding Officer of 202 Field Hospital.

We are an Armed Forces Friendly organisation and we will endeavour to uphold the principles, which are:

- no member of the Armed Forces Community should face disadvantage in the provision of public and commercial services compared to any other citizen
- in some circumstances special treatment may be appropriate, especially for the injured or bereaved.

Healthwatch Shropshire would like to thank our current Board and volunteers for all of their help and support and everyone who has worked or volunteered with us since we were set up in 2013.







healthwatch
Shropshire

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

www.healthwatchshropshire.co.uk

t: 01743 237884

e: enquiries@healthwatchshropshire.co.uk

-  @HWSShropshire
-  [Facebook.com/HealthwatchShropshire](https://www.facebook.com/HealthwatchShropshire)
-  @healthwatchshropshire
-  [healthwatch-shropshire](https://www.linkedin.com/company/healthwatch-shropshire)