

Healthwatch Shropshire Forward Plan 2022-23

Report to the Board

Priorities 2021-22

Our priorities this year were:

Impact of Covid-19			
Mental health – all age	Prevention and place based care (out of hospital)	Acute care	Health inequalities & public involvement
To include the impact of C19 pandemic on general mental wellbeing Delays, waiting lists (access) Children & young people Digital	To include access to primary care services (e.g. GPs, Dentists, Pharmacy) Social Care and other 'out of hospital' services in the community Digital	To include access to secondary care (e.g. waiting times) Maternity (inc. response to Ockenden and Transforming Midwifery Care, HTP) Digital	Digital inequality Rural inequality Food insecurity PPGs JSNA development Promoting public involvement in service development and design

We have been reporting on our progress in these areas in the KPI and key activities will be highlighted in the annual report.

At the beginning of the year we had no idea what ongoing impact the pandemic would have on our work and in particular face-to-face engagement. As we try to ensure our work can make a difference we have had to be responsive to the focus of the health and social care system at times so that our reports are timely, of interest and can trigger change/improvements (for example we completed two surveys on people's use of 111 at the request of the Urgent and Emergency Care Board and our work on crisis mental health services for children and young people was completed at the request of SaTH and MPFT).

We are mindful that due to the pandemic much of our work this year has had an NHS focus and we hope to address the balance in 2022-23.

Our role in the health and social care system

The team have been working hard to develop relationships across the Integrated Care System to ensure that we know what is happening across health and social care with a view to this enabling us to plan work effectively. However, the speed at which things move will still mean that work will arise that we need to do to allow us to represent the public voice and solidify our reputation as a trusted and reliable partner.

Shropshire, Telford and Wrekin Integrated Care System

The Integrated Care Board (ICB) will replace the Clinical Commissioning Group from 1st July 2022. The ICB will then continue to work as the lead organisation across the Integrated Care System (ICS), that includes social care, and have statutory duties to engage and involve the public in the work they do, including evaluating services and service improvement/design. By aligning our priorities with those of the ICS we hope to maintain our position within the system.

Healthwatch Shropshire will be a member of the Shropshire Integrated Place Partnership Board (ShIPP) which is co-chaired by the Director of People from Shropshire Council and the Chief Executive of Shropshire Community Health Trust. This Board reports to the ICB and is expected to be where the majority of system working is discussed. We will share our findings and reports with ShIPP and we might be asked to do focused pieces of work by this Board.

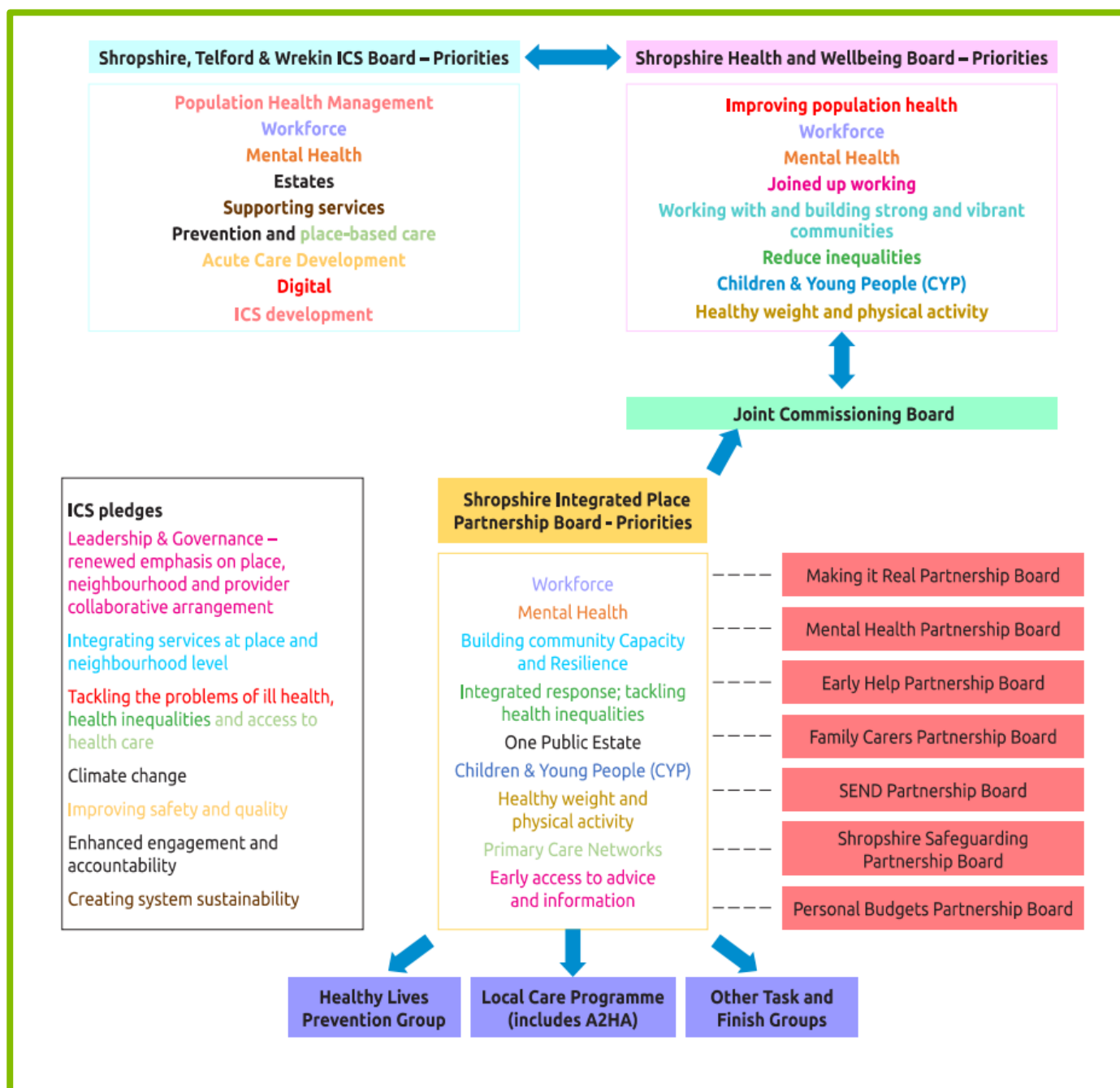
Shropshire Health and Wellbeing Board

As a statutory member of the Shropshire Health and Wellbeing Board (HWBB) we have also previously aligned our priorities with theirs.

The strategic priorities for the HWBB 2022-27 are:

- Joined up working
- Working with and building strong and vibrant communities
- Improving population health
- Reducing inequalities

They have recently published their annual report which gives their priorities for 2022-2027 and have illustrated how their priorities cross over with those of the ICB/ICS.



The data being used to inform the Joint Strategic Needs Assessment (JSNA) has highlighted specific areas of health and wellbeing need in Shropshire and so these are the main priority areas for the Health and Wellbeing Board:

- Workforce
- Mental health*
- Children and young people*
- Healthy weight and physical activity

Other identified areas of priority are:

- Social prescribing*
- Drugs and alcohol
- Domestic abuse*
- County lines*
- Smoking in pregnancy
- Food insecurity*
- Housing
- Suicide prevention*
- Killed and seriously injured on roads
- Air quality

**indicates work streams that we are already involved with and attending meetings*

Proposed priorities for Healthwatch Shropshire 2022-23

To enable us to continue the work we have been doing 2021-22 we propose to continue with the following priorities:

- **Mental health (all age)** – continue our involvement in the Community Mental Health Transformation, work around the new Dementia Strategy and doing wider engagement with children and young people about their mental health and wellbeing. Re-visit previous engagement around Farmer's Mental Health and the support available (including suicide prevention).
- **Prevention and place-based care** – re-start Enter & View and work with the local authority and ICB to get more involved in monitoring visits, support campaigns to raise awareness of services and promote self-care (e.g. sharing system messages regarding alternatives to A&E), working with further education colleges to understand what services young people need to support their health and wellbeing, continue our involvement in the development of the Shrewsbury Health and Wellbeing Hub, the JSNA and Pharmacy Needs Assessment (PNA)
- **Acute care** – continue to highlight issues regarding people's experiences around accessing acute care (e.g. ambulance services) and monitoring maternity services (develop our relationship with the Maternity Voices Partnership), work with Healthwatch Telford & Wrekin to be involved in Enter & View visits to the Women and Children's Centre at Princess Royal, continue to attend the Ockenden Review Oversight Committee (ORAC) at SaTH and await the public consultation around the Maternity Transformation.
- **Public involvement across the ICS** – involve our volunteers in working groups across the ICS to offer the lay perspective/personal experiences, explore ways of building links with Patient Participation Groups in Primary Care Networks. Continue to promote ICS surveys and focus groups. Gather experiences of making a formal complaint to NHS and social care services to inform system working in this area around improving the experience of complaining and the need to embed improvements made as a result of complaints, offer our input into the implementation of the Patient Safety Incident Response Framework (PSIRF) by NHS providers as a Patient Safety Partner.

- **Inequalities** – continue to raise issues around rural and digital inequality, promote personalisation, highlight the challenges/barriers people face in accessing services due to language, disability, etc, including the Healthwatch England Campaign to raise awareness of the NHS Accessible Information Standard. Highlight issues around the challenges experienced by health and social care staff who are from minority/ethnic groups to support retention.

We will also continue to look at:

- **Access to services** (e.g. primary care and social care) – continuing to highlight issues around access to appointments, diagnosis, treatment and care, e.g. GPs, dentists, domiciliary care using our regular system meetings. *When considering access to services being a project we will need to be mindful of the potential impact we could have as current system pressures (e.g. finance and workforce) means that the ICS is dependent on external/national funding and support to address these issues.*

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