

Board Meeting in Public

Chief Officer's Report 23rd March 2022



Current projects (as of 15th March 2022)

Project	Response
<ul style="list-style-type: none">● Increasing Access to Psychological Therapies (IAPT) (In partnership with CCG and Midlands Partnership Foundation Trust IAPT Teams) To contribute to service review. Survey designed to also enable people who have not been able to access the service to share their experiences. Survey launched 08/02/22 due to close 1st April 2022	Public survey: 19 (9) () <i>T&W figures</i>
<ul style="list-style-type: none">● End of Life (Annual Event) As reported at the last Board meeting we are planning to use our Annual Event to offer people the opportunity to talk about death and dying and hear from professionals. We aim to use this event to give people information and tell them what support is available locally. 15/03/22 HWS Engagement and Marketing Committee invited to support the team to plan and deliver this event. We have booked the Shrewsbury Town FC Function Room for the afternoon of 10th May. We plan to send the Engagement Team out to local libraries during Dying Matters Week (the week before) to gather experiences and promote the event. The Chair of the ICS System End of Life Group and members of that group are keen to support the event and have offered to be a panel who can share their professional experiences and answer public questions.	WB 21/03/22 we plan to agree the name of the event and send out a save the date

Projects in development

- **Menopause (on hold)**

As reported at the last Board meeting our plans to do focused engagement on menopause were put on hold when SaTH decided to include menopause in their Women's Health Survey. SaTH have agreed to share their survey data with HWS so we can use this to inform what we do. At the time of writing this report the SaTH survey is still live and over 2000 have responded.

- **'Your care, your way' Healthwatch England Campaign (From April)**

In 2018 we published our [Accessible Information Standard Summary Enter & View report 2018 | Healthwatch Shropshire](#) which illustrated our findings from E&V visits to 9 GP practices to understand what progress they had made in implementing the NHS Accessible Information Standard (AIS) [NHS England » Accessible Information Standard](#) HWE have launched a national campaign to raise awareness of the AIS and hear people's experiences. They have widened its scope to include speakers of other languages/minority ethnic groups.

HWE have submitted a Freedom of Information Request to all Trusts in Shropshire to ask them how they are implementing it. To-date SaTH and MPFT have not responded and are in breach of the deadline. For more information about the HWE campaign: [Many NHS Trusts not supporting equal access to care for deaf and blind people | Healthwatch](#)

Projects in development

● Pharmacy Services (From May)

Before the pandemic we were planning to do some work to understand people's experiences of using pharmacy services. This was in part due to the increasing trend in directing the public to their local Pharmacy rather than their GP practice to ease pressure on primary care, for example there were discussions around pharmacies supporting people with their mental health. We wanted to speak to the public but also hear from Pharmacists themselves. CO attended a Local Pharmaceutical Committee meeting via Zoom on **14th July 2020**. The LPC expressed their support for this project but at the time the sector had been told nationally to focus on dispensing medicines and all other services has stopped.

08/03/22 Conversation with ST&W CCG – HWS asked to begin this piece of work and include an exploration of the barriers people face in using Pharmacy services, including why they might be reluctant to speak to their Pharmacist in the first instance about any health concerns rather than their GP or going to A&E. HWS asked to put together a proposal to explain how this piece of work would be conducted.

11/03/22 Proposal submitted. The aim would be to start this after the Annual Event in May.

Projects in development

Children and young people (ongoing)

HWS is continuing to consider how we might do more work around children and young people. When we were first established the CCG had a group of Young Health Champions. We decided not to duplicate that group. The Young Health Champions are now part of the Shropshire Youth Association [About us | Shropshire Youth Association \(sya.org.uk\)](http://sya.org.uk). In the last year, across health and social care it has been increasingly recognised that their priorities have not included children and young people. The Covid-19 pandemic really brought issues facing this group to the fore and work is being done to ensure the needs of children and young people are addressed, e.g. the Integrated Care System has introduced a Children and Young People's Board.

Last year we were commissioned by Shropshire Council to engage with young people to hear their view on social prescribing [Social Prescribing for 16-25 year olds | Healthwatch Shropshire](#) and this year we were asked for our support in asking them to share their views on the Health and Wellbeing Board Strategy. We have also had conversations with the CCG about how we can support children and young people to have their voice heard across the ICS. Our first piece of work was the hot topic we are running on crisis mental health services for children and young people but we are planning to continue to do targeted engagement when we have capacity. As the ICS is very keen to involve individuals with lived experience now is a good time for us to develop a Young Healthwatch/YouthWatch.

Update: CO is working to be included in system meetings where work with children and young people is discussed. **28/01/22** Email received from Shrewsbury College's Group asking for assistance in getting external organisation to come into college to provide information and awareness sessions, e.g. sexual health, substance misuse. **28/02/22** Teams meeting to understand the issue. CO emailed Director of People at Shropshire Council and Director of Public Health – meeting to take place.

Key project updates

Project	Response
<p>• Food insecurity project (funded by Public Health/Shropshire Council, working in partnership with Public Health, Food Poverty Alliance and Citizens Advice. Report published 11/12/21. Food Insecurity Project: South-West Shropshire Healthwatch Shropshire 07/02/22 Senior Research and Insight Analyst at HWE asked HWS to deliver presentation to a Webinar ‘Carrying out research and engagement with seldom heard groups’ attended by approx. 50 local HW. Presentation given on 08/03/22 by CO and ex-CECO</p>	<p>Public Survey: 11 Professional’s survey: 88 Lived experience interviews: 11 Zoom sessions (x4) with professionals: 33</p>
<p>• Pain Management (in partnership with the MSK Alliance, CCG and provider Connect Health) First project as part of MSK Transformation. Following up Enter & View visits to Pain Clinics in 2017. Closed December 2021. Draft report shared with the Board 15/03/22</p>	<p>Public survey: 17 Comments: 1 (1) Other experiences: 10</p>
<p>• Children & Young People’s Crisis Mental Health Services (in partnership with Midlands Partnership Foundation Trust and Shrewsbury and Telford Hospital NHS Trust) Report published 09/02/22 Mental Health Crisis Services for Children and Young People in Shropshire, Telford & Wrekin Healthwatch Shropshire 28/02/22 Chair of Shropshire Safeguarding Community Partnership Board emails CO to ask procedure for following up findings of this report. System meeting being arranged for April/May to discuss the issues highlighted in our report and work taking place to address them.</p>	<p>C&YP: 2 (3) Parents/carers: 36 (10) Professionals: 9 (7) () T&W figures</p>

Partnership working and the ICS

The date when the CCG will formally become the ICS has been moved to June 2022 (previously April)

Healthwatch representation within the ICS:

- At the ICS Board meeting 29/09/21 it was proposed that ‘whilst not voting members of the Board, and respecting their independence, Healthwatch will be invited to attend the Board with speaking rights’. It is not a statutory duty to give us a seat on this Board. We hope that the Board will continue to include us.
- We will be statutory members of the Integrated Care Partnership chaired by the two Local Authorities.
- 26/11/2022 Email from HWE Regional Manager explaining ‘NHSE are considering which ICS areas would benefit from additional support in developing relationships between local Healthwatch or between LHW and their ICS.’ ‘Shropshire, Telford and Wrekin was one of those identified in the longlist and as part of this, NHSE leads have contacted your system leads for further thoughts.’ The organisation commissioned to facilitate this piece of work is Traverse.

Traverse timeline

26/11/22 Initial email from HWE

08/12/22 CO initial meeting with Steve Inett from Traverse

31/01/22 First contact with Julie Fitzgerald from Traverse

03/02/22 CO initial meeting with Julie Fitzgerald

07/03/22 CO and Chair join meeting with HWT&W and Julie Fitzgerald to discuss Healthwatch MOU and HWE Operatig Procedure Guidance

16/03/22 Follow-up meeting to agree Healthwatch MOU and Operating Procedure

24/03/22 Meeting to discuss local HW and ICS MOU with HWS, HWT&W and ICS

Face-to-face engagement and Enter & View

• Face-to-face engagement

Due to the on-going pandemic, we have not received any formal notification that we should re-start face-to-face engagement from Healthwatch England. SaTH remains closed to visitors and so our regular stands will not be able to restart until general visiting does. However, a number of community groups are now meeting face-to-face and so our Engagement Officers are joining these.

• Enter & View Visits

The Service Manager (Commissioning) has continued to ask the CO when we are planning to re-start our Enter & View Programme. We have also been asked by the Director of Social Care, Commissioners and the CQC. In response the E&V Officer spoke to the Enter & View volunteers to gauge their interest in re-starting when we are allowed. We ran IPC Training 23/09 and E&V Training on 30/09/21 and 11/01/22 for some new volunteers and some existing volunteers who wanted to re-fresh their knowledge. The CO and E&V Officer have met with Shropshire Council and the CQC separately to ask to develop a two-way dialogue. Both have agreed to share the comments they receive with us to help us to increase our intelligence and develop our future work programme. **14/03/22** Enter & View Committee approved a 'light touch' approach that involves increasing awareness of HWS with care homes, residents and their families. This will allow us to make contact with all care homes in Shropshire on a rolling programme.

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