

Board Meeting in Public

Chief Officer's Report 20th June 2022



Staff team and roles

Name	Job role	Key
Lynn Cawley	Chief Officer	CO
Kate Fejfer	Community Engagement Officer – Minority Groups	CEO(MG)
Anne-Marie Fleming	Community Engagement Officer	CEO
Liz Florendine	Communication & Involvement Officer	CIO
Patricia MacInnes	Admin Officer	AO
Brian Rapson	Information Officer	IO
Alli Sangster-Wall	Enter & View Officer Independent Health Complaints Advocacy Coordinator	EVO IHCASC

Current projects (as of 15th June 2022)

Project

● '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](#) This year HWE 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 submitted a Freedom of Information Request to all Trusts in Shropshire to ask them how they are implementing the Standard (it is of note that we were not told they were doing this). For more information about the HWE campaign: [Many NHS Trusts not supporting equal access to care for deaf and blind people | Healthwatch](#)

Our CIO is leading this piece of work for HWS and working with the CEOs to make contact with local groups to arrange focus groups and opportunities for HWS to attend meetings to discuss the Standard and hear people's experiences. [Your Care, Your Way | Healthwatch Shropshire](#) CIO has delivered presentations on the AIS 27/04/22 to Autism Partnership Board 26/05 Learning Disability Partnership Board **08/06/22** CO appeared on BBC Radio Shropshire to promote the campaign. Social media campaign is ongoing.

Response

To date:
Focus groups being arranged/arranged:
Headway, Macular Degeneration Group (Wem), Shropshire Council LD&A Partnership Board, Shropshire Council Armed Forces Outreach, Sightloss Group
Also asking people to be **case studies** – 3 people identified so far. 2 people have shared their views using our **webform**

Current projects (as of 15th June 2022)

Project

- **Engaging with Minority Groups in Shropshire to raise awareness of HWS and hear their experiences of health and social care services (since January 2022 - ongoing)** – the challenge we have is building trust and a relationships with members of these communities so they start to understand what we can do to support them and feel confident to share their views. This takes time and initially our CEO(MG) has been speaking to a range of people from different ethnic groups 1:1 (e.g. Japan, Poland, Bulgaria, Iran, Taiwan, South Korea, Hungary, Trinidad & Tobago, Ukraine, Italy, Philippines, Slovakia, Greece, Lithuania, Spain) or at events (e.g. EID Celebration, International Children’s Day, Interfaith Forum, Greek Orthodox event).

The CEO(MG) is inviting people to meet the CO and rest of the HWS team as part of this relationship building exercise. In Telford & Wrekin there is a larger BAME community (11.5% at the last census) and so more groups to engage with. In Shropshire there are at times only individuals or families from a particular ethnic background and so they can be harder to reach.

Response

Examples of meetings/networking events
20/05/22 Cultural Diversity Network – invited by Shropshire Community Health Trust
13/06/22 Team met with a Community Leader from the Caribbean (other meetings inc. representative from African community, leader from Bangladesh community
16/06/22 attending Understanding & Responding to Polish women’s experiences Domestic Violence and Abuse (Links to HWS position on Safeguarding Board

Current projects (as of 15th June 2022)

Project

• **Ambulances** (launched **14/06/22**)

The Director of Public Health (DPH) has spoken to the CO on a number of occasions about growing concerns about the ambulance delays in Shropshire, particularly the impact in rural areas. There have been reports in the press and it has been the subject of discussions at the Health and Wellbeing Board, Health Overview and Scrutiny Committee and Shropshire Council. Across the Integrated Care System it is widely acknowledged that it is a 'system issue' and the ambulance delays are caused by issues around 'flow through the hospital' due to an increasingly busy Emergency Department and delayed discharges at the 'back door'. The DPH spoke to the DPH in Telford & Wrekin and both HW have been asked to gather people's experiences of calling for an ambulance in an emergency. The CO and ICS are concerned that by asking people to share their views with us we will be raising their expectations that this issue will be solved easily, it is a complex issue and national problem. However, it is also our function to represent the voice of people using services. Mark Docherty (Director of Nursing and Commissioning at WMAS) is supportive of our approach and feels that the experiences we gather will support the data. We can consider escalating our findings to HWE to ask for them to raise this important issue at national level. [Calling for an ambulance in an emergency | Healthwatch Shropshire](#)

Response

14/06/22 Press release went out - CO asked to pre-record interview for BBC Radio Shropshire to be aired 15/06/22
15/06/22 16 people contacted us on our website, 15 by email, 2 by phone

The CO has contacted neighbouring HW to ask what they are doing about this issue and explore if we could do something as a region.

Current projects (as of 15th June 2022)

Project	Response
<p>Children and young people (ongoing): we are taking several approaches -</p> <p>Mental health and wellbeing As reported at the last Board meeting we are continuing to explore what targeted engagement we can do to ensure the voice of C&YP is heard across the system by joining key system meetings including the ICS C&YP Board. Our first piece of work was the hot topic on crisis mental health services for children and young people and it is likely that we will be asked to repeat this during 2022-23. CO has met with CYP Commissioner from ICS who is reviewing current offer.</p> <p>Involvement 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 capacity allowing.</p> <p>Prevention Following an email from the Vice Principal of Shrewsbury College's Group (SCG) (28/01/22) asking for assistance in getting external organisation to come into college to provide information and awareness sessions, e.g. sexual health, substance misuse the CO has spoken to SCG to understand the issue and met with the Director of People at Shropshire Council and Director of Public Health to agree approach (including developing a survey). Planning meeting with Public Health Consultant and initial meeting with SCG Student Support have taken place. CEO has joined CYP Collaboration Group led by PH to understand what others are doing to engage CYP . Initial meeting with SCG Student Union to take place before summer holidays to develop survey.</p>	<p>4 presentations of our key findings and recommendations given across the ICS</p> <p>EO joining meetings to network</p> <p>4 meetings have taken place with CO – Both CEOs to lead on engagement with the students</p>

Projects in development / on hold

• **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 agreed to share their survey data with HWS so we can use this to inform what we do. Over 2000 responded to the survey. Due to our current workload and the need to prioritise the Annual Report we have not agreed our next steps at the time of writing this report.

• **Complaints**

HWS have been providing the Independent Health Complaints Advocacy Service (IHCAS) for Shropshire residents and people using NHS services in Shropshire since 2016. Most people complain because they want reassurance that what happened to them or a loved one will not happen to anyone else. We are now considering asking people to share their experiences of making a complaint to health and social care services to understand their levels of satisfaction with the process and outcome and identify the impact of complaints on services; the actions they take as a result of complaints and how they demonstrate that improvements are embedded.

Key project updates

Project	Response/outcome
<ul style="list-style-type: none">● 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. Report published 31/03/22 Pain Management Services in Shropshire Healthwatch Shropshire	Public survey: 17 Comments: 1 (1) Other experiences: 10
<ul style="list-style-type: none">● 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 planned for April/May to discuss the issues highlighted in our report and work taking place to address them delayed. Meeting held 13/06/22. This report will also be discussed at the Safety Oversight and Assurance Group (SOAG) at SaTH on 22/06/22	C&YP: 2 (3) Parents/carers: 36 (10) Professionals: 9 (7) () T&W figures

Key project updates

Project	Response/outcome
<p>• 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 closed beginning of April 2022. Draft report shared with providers 31/05/22 (delay caused by A/L). Response received 14/06/22 – it includes a number of comments on the content of the report and report is being finalised – due to be published week commencing 20/06/22</p>	<p>Public survey: 19 (9) () T&W figures</p>
<p>• End of Life (Annual Event) Event took place at Shrewsbury Town FC Function Room the afternoon of 10th May. Prior to this the staff and CO attended local libraries with NHS staff and local charities/support organisations during Dying Matters Week (the week before) to gather experiences and promote the event. The panel was made up of members of the ICS System End of Life Group, including Professor Derek Willis (Severn Hospice). We have received very positive feedback about this event and are drafting a feedback report. The event was filmed (cost to be covered by the CCG) and the EVO is helping with the editing of this.</p>	<p>Attendance: 80 (inc. 49 attendees, 25 stall holders, 6 panelists / presenters</p>

Key project updates

Project	Response/outcome
<p>e Pharmacy Services (From May) Before the pandemic we were planning to do some work to understand people's experiences of using pharmacy services. 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.</p> <p>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 – submitted 11/03/22 as there was money available from NHSE.</p> <p>We were not successful in our bid and the CCG commissioned a North-West based company to complete engagement in S,T&W and run a marketing campaign.</p>	<p>HWS continues to work with Shropshire Public Health around the Pharmacy Needs Assessment.</p>

• **Face-to-face engagement**

Since the last Board meeting, we have slowly restarted face-to-face engagement. Our CEOs and other members of staff and volunteers have attended a number of events across the county and provided stands. While SaTH does now allow one visitor per day for inpatients (these restrictions are not in place for people at end of life, with Dementia or in maternity) we have not been allowed to return to providing a regular stand at RSH and it is unlikely we will be able to restart until general visiting does. CEO is re-engaging groups we have previously attended but also exploring new ways of reaching people, e.g. going into businesses, attending markets.

• **Enter & View Visits**

The E&V Officer has met with interested E&V volunteers and begun to plan a programme of 'light touch' visits to care homes across the county starting in June 2022. The E&V Officer is liaising with partners to make sure our visits do not clash with other monitoring visits and inspections. Shropshire Council and CQC are starting to share their concerns with us and share information to inform our visit programme. The 'light touch' approach 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. On 7th June the CO attended a Quality Assurance/Contract Monitoring Workshop at the invitation of Assistant Director Joint Commissioning Shropshire Council and NHS Shropshire, Telford and Wrekin CCG. We proposed that HWS distribute our posters and postcards to homes to enable residents, families/carers and staff to share their views with us.

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