

# healthwatch

## Telford and Wrekin

### Healthwatch Telford and Wrekin's Quarterly Newsletter

Winter 2019



Talk  
to us...

In this newsletter, we'll  
be talking about...

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Meeting Point House | Southwater Square | Telford | TF3 4HS

# Staff

Welcome to the Healthwatch Telford and Wrekin staff team



**Paul Shirley**

General Manager

Paul as the Healthwatch Telford and Wrekin General Manager, was responsible for the formation of a new staff team, following a planned reorganisation in the early part of this year.



**Katie Cook**

Engagement Officer



**Laura-Jayne Horton**

Information Analysis &  
Business Support Manager

Laura and Katie both joined Healthwatch Telford and Wrekin in March 2019 and have been smoothly integrated into the team, whilst becoming familiar with their new roles.

# Board of Directors



**Barry Parnaby**

Acting Chair of Board  
of Directors

Barry Parnaby is an acting chair of the board of Directors at Healthwatch Telford and Wrekin.

Barry joined Healthwatch after a long career in social care, both as a practising social worker and Divisional Service Coordinator Day Care services. He was also Senior Team Manager in Ofsted and a member of the National Compliance Investigation and Enforcement Team. He has served as a District Councillor for ten years, which brought him into contact with numerous voluntary and statutory groups.

David Bell is the Vice Chair of our Board, he was born and educated in Hertfordshire and Durham. He worked in Cambridgeshire and London before coming to Telford in 2001 and living in Madeley.

His career has included teaching, lecturing, and working for charities in the health and related fields. He has worked for councils in London and Shropshire and has been an elected councillor. He is currently Chair of the Impact Addiction Services charity, a Trustee of Age UK Shropshire and Telford & Wrekin, and a Trustee of the A4U charity (that works to provide advocacy and benefits advice for disabled people).



**David Bell**

Vice Chair of the  
Board of Directors



**Janet O'Loughlin**

Board Director

Janet O'Loughlin has been a volunteer at Healthwatch Telford and Wrekin for six years and is eager to ensure the people of Telford and Wrekin have their voices heard regarding how well health and social care services are operating.

Janet participates in many of our engagement activities with the public and is also one of our authorised Enter and View Representatives, Janet says; “working together we can influence the changes in health and Social Care to ensure the best outcome for residents in Telford and Wrekin”.

David O'Loughlin has been volunteering with Healthwatch Telford and Wrekin for 3 years. Following a lifelong career of 48 years as a serving member of the Royal Air Force, he has become actively involved in championing the causes of Health and Social Care issues for people in the Telford and Wrekin area.

David provides quality control for the comprehensive range of documentation and procedures vital to the smooth operation of Healthwatch Telford and Wrekin. He is also currently responsible for Adult Safeguarding, IT configuration and GDPR.



**David O'Loughlin**

Board Director

# What we've done



Healthwatch Telford and Wrekin plan and carry out research in a number of ways, which forms part of its statutory activities. This includes writing reports about people's experiences of using a service and more detailed surveys looking at Health and Social Care provision within the local area.

## Since January 2019 we have:

### ➤ **Completed 4 reports:**

[Annual Report 18/19](#)

[NHS Long Term Plan](#)

[GP Roadshow](#)

[Maternity Mental Health](#)

### ➤ **Accomplished 11 Enter and View visits:**

To view our Enter and View reports please refer to our Website:

<https://www.healthwatchtelfordandwrekin.co.uk/enter-view/>

### ➤ **Held 2 Public Events in June and November:**

We hold public meetings 4 times a year, this gives local people the chance to have their say on health & social care services in Telford & Wrekin.

**Our next Public Meeting** will be held in **February 2020**, more information will be found on our website in the new year.

## What is an Enter and View?

An Enter and View is a statutory power that Healthwatch Telford and Wrekin has that allows us to visit any publicly funded health and social care premises.

During a visit, our highly trained Authorised Representatives will be able to see for themselves how services are being provided, and they will talk to the service users, carers and relatives about what they think.

After the visit, a report will be written that summarises their findings and any recommendations they have.

It is important to note that Enter and Visit is an engagement tool, not an inspection.

This gives us an overview of how people feel about the service they or their loved ones are receiving.





## Baby Buddy

The Shropshire, Telford and Wrekin local maternity system (LMS) have teamed up with the national charity Best Beginnings to launch the free mobile app 'Baby Buddy'.

The app offers support to parents during pregnancy and the first months of a baby's life and is a valuable resource for expectant parents, new parents and professionals, which has been accredited by the NHS.

The app is available for people within Shropshire, Telford and Wrekin to ensure women and their families have local information and support.



## Healthy Hearts

Telford Healthy Hearts campaign aims to reduce the risk of people having a stroke and heart attack. This campaign is based on Bradford's work where GPs remotely reviewed patients and identified those at risk.

GPs sent letters out to advise people of medication changes. People can also advise about where to get lifestyle advice and information on conditions.



## NHS Winter Pressures campaign #HelpUsHelpYou

If you have an urgent but non-threatening medical concern, to find out what to do and where to go you can access NHS 111. Instead of worrying or self-diagnosing this campaign encourages people to call 111 or visit [111.nhs.uk](http://111.nhs.uk) online.

You can also access information via the new NHS App, which is available across England.

The 'Help Us, Help You' campaign aims to increase peoples' understanding of the actions they can take to help the NHS to help them, with this phase focusing specifically on when to use NHS 111.

This is a free service available  
24 hours a day, 7 days a week.





## Live Well Telford

Live Well Telford provides information and signposting to a wide range of services, activities and organisations in the area, to help everyone find the support they need to live healthy independent lives.



**LIVE  
WELL  
TELFORD**

With advice or practical support, help at home, health conditions, childcare information, leisure information and much more.

## NHS Long-term Plan

The Government is investing an extra £20bn a year in the NHS until 2023.

The NHS has produced a Long-term Plan, setting out all the things it wants health services to do better for people across the country. For these plans to work, the NHS needs to shape local plans based on local needs.

We asked people **What Would You Do** to improve local services in Shropshire.

We heard from over 640 people about what they wanted from local services.

**what**  
**would you do?**

It's your NHS. Have your say.

### The top priorities include:

- easier access to treatment and services
- help with making lifestyle choices
- better information about support available
- improved communication around prevention
- more training for healthcare staff on conditions such as mental health



# Volunteering with us!

Here at your local Healthwatch, our volunteers are at the heart of what we do!

Currently we have 28 active volunteers (5 of which recently joined us) who support the work we do. This ranges from office admin tasks to engaging with the wider community where we listen to your views and experiences about Health and Social Care Services in Telford & Wrekin.

## **Buddy System:**

Katie Cook, our Engagement Officer, has recently launched a new Buddy System; the purpose of which is for all volunteers to have a point of contact who they can go to for structured support and guidance.

## **Did you know?**

For the local community's best interest, we gather feedback from anyone who has used a health and social care service in Telford & Wrekin?

All information we collect is anonymised for our reports we do that are passed through Telford and Wrekin Clinical Commissioning Group, CQC, Telford & Wrekin Council and the services themselves.

# Meet Daniel



Daniel Watkins - Volunteer Administrator

Meet Daniel (Dan), our Volunteer Administrator, who has recently celebrated his first anniversary of volunteering with Healthwatch Telford and Wrekin (HWT&W).

Daniel joined HWT&W in 2018 with a self-taught knowledge of IT office and media presentation applications. Since joining the team, he has been encouraged to develop and refine these skills; to help him in achieving his personal and professional lifetime goals.

Paul Shirley (General Manager) says:

“Dan volunteers with Healthwatch Telford and Wrekin and provides office support to our team. While Dan has been with us for 12 months as an office volunteer, he has recently started attending engagement events with the staff team. Dan is also a member of the Young Healthwatch Telford and Wrekin.”

# Enter & View Committee Members



**Janet O'Loughlin**

[Enter & View](#)  
Authorised Member &  
Committee Member



**Paul Shirley**

[Enter & View](#)  
Authorised Member &  
Committee Member



**Fiona Stevenson**

[Enter & View](#)  
Authorised Member &  
Committee Member



**Eddie McKnight**

[Enter & View](#)  
Authorised Member &  
Committee Member



**Frank Pitt**

[Enter & View](#)  
Authorised Member &  
Committee Member

**healthwatch**  
Telford and Wrekin



**If you require any more information,  
then why not get in touch with us?**

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