

Agenda Item: 06.02



Healthwatch Telford and Wrekin Board Meeting

Date:

2nd June 2014

Title:

Manager's Report

Author:

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For Information X

For Decision

Executive Summary:

- Mission Statement
- Quality Accounts
- Issues raised
- Successes
- Engagement plan

Financial Implications:

None specifically

Equality and Diversity:

None specifically

Public Engagement:

None specifically

Legal Impact:

None specifically

Recommendations:

- Healthwatch Telford and Wrekin board are recommended to note the contents of this report

Is there a need to consider inclusion in the Corporate Risk Register?

No

1. Mission statement

The Healthwatch Telford and Wrekin mission statement was agreed at the Board away day on May 6th 2014.

“Making health and social care services in Telford and Wrekin as good as they can be”

We have used this on our priority postcards and received positive feedback from the public.

2. Quality Accounts

Following presentations to the board workshop on 28/04/14, we have submitted responses to the Quality Accounts from SaTH, SSSFT, and WMAS. We are on schedule to provide responses to Shropshire Community Health and Staffordshire and Stoke on Trent Partnership NHS Trust. We

3. Issues Raised

We are still getting feedback from the public around availability of GP appointments, and specifically the ability to book follow up appointments with a specific GP. Other issues highlighted to us include:

- Referrals into CAMHS with specific difficulties in obtaining autism diagnosis
- Gender reassignment surgery and the NHS pathway
- Secondary care referrals - issues around timeliness and choice
- Accessibility of social care
- Concerns about changes to social care packages

4. Successes

We have completed the A&E survey at Princess Royal. We used 9 volunteers and 4 staff to complete 56 hours of surveying and 112 surveys.

5. Engagement Activity

Please see the following table for up to date information on planned engagement events. If there is an area where you are aware of an event and we are not already going, please let Cat know so that we can book in.

Engagement Activity

Thursday 5 th June – 10:00am – 5:00pm	Asda Donnington Wood Superstore, St Georges Road, Telford, TF2 7RX	Stall at Asda – Donnington Wood
Friday 6 th June – 9:30am – 2:00pm	Princess Royal Hospital, Apley Castle, Grainger Drive,	Stall at Princess Royal Hospital Friends Cafe

	TF1 6TF	
Wednesday 11 th June 09:30 – 12:00	Turreff Hall Donnington	Donnington Partnership Older People's Forum. Health and Wellbeing Information
Tuesday 17 th June 10:00am – 2:30pm	Shrewsbury Town Football Club	Annual information day for families with children with disabilities or additional needs in Shropshire and Telford & Wrekin
Friday 4 th July – 9:30am – 2:00pm	Princess Royal Hospital, Apley Castle, Grainger Drive, TF1 6TF	Stall at Princess Royal Hospital Friends Cafe
Saturday 5 th July - 10:30am – 16:30pm	Doseley road playing field	Dawley Day – stall at the event
Sunday 13 th July 08:00 – 16:00	Bowring Park Wellington	Telford Lions Club Lions Day on Wheels
Saturday 26 th July - 10:30 – 16:30	Malinslee Day – location TBC	Malinslee Day – stall at the event
Friday 1 st August- 9:30am – 2:00pm	Princess Royal Hospital, Apley Castle, Grainger Drive, TF1 6TF	Stall at Princess Royal Hospital Friends Cafe
Wednesday 27 th August- 8:30am – 6:30pm	Telford Town Centre (outside of Bodycare)	Stall in Telford Town Centre
Friday 5 th September – 9:30am – 2:00pm	Princess Royal Hospital, Apley Castle, Grainger Drive, TF1 6TF	Stall at Princess Royal Hospital Friends Cafe
Monday 15 th September – 9:30am – 1:30pm	The Place, Oakengates, Telford, TF2 6EP	Stall at the Senior Citizens Forum Meeting
Friday 3 rd October 9:30am – 1:30pm	Princess Royal Hospital, Apley Castle, Grainger Drive, TF1 6TF	Stall at Princess Royal Hospital Friends Cafe
Friday 7 th November- 9:30am – 1:30pm	Princess Royal Hospital, Apley Castle, Grainger Drive, TF1 6TF	Stall at Princess Royal Hospital Friends Cafe
Monday 10 th November – 9:30am – 1:30pm	The Place, Oakengates, Telford, TF2 6EP	Stall at the Senior Citizens Forum Meeting
Thursday 20 th November – 8:30am – 8:30pm	Telford Town Centre (outside of Bodycare)	Stall in Telford Town Centre
Friday 5 th December – 9:30am – 2:00pm	Princess Royal Hospital, Apley Castle, Grainger Drive, TF1 6TF	Stall at Princess Royal Hospital Friends Cafe