



**healthwatch**  
Telford and Wrekin

# Healthwatch Telford & Wrekin

Annual Report  
2017/18

SECURITY



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# Message from our Chair



## Our Chair, David Brown, reflects on the year to date.

Since our last report we have seen the successful transfer of the remaining legacy issues from Parkwood to Healthwatch Telford and Wrekin and significantly, the retendering of the Healthwatch contract. A huge thanks goes to all the team who put in so much effort to secure continuation of the contract with Telford and Wrekin Council to ensure funding for another 2 years with the option to extend for a further 2 years. This will provide the baseline on which we can develop our support to the local community to ensure the availability of effective health and social care services.

The commitment and support from our Volunteers in engagement and Enter & View activities together with the excellent work of our Engagement Managers in coordinating Healthwatch events, keeps us very close to the heartbeat of the local community and is an essential part of our DNA. We are now placing a significant effort into extending this community contact through social media channels such as Facebook, Twitter and an evolving virtual network.

During the period we held three Public Board meetings, one in May 2017 and one in November 2017 at Meeting Point House Telford, with a guest speaker covering aspects of improving cancer services and the third on 25<sup>th</sup> April 2018 in Dawley with presentations on Future Fit and also the 5 year plan for GP services.

In addition to our core Engagement and Enter & View work we ran three significant projects. Living and Ageing Well with Dignity in Telford and Wrekin addressed recommendations from a survey of patients and providers, and review of Enter & View reports, as to how providers and commissioners can ensure local health and social care services prioritise dignity. On the day of an increase in car parking charges we visited Princess Royal Hospital and shared our recommendations with Shrewsbury and Telford NHS Trust. Finally, continuing our YOUTH surveys we also involved nearly 5,000 local students in the future of Personal, Social, Health and Economic education in Telford and Wrekin, which was recognised by local schools, the Council and the Department for Health.

In all of this work I would like to give particular praise to Gill Stewart who as Chair has shepherded the Healthwatch enterprise through a difficult period during 2017/18 and was central to the successful contract retender. Gill has now relinquished the role but has kindly agreed to remain as a member of the Executive Board, where her knowledge, advice and strategic relationships will continue to be greatly valued.

We now look forward to the challenges ahead in extending the Healthwatch brand, delivering a number of key projects and continuing to support our thriving community in conjunction with our partner agencies in Telford and Wrekin.

# Message from our Managing Director

**Our commitment to adding value and ensuring our work with local people and key decision-makers is contributing to improved health and social care services drives what we do at Healthwatch Telford and Wrekin.**

As a small team of part-time staff we try and punch above our weight and stay focussed on ensuring people are empowered to influence the way health and social care is planned and delivered. The part the Healthwatch Board plays in achieving this along with our volunteer team is invaluable. A key priority as we go forward in 2018 and beyond is to recruit and retain a larger group of skilled and competent volunteers who will bring greater expertise into the organisation and allow access to wider forums for engagement.

Our annual report outlines our achievements and provides insight into what we do. Prioritising our work is essential in order that we maximise our efforts and is something we know we need to get better at. The range of change that is affecting local people's health and social care provision is so significant that it has been difficult to not respond to emerging issues and requests from local stakeholders for involvement and input.

One of the areas I am particularly clear on is the need to develop good relationships with our stakeholders. Through this approach we have been able to influence our strategic decision makers in identifying potential improvements to services. We will be looking to improve and increase the evidence we collect through our engagement and research programmes in order that through our insight and local feedback, we are able to affect greater change.

We hope you enjoy reading this annual report, should you wish to provide any insight into local health and social care services and "how was it for you" we would be more than happy to receive your feedback or if you would like to volunteer for us, please do get in touch.

**Shobha Asar-Paul, Managing Director**

# Highlights from our year



**148,045**

reach and impressions through digital media



We've helped **1,230** people with information and advice about local health and social care!



Our volunteers and staff attended 45 events

**10**

new volunteers joined us



**22**



reports were published

**236**

new people joined us on social media



We've received

**393**

pieces of feedback about local health and social care services

**Have your say**

Our reports have tackled areas ranging from **Healthy Relationships to Care Homes**



We've represented local people at

**139**

health and social care meetings



# Who we are

Business Support and  
Communications Officer

**Vacant**

## Shobha Asar-Paul

Managing Director



## Lakhvir Hunjan

Engagement Manager



## Paul Shirley

Engagement Manager



## Dr Aislinn Bergin

Research and  
Information Manager

## Healthwatch Telford & Wrekin are your local independent champion for users of health and social care services.

You need services that work for you, your friends and family. That's why we want you to share your experiences of using health and care with us - both good and bad. We use your voice to encourage those who run services to act on what matters to you.

As well as championing your views locally, we also share your views with Healthwatch England who make sure that the government put people at the heart of care nationally.

## Health and care that works for you

We aim to empower people to access and influence health and social care services in Telford & Wrekin to ensure they provide support that works - helping them to stay well, get the best out of services and manage any conditions they face.

## Our approach

- Make a difference and add value by being independent and utilising our local knowledge
- Be accountable to local people and work collaboratively with partners
- Focus on impacts and outcomes in all that we do



# Your views on health and care



## Listening to people's views

Over the past 12 months Healthwatch Telford and Wrekin have engaged with many different local groups. Local patient groups and patient participation groups have helped us to highlight the work we do.

Paul's work with young people continues and we were invited to talk to several local youth groups including Telford Young Carers and Telford Youth Forum where we discussed their use of local health and social care services, particularly the changes brought about by a new 0-25 Emotional Health and Wellbeing Service.

Lucky has recently begun engaging with local black and minority ethnic groups and has been instrumental in setting up a wellbeing stakeholder group as part of her work with Telford Mental Health Forum.

Our engagement with changes to local maternity services continues with participation in discussions both locally and online.

## Making sure services work for you

Feedback from people's experiences of local services helps us to make recommendations to support them in working better.

## Impact Case Study: GP Roadshows

Claire was prescribed new medication by her doctor who asked that she return for an appointment in a months time.

*"But I couldn't get an appointment, it meant I had to do a repeat prescription three times. I called up on a Friday and I was told to call back on Monday when the appointments were given. This was new to me. I tried for hours and hours but I couldn't get through. So it's a first come, first served pot luck?"*

Claire's experience demonstrates how confusing it can be for patients accessing appointments at their local GP practice. We wanted to better understand what information local people had and what they needed.

During 2017/18 we began receiving significant numbers of feedback about local GP services and realised that we didn't have feedback for all local practices. To remedy this the team, along with volunteers, began a series of GP roadshows with the aim of visiting every practice in Telford and Wrekin to understand how GP services were being delivered, and how they were working for those using them. We plan to bring this feedback together in a report that identifies people's experiences of Telford and Wrekin GP practices and services.



**We listen to local people about their experiences in health and social care services and try to ensure that their feedback and views help to shape the services they use.**



## Enter and View

From April 2017 to May 2018 we conducted 7 Enter and View visits.

- return visit to gather people's views on staffing levels, and if dignity and care has been maintained
- to carry out our Dementia survey and gather the views of people with Learning Disability and their family
- to see what people's views about the service in relation to dignity and respect in care and if the service is meeting the needs of those living with dementia

"I wanted to share how positive your presence on the ward and the feedback you gave... During the visit we had a chance to be open with you about the journey we had been on, how this had been for the staff and patients and our families... From a patient and family point of view, your insight and feedback helped us understand how we could make things even better. But also encouraged us to work with other areas of the hospital more and understand the services they provide. An example would be, where a parents of a complex child felt they didn't want to leave the ward for too long and asked why we didn't offer parents food. Whilst we knew this was not possible within the Trist we did not know the true rationale, we hadn't communicated this to families and we hadn't thought about alternative options. Your feedback helped us, and we are now improving our parents information books, and exploring voucher options that can be used at our local café rather than the canteen, for long term patients."

Lisa Wilks, Ward Sister at Pediatrics, Shrewsbury and Telford Hospital NHS Trust

- to check if any progress on previous visit findings/recommendations
- a number of comments and feedback from people using the service and carers/family
- service has been rated by CQC as Outstanding and we would like to gather people's views and experiences to share good practice

## Impact Case Study:

### Response from Lakeview Care Home

- ✓ Review the complaints procedure and the mechanisms for providing information to relatives and residents about this and ensure this is communicated as needed. **Complaints are discussed at all meetings with residents and families as per company policy**
- ✓ Explore making regular use of the new Library Services for the residents, and particularly the various offerings for people living with dementia. **We already have the library attend on a monthly basis to change our books and provide hearing books and large print for specific residents, this was discussed the day you visited**
- ✓ Continue to encourage relatives to attend and contribute at Residents and Relatives meetings. **We always encourage families to visit**
- ✓ Continue fund raising to support the provision of additional tablets/iPads to further enrich resident activities and expand their contact with family members. **We fund raise constantly**
- ✓ Consider re-starting a Dementia Café in the Home, inviting the local community into the home for these occasions (*plenty of information is available about this on the internet*). An invitation to attend and support the launch would be welcomed. **This is something we will look at later in the year to see if it takes off**
- ✓ Periodically review the services provided to ensure the needs of residents are being met as needed. **Company review the building with surveys results are posted around the building , we hold weekly residents meeting ran by the residents for any improvements**

# Helping you find the answers





## How we have helped the community get the information they need

Healthwatch Telford and Wrekin are dedicated to ensuring that local people are informed about health and social care services locally. We do this through newsletters, blogs and media.

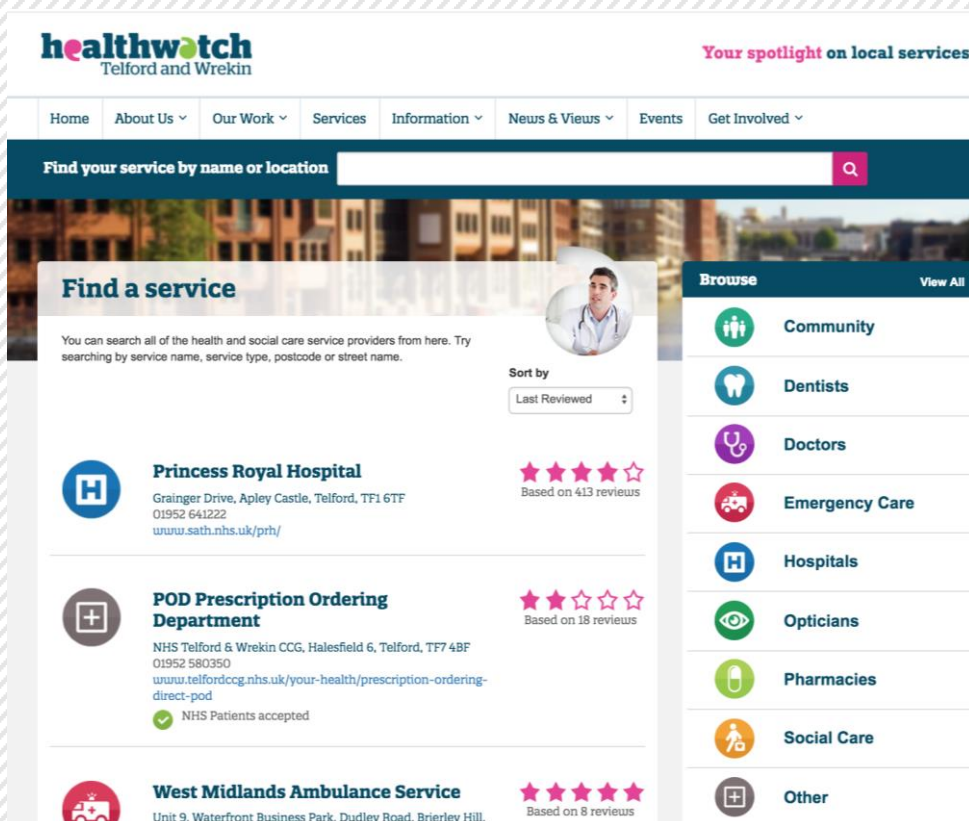
This year we signposted **31** people who called us or dropped into the office. However, far more were supported through contact with volunteers at events and via our informative blogs.

We helped over **1,000** people with information and advice about their local health and social care needs. Social media enabled us to notify our **1,993** followers and reach nearly **150,000** people, keeping them updated about local changes.

## Blogging

We have supported local people in finding what they need through regular blogs and updates. Some of our most popular are:

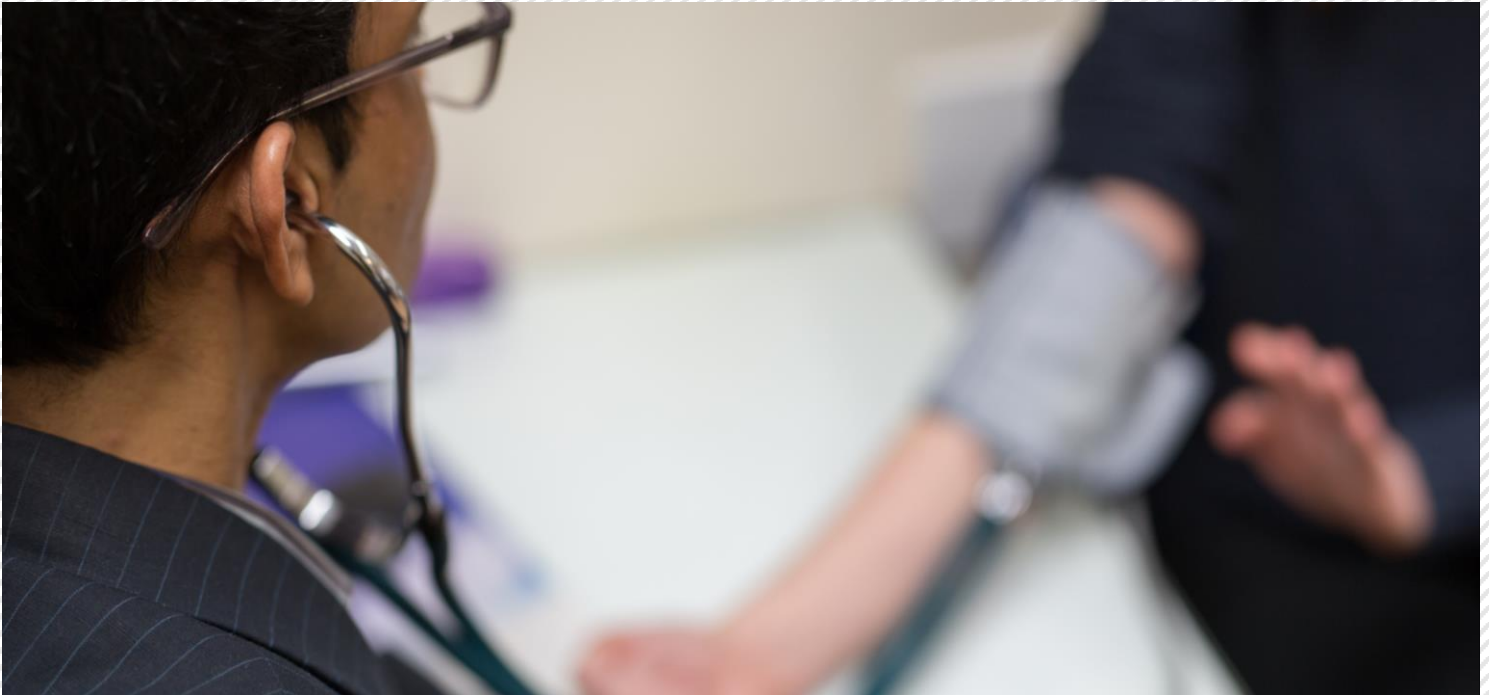
- **Volunteer Blog:** “An ideal care assessment for domiciliary care”
- **Director Blog:** Partners in Care Conference
- **Volunteer Blog:** “passionate about people with Dementia having the best care possible”
- **Director Blog:** Cancer Services and Support Engagement Event
- **Director Blog:** The Shrewsbury and Telford Hospital Trust’s People’s Academy
- **Information:** I don’t think I can make my appointment...
- **Volunteer Blog:** Visit to New Emotional Wellbeing Drop-In



Our Feedback Centre offers local people a way to find out what others are saying about local health and social care services. You can also share your own experiences this way.

Visit our Feedback Centre at [healthwatchtelfordandwrekin.co.uk/services](https://healthwatchtelfordandwrekin.co.uk/services)





## Building a community of volunteers

Our volunteers are the driving force in everything that we do. Many have been with us for years and we were also delighted to welcome some newcomers over the past few months. Each of the volunteers has DBS clearance and is trained in a number of key areas including in Safeguarding and the Mental Capacity Act. They are also provided with information about how to help and support members of their community who use health and social care services. When at events they will often have conversations with local people who have questions about their care. With the support of Healthwatch Telford and Wrekin they are able to signpost and give advice that can help people get the best out of their health and social care experiences.

## Impact Case Study: Signposting

Frank is one of our volunteers and plays an important role in helping people to get the best care possible. He tells us about the advice he was able to give to a local person he met on one of our events.

“At a GP roadshow event a gentleman I was talking to was explaining he was struggling to understand and control his diabetes. It was obvious from the conversation that he was lacking knowledge and confidence in getting to grips with the situation. I was able to tell him about two courses that are run by Shropshire Community Health and provided contact details for the First Steps course and to the X-pert Course.”



**We listen to local people about their experiences in health and social care services and try to ensure that their feedback and views help to shape the services they use.**

# Making a difference together



## How your experiences are helping to influence change

We regularly meet with the Care Quality Commission, who are the independent healthcare regulator, to exchange information about the local services in Telford and Wrekin based on the feedback that people provide us. Our meetings enable the exchange of such information and this originates from people using them. We can raise concerns with the Care Quality Commission but also what works well.

The joint Shropshire and Telford and Wrekin Information Sharing meetings involve members of both local authorities, Care Quality Commission representatives, Healthwatch Shropshire and safeguarding representatives. Again this involves exchanging information on care providers and their quality outcomes.

## Impact Case Study: Our 2016/17 CAMHS YOUTH Survey

Our 2016/17 CAMHS YOUTH report influenced the new procurement of a 0-25 emotional health and wellbeing service. Andy Burford, Chair of the Health Overview and Scrutiny Committee had this to say:

“Healthwatch made a particularly important contribution to the redesign and recommissioning of the new 0-25 Emotional Health and Wellbeing Service across Shropshire/Telford & Wrekin when in 2016 it produced a CAMHS Youth Survey with the co-operation of the majority of secondary schools across Telford and Wrekin and with the help of Public Health. This provided invaluable information about the nature of the concerns and stresses experienced by young people and gave them a sense of being involved in bringing about the necessary changes to existing services. I am also aware of how services such as Young Carers have benefited from the messages and data within the report”

The results of our survey helped children and young people to have an impact by identifying gaps in local provision of the Children and Adolescent Mental Health Service.





## Working with other organisations

Telford and Wrekin Clinical Commissioning Group asked us to share the feedback we had about local GP services as part of their practice visits redesign. When visiting the practices they “shared the information directly with the practice, more especially the complimentary and positive comments”.

We have also worked with Telford and Wrekin Council Public Health Department on a project exploring healthy lifestyles in children and young people. This meant working with local schools and youth organisations in focus groups to explore how services could be best placed to serve children and young people.

## Impact Case Study: Car Parking Charges Survey at Princess Royal Hospital

A survey conducted at Princess Royal Hospital on the day of a rise in car parking charges and a subsequent report was shared with Shrewsbury and Telford Hospital NHS Trust who responded to our recommendations and confirmed its ongoing actions in ensuring patients and visitors receive a positive experience of using the car park at PRH.

## Julia Clarke, Director of Corporate Governance at Shrewsbury and Telford Hospital Trust

A sample of responses to Healthwatch Telford & Wrekin’s recommendations:

- Increase ratio of public:staff spaces - ONGOING. we are of course working very hard towards reducing staff demand so we can increase public capacity - we have introduced LiftShare with over 300 staff members, we have improved cycle facilities on both sites, we are relocating pool cars off site in February 2018 creating 120 more spaces across the two sites, we have agreed concession tickets with Arriva for staff and we will be implementing a one mile exclusion zone whereby staff who work daylight hours without any carer responsibilities or disability will not be entitled to staff parking. Perhaps you would like to suggest anything else that we haven’t already thought of
- More pay machines and better signage would be welcomed - ONGOING we will discuss this with CP Plus although any request for more equipment will be recharged to the Trust and funds diverted from the front line. We have had no complaints that patients don’t know how or what to pay so this seems redundant.
- Perception/intimation that increases are profiteering by private company (CP Plus) at the expense of “the sick”. We were contractually obliged to increase prices which haven’t increased for five years - we have been absorbing increasing operational costs during this period. This is addressed in Q4. Last year the Trust received over £1m from car parking income and CP Plus made a ‘profit’ of £42k after management costs etc
- Update information on the public website. IN PLACE (Have corrected the specific example cited)

## How we've worked with our community

The local community has been engaged with via attendance at meetings and events as well as through our newsletters and social media.

Local consultations have been added on our website and shared with our mailing list alongside a summary and encouragement to have their voice heard. These included:

- Pharmacy Needs Assessment
- Gluten Free Prescribing
- GP Extended Hours

The young people who join us for work experience have helped us to blog, present feedback to important stakeholders, organise mailing lists, design and implement new website features and engage local people at a series of events. We look forward to working together with local schools and colleges to ensure that young people feel supported in applying their learning in the real world.

Many of the young people who have chosen us for their work experience have decided to join us as volunteers! They help us in all areas of work including IT, admin, research and engagement.

## How our community works with us

Volunteers have joined us at meetings to share their thoughts on issues in health and social care and we have ensured that people's views are communicated to providers, commissioners and other stakeholders.

Janet O'Loughlin, one of our award winning volunteers, is a member of the Health Economy Dementia Steering Group where she has helped make a significant impact (see #ItStartsWithYou)

## Impact Case Study: Work Experience and Volunteering

Over the past year we have worked closely with local schools and colleges to help support young people in gaining the skills they need to succeed.

Jessica shares her experiences of volunteering as a young person for Healthwatch Telford and Wrekin.

"Working with Healthwatch Telford and Wrekin has been a great experience. I have always struggled a bit with talking to people but with all the engagement events I participated in, I had the opportunity to overcome this struggle of mine. I got to know people's different experiences with the various healthcare providers. I learned the mechanism behind each review that is placed on the Healthwatch website and how to monitor them by using a quite sophisticated program. Through the anecdotes of the patients that I approached I was able to have a more thorough understanding of the concerns of the local community in regards to health. Moreover I had the great privilege to be part of the team that presented Healthwatch's report on "Healthy relationships" which was a great success, as we had more than four thousand young people respond which allowed us to have more representative data.

I am thankful of the opportunity that I had to be part of Healthwatch, it didn't just provide me with great work experience but it also helped me to build my confidence and communication skills."

it starts with  
**YOU**





Janet is one of our volunteers who has helped to make a difference in the way that dementia services are provided in Telford and Wrekin. Here she tells us how she has brought about these changes and what they mean for people.



### #ItStartsWithYou

Attending the Health Economy Steering Group meetings has been informative in understanding how Dementia Services are commissioned in Telford and Wrekin and Shropshire. The meetings are held bi-monthly and are attended by Commissioners, Alheimers Society, Admiral Nurse, Dementia Companions, Clinical Lead Nurse for Dementia in Shrewsbury and Telford Hospital (SATH) and Carers for people living with dementia and people living with dementia; to name just a few.

Representing Healthwatch Telford and Wrekin at these meetings has given Healthwatch information on what is available now and what changes can be made to make it the best it can be for people living with dementia.

At one of these meetings the Commissioner for Telford and Wrekin commented that although medical practices sent patients to be assessed to the Memory Service the figure for people being diagnosed was relatively low and they were puzzled by this low percentage rate in comparison to the number of patients being assessed. I spoke to the Commissioner after the meeting, as I had formed a theory based on my personal experiences.

Two people had been assessed by Health Care professionals, told they had dementia and given leaflets on dementia and the support services available. Subsequently a doctor from the Memory Service looked at the assessment on the two patients and diagnosed them as having mild cognitive impairment. One of the patients consented to be assessed again, this time by a Memory Service doctor, the diagnosis was that they had two types of dementia. This information was forwarded to the Commissioner and as a direct result the process of assessing patients has been changed.

This has provided major benefits for the person who was reassessed, who has received excellent and much needed support from their Dementia Companion. This has been extended into future planning towards their 'Living Well with Dementia' support programme. The person receiving this help is also a Healthwatch volunteer who receives assistance from Healthwatch Telford and Wrekin in order to continue with this role.

As a consequence of this, I firmly believe that Healthwatch Telford and Wrekin has had a major impact in ensuring a significant improvement in 'first time right' diagnosis rates for people assessed for dementia in Telford and Wrekin.



”My confidence is growing by volunteering... I never know who I can help or may help in the future by volunteering with Healthwatch Telford and Wrekin”

Fiona explains why volunteering is so important for her.

### #ItStartsWithYou

I volunteer for Healthwatch Telford and Wrekin because I enjoy meeting people and letting them know about Healthwatch Telford and Wrekin and the various ways it can help patients and their families. I am keen to improve patient care and services for all.

I like going to GP surgeries and doing surveys on the service patients receive. I also have learnt new skills like inputting data from patient feedback and looking forward to finding out how this data can be used now or in the future.

I have also gained Level 2 qualifications including Equality and Diversity, Dignity and Safeguarding and Business Administration. These are free courses offered through distance learning.

My confidence is growing by volunteering and I love going to events and meeting others. I never know who I can help or may help in the future by volunteering with Healthwatch Telford and Wrekin.

By volunteering with Healthwatch Telford and Wrekin I know that there are numerous projects I can get involved in for example how to improve hospital discharge policies, improving facilities as well as giving feedback as an “expert patient”.

“I am keen to improve patient care and services for all”



# Our plans for next year





**What next?**

We have developed the In it to Improve it model which will ensure all our work is based on the following outcomes

**Involve**

We will continue to ensure that local people are involved in the procurement and design of local health and social care services. We will provide pathways for local people to become involved informally and formally in the delivery of local Healthwatch activities.

**Influence**

We will continue to ensure that local people are able to influence local health and social care services. We will ensure that feedback and views inform research and insight through representation and reporting to the Health and Wellbeing Board, HOSC, CQC, commissioners and providers.

**Inform**

We will continue to ensure that local people are kept informed of changes in health and social care. This will mean developing an effective communications and marketing plan.

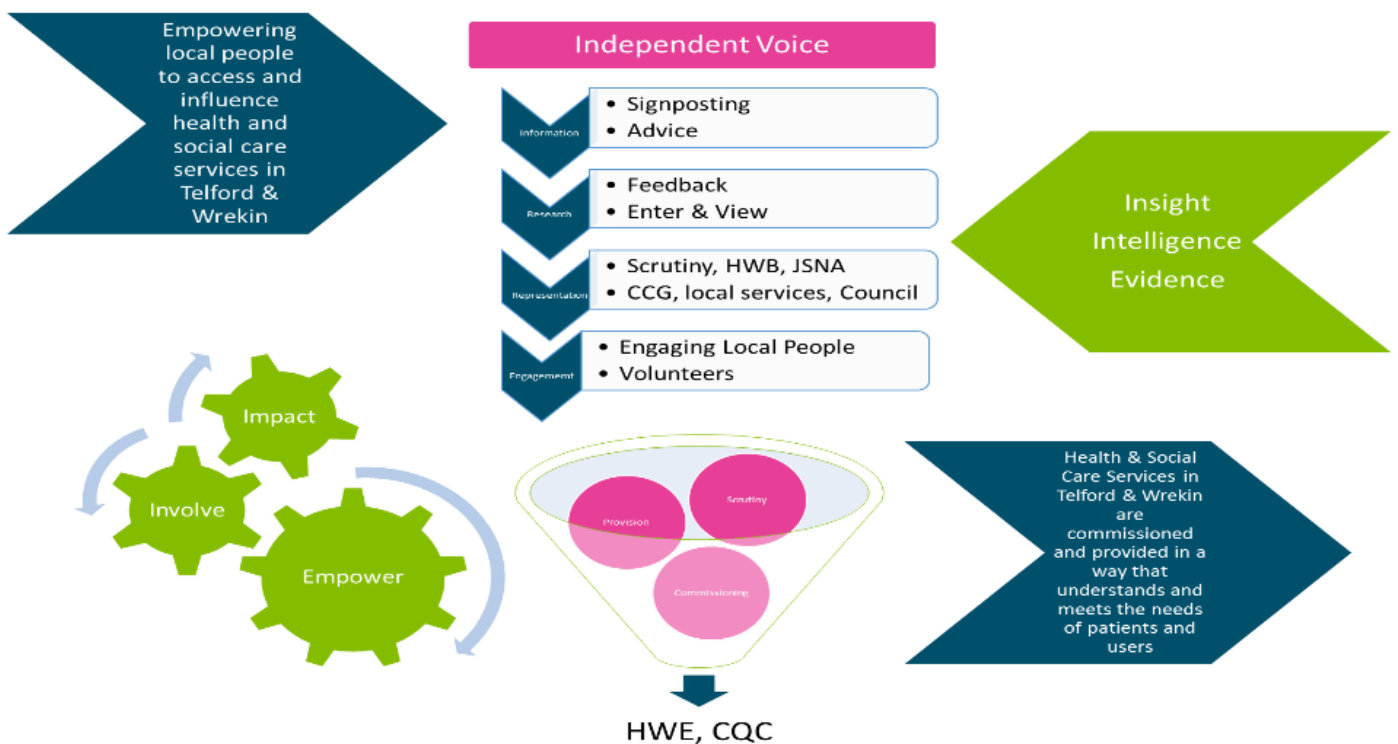
**Improve**

We will ensure that local people have an important role in improving local health and social care services by collecting and analysing your experiences and feedback.

**Our top priorities for next year**

1. Mental Health
2. Accessibility to Preventative Services
3. Children and Young People
4. Lesser Heard Groups

This is our operational model, showing how we work to make your voice heard



# Our people





## Decision making

The responsibility for strategic decision making in HWTW lies with the board of directors, who each have responsibility and oversight over different areas of the organisation:

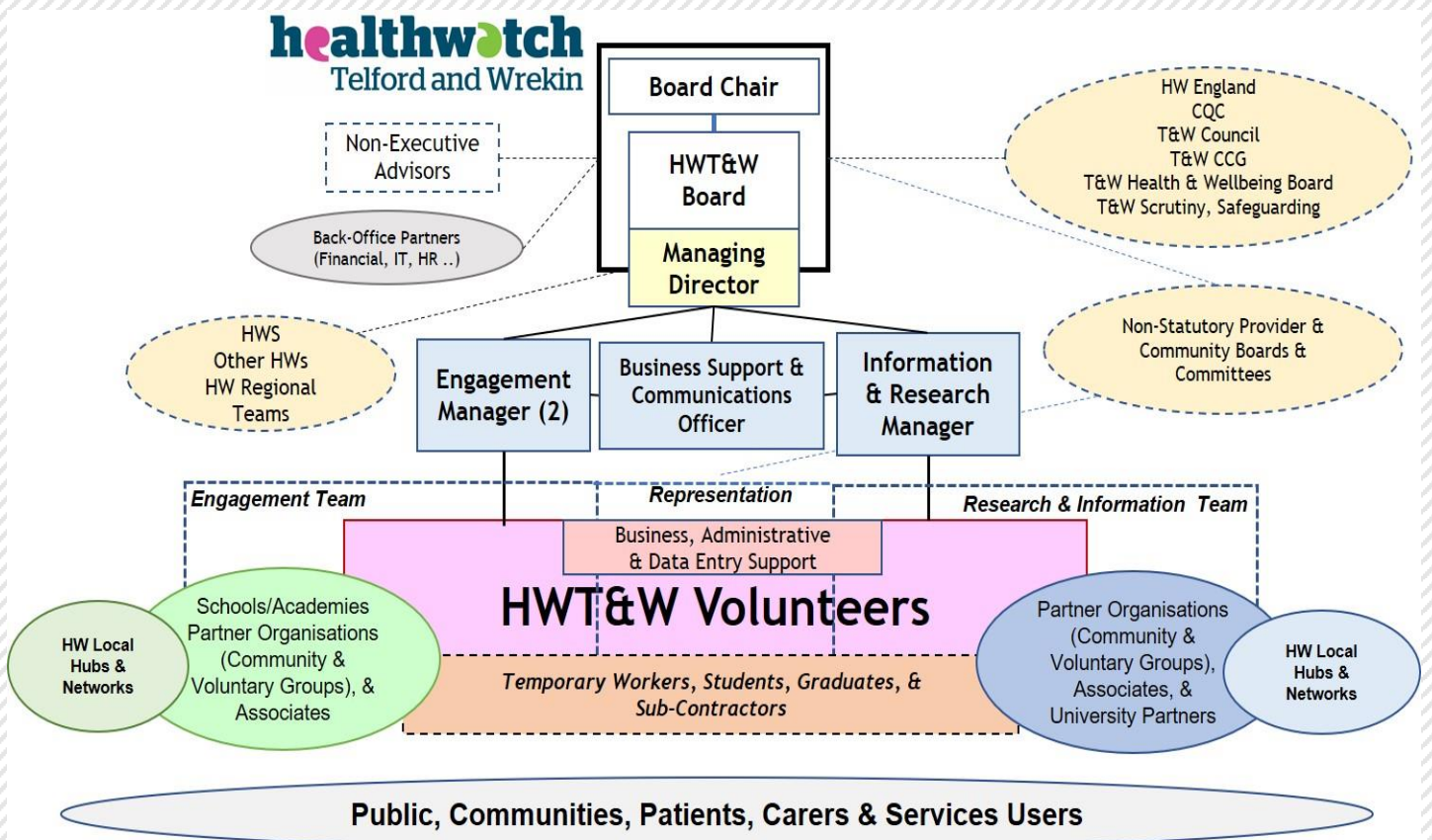
- Finance, Chair - David Brown
- Enter & View, GDPR - Carolyn Henniker
- Mental Health, SaTH, Deputy Chair - David Bell
- Young People, Safeguarding, Health & Wellbeing Board - Barry Parnaby
- Primary Care, CCG - Gill Stewart

We hold four public meetings each year at various locations throughout the community with the intention of highlighting local health and social care issues with key-note speakers as well as explaining what we do and how we help the community to gain access to efficient healthcare. Executive board meetings are held on a more regular basis, with key decisions being taken to public board meetings for ratification.

## How we involve the public and volunteers

Our public meetings are an opportunity for local people to share and be made aware of our ongoing workstreams. We hold a number of volunteer and Enter & View workshops through the year, and volunteers are actively encouraged to come along and give feedback about the operation of Healthwatch. Ideas for future activity are often sparked at these meetings, and come from the large number of activities our volunteers are involved with in the health and care system locally. All of our governance documents are available on our website, and are subject to scrutiny by our commissioners.

Below you can find the organisational structure of Healthwatch Telford and Wrekin.





# Our finances



Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	100,000
Additional income	2,057
Balance brought forward	15,948
<b>Total Income</b>	<b>118,005</b>
Expenditure	£
Operational costs	32,700
Staffing costs	62,740
Office costs	17,152
<b>Total expenditure</b>	<b>112,593</b>
Balance brought forward	5,413





## Get in Touch

Healthwatch Telford  
& Wrekin  
Meeting Point House  
Southwater  
Telford  
TF4 3HS

[www.healthwatchtelfordandwrekin.co.uk](http://www.healthwatchtelfordandwrekin.co.uk)  
t: 01952 739540  
e: [info@healthwatchtelfordandwrekin.co.uk](mailto:info@healthwatchtelfordandwrekin.co.uk)  
tw: @Healthwatch\_TW  
fb: [facebook.com/HealthwatchTW](https://facebook.com/HealthwatchTW)

Our annual report will be publicly available on our website by 30 June 2018. We will also be sharing it with Healthwatch England, CQC, NHS England, Telford and Wrekin Clinical Commissioning Group, Overview and Scrutiny Committee/s, and our local authority. We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement. If you require this report in an alternative format please contact us at the address above.

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