

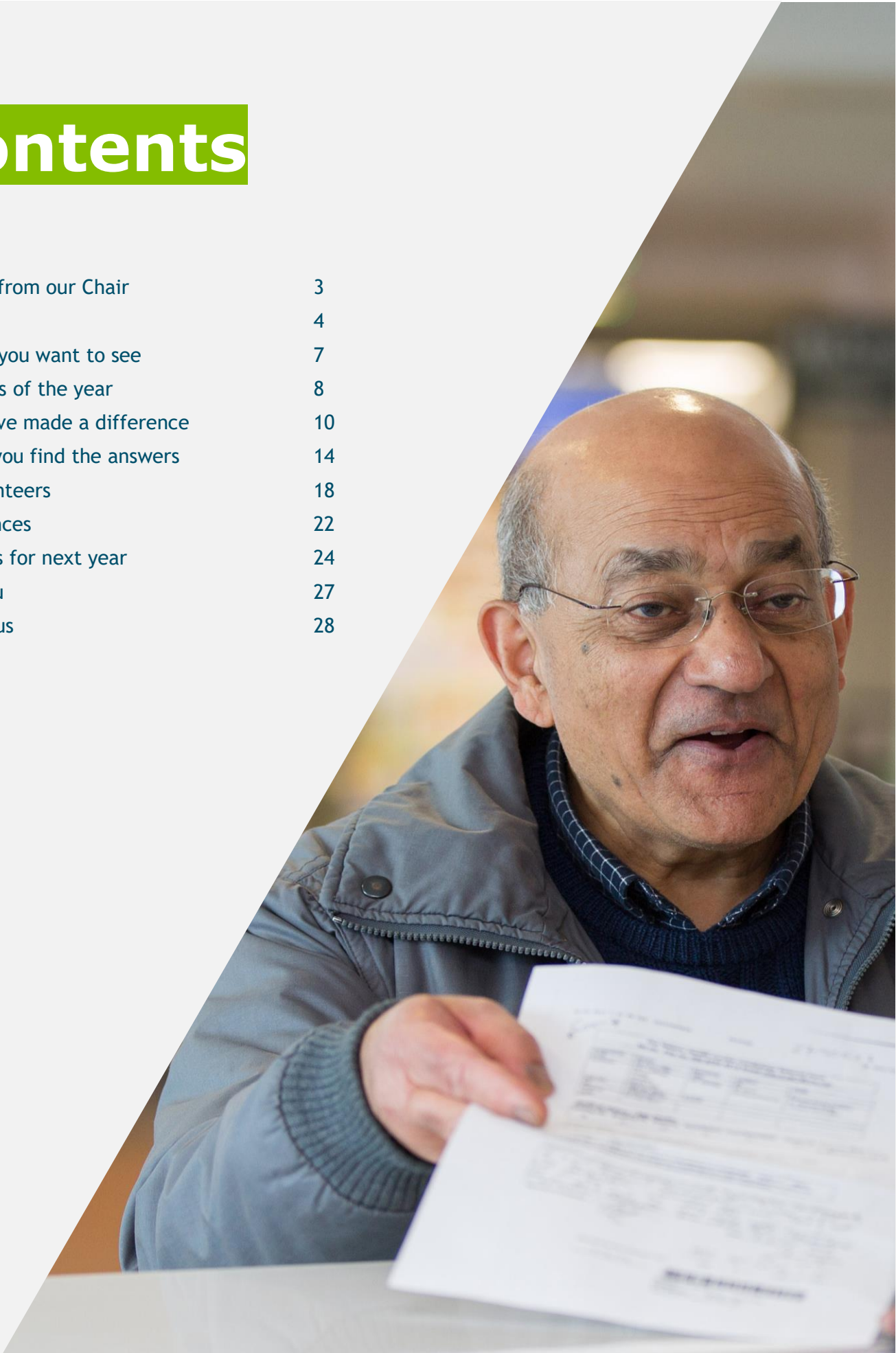
# **Healthwatch Telford and Wrekin**

Annual Report 2018-19



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# Message from our Chair

## A few words from our Chair, David Brown

This is the second full year of operations under our current contract with Telford and Wrekin Council and it has seen us working ever closer with our local community, particularly at a very busy time where Shropshire's Future Fit project reached an important milestone, following the completion of a significant Public Consultation. How this will develop over the coming years remains to be seen but you can rest assured that we will continue to represent your views in the wider context of Health and Social Care in our County. The continuing commitment and support from our volunteers in all of our engagement activities including a comprehensive Enter & View programme is vital to our success in remaining close to the issues facing our local community, so that feedback can be properly highlighted on our website as well as during our key strategic meetings within the Health and Social Care system.

Over the past year we held two further Public Meetings with a number of guest speakers covering key issues including Primary Care, Travel & Transportation and the development of Strategic Sustainability Partnership and we shall continue to offer these sessions at new local venues throughout the Telford and Wrekin footprint. Our most recent Public Meeting was held on 25<sup>th</sup> June 2019 at the Park Lane Centre, Woodside where we explored care in a community setting. Our efforts to keep close to strategic issues impacting Telford & Wrekin patients sees us interfacing with the Clinical Commissioning Group and of especial note were the series of joint Enter & View inspections at Princess

Royal Hospital (PRH). We continue to maintain a presence at the Shrewsbury & Telford Hospital Trust (SaTH) and have also carried out our own Enter & View visit to the Acute Medical Unit and Ambulatory Care at PRH in late February.

During the year we also joined two Rapid Improvement Workshop weeks for the Hospital Trust, one focusing on Maternity Serious Incidents and the other on the Five steps to Safer Surgery in the PRH Theatres and the output from this work is already being integrated into the SaTH procedures. Towards the end of 2018 we had an opportunity to realign our organisation to provide a far better more agile service, giving Healthwatch Telford & Wrekin a full 5 day-a-week operation which in turn allowed the Board to appoint a full-time General Manager/Chief Officer. We were all pleased when Paul Shirley, stepped up from Engagement Manager to take on this role, and Paul is now rapidly developing his new team.

I would also like to pay tribute to the continuing support received from the volunteer members of the Healthwatch Board who freely give many hours of their time and valuable experience, to assist and guide the team in all their endeavours. We again look forward to the challenges ahead, ensuring that the Healthwatch brand continues to work effectively alongside our partner agencies in the Telford & Wrekin community.



**David Brown**

Chair, at Healthwatch Telford and Wrekin.

# About Us

**What drives us here, at Healthwatch Telford and Wrekin, is our work with local people and stakeholders to help improve health and social care services in Telford and Wrekin?**

We are a small team consisting of one full-time, and two part-time staff who joined early in 2019. Our aim is to ensure people are empowered to influence the way health and social care is planned and delivered in the area. We are always looking to recruit and working to retain our team of volunteers who bring skills and greater expertise into the organisation. The part that Healthwatch volunteers and staff play in achieving this is invaluable and allows us wider engagement with people who access health and social care services.



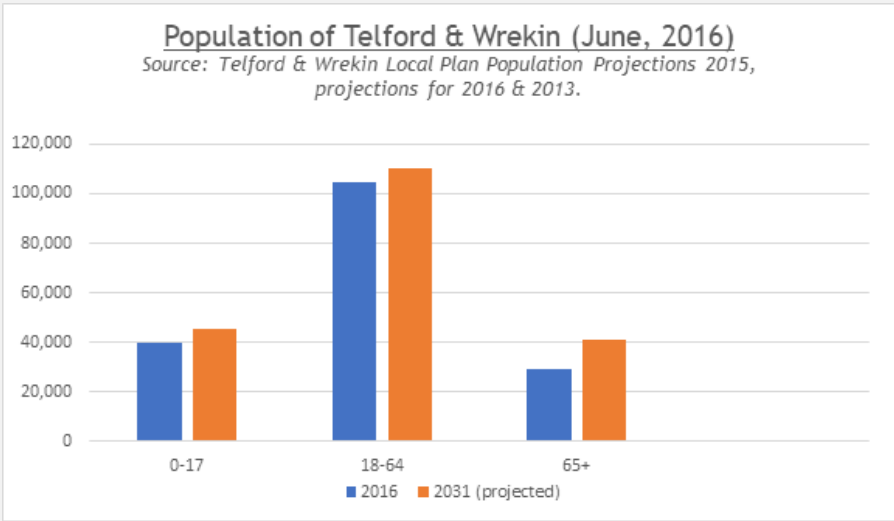
Our annual report outlines our achievements and provides insight into what we do, and what we have done over the last year. As we are a small team, we need to prioritise our work in order to ensure we maximise the results of our efforts. Whilst the organisation has not been able to respond to every request from local stakeholders for involvement and input, we have tried to be active in focussing on key concerns. We have seen many proposals to significantly change the way health care is delivered in Telford and Wrekin, which have affected local people and we need to make sure people's voices are heard.

We will continue to explore ways of interacting with the wider community, thereby improving our evidence-based research and data collection.

As a new team, we are building on, and developing strong working relationships with our stakeholders. Through this, we have been able to influence our strategic decision makers by identifying potential improvements to services.

We hope you enjoy reading this annual report and trust it will give you more of an understanding of what we have achieved so far. Should you wish to provide us with any insight on how local health and social care services are performing, we would be grateful to receive your feedback. You may also like to be involved as a volunteer or to keep in touch with us in some other way. If so, then please do not hesitate to contact us.

We represent the residents of Telford & Wrekin to ensure their voices are heard when it comes to health and social care services. Telford and Wrekin has a growing population and according to the Telford and Wrekin Key Fact sheet (2016) the current total of people who live within the borough is 173,600. Telford’s population is younger than the national average, whilst the number of people aged 65+ is increasing significantly.



Telford has a diverse population, the top 5 ethnic minority groups are; White English/Welsh/Scottish/Northern Irish/British (95.4%), Other White (2.0%), Irish (0.5%), Asian/Asian British: Chinese (0.3%), Asian/Asian British: Other Asian (0.3%) (Ethnicity Profile 2011 Census: Ethnic group, local authorities in England).

We are served by 1 acute hospital (the Princess Royal Hospital, PRH), which offers a range of services; medical care, children and young people services, critical care, end of life care, maternity and gynaecology, outpatients and diagnostic imaging, surgery, urgent and emergency services, maternity. SaTH (Shrewsbury and Telford Hospital) is currently undergoing a reconstruction and is transforming its services. This means the Princess Royal Hospital (PRH) will become a dedicated planned care site and the Royal Shrewsbury Hospital (RSH) will become a specialist emergency care site. Additionally, Accident & Emergency departments have been changed to ‘Urgent Care Centres’ where patients will still receive 24-hour care and treatment as they do now.



## Our vision is simple

Health and care that works for you. People want health and social care support that works - helping them to stay well, get the best out of services and manage any conditions they face.



## Our Purpose

To find out what matters to you and to help make sure your views shape the support you need.



## Our approach

People's views come first - especially those that find it hardest to be heard. We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



## People are at the heart of everything we do

We play an important role bringing communities and services together. Everything we do is shaped by what people tell us. Our staff and volunteers identify what matters most to people by:

- + Visiting services to see how they work
- + Running surveys and focus groups
- + Going out into the community and working with other organisations

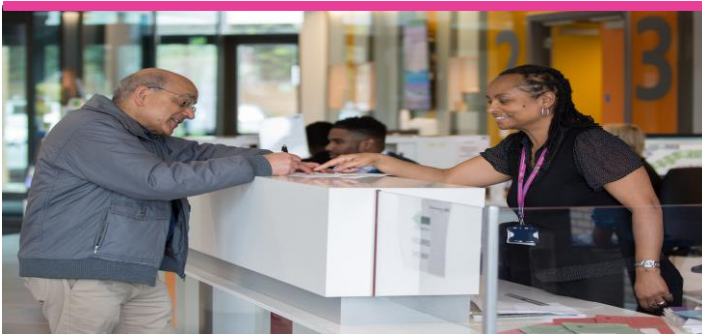
Our dual focus is to share good practice and raise people's concerns with health and care decision-makers so that they can improve support across the county. The evidence we gather also helps us recommend how policy and practice can change for the better.





## Changes you want to see

Last year we heard from **2621** people who told us about their experience of a number of different areas of health and social care. Here are some examples of the changes that you want to see.



- + Better access and availability with out of hours services/emergency appointments.



- + Ensure mental health services are fit for purpose.



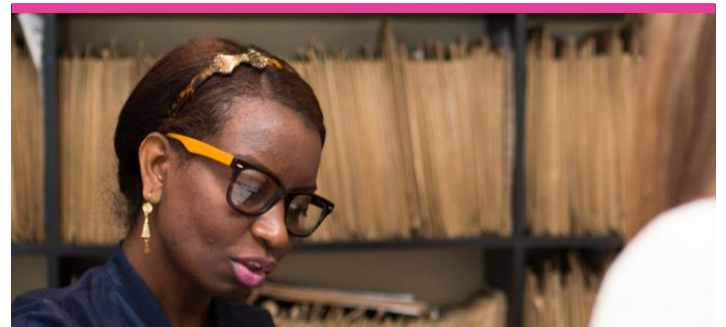
- + Patients would like flexible opportunities to see a doctor or nurse.



- + Healthcare professionals should have a positive attitude and be empathetic.



- + Staff should take the time to speak to people about what to expect next.



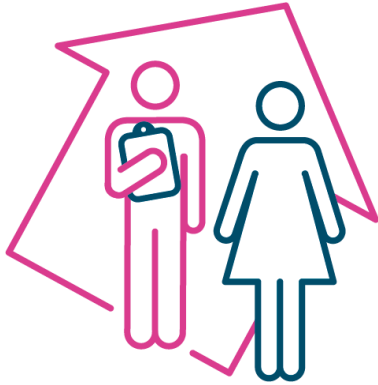
- + Services should provide information so that people can make informed decisions about their care.



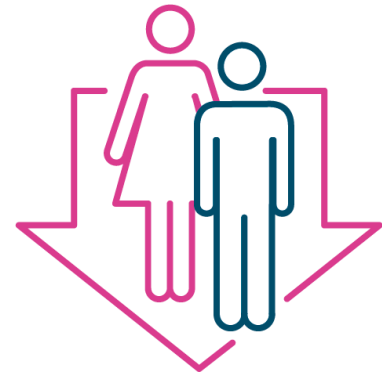
# Highlights from our year



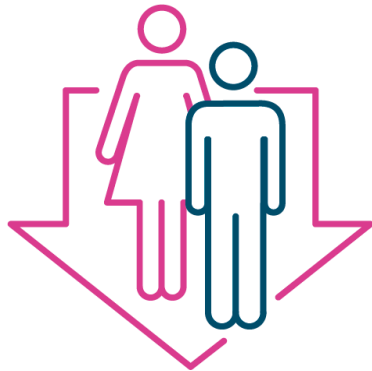
Find out about our resources and the way we have engaged and supported more people in 2018-19. **Our resources:**



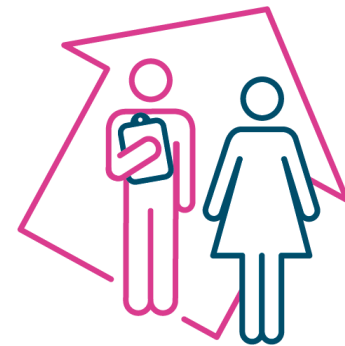
**576** people shared their health and social care story with us, **47%** more than last year.



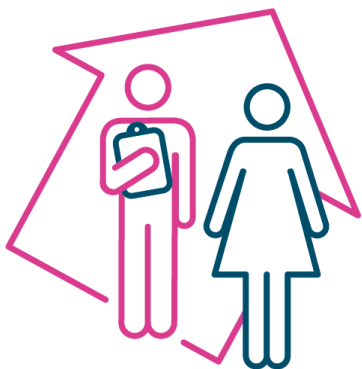
We have **23** volunteers helping to carry out our work. In total they gave up **1746** number of hours, the equivalent to **232** days.



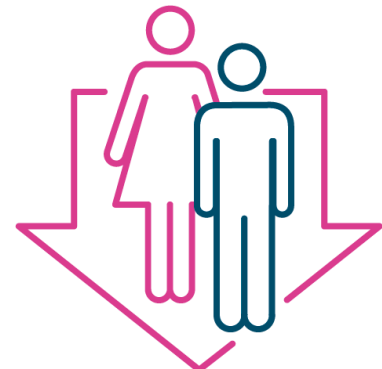
**2045** people accessed Healthwatch advice and information online or contacted us with questions about local support, **66%** more than last year.



We have attended **94** community events, visiting over **40** services to understand people's experience of care. From these visits, we made **152** recommendations for improvement.



**23** improvements we suggested were adopted by services to make health and care better in our community.



**114,174** people engaged with us through our website and social media.



**How we've made  
a difference**

## Changes made to your community

Find out how sharing your views with Healthwatch Telford & Wrekin has led to positive changes to health and social care services in your area. We show that when people speak up about what's important to them, and services listen, care is improved for all.

Take a look at some examples of HWT&W demonstrating how they have made a difference in your community.

### GP ROADSHOW: Survey on the level of services provided by General Practitioner Practices:

Healthwatch Telford and Wrekin decided, as a major focused activity in 2018, to carry out a "General Practice Roadshow" format review of General Practitioner Practices. The longitudinal study, which was patient centred, covered 14 Telford and Wrekin Practices and involved visits to 23 locations.

This survey represented a considerable challenge for Healthwatch Telford and Wrekin due to their limited resources.

Our small but dedicated band of volunteers, with the full support of staff and Board members, contributed hugely to this project, undertaking comprehensive visits of on average 1.5 hours duration, at the 23 sites spread across the Telford and Wrekin borough.

The areas explored and the themes identified were classified as; Appointments, Waiting Times, Staff Attitude, Accessibility, Prescriptions, Suggestions, Information and Environment. All the information gathered was anonymised and copies of the material used were placed in the appendices.

The findings of the study informed this report and provided not only detailed commentary on the information collected, but also a comparison of the pre-visit Healthwatch grading against the current grading as at January 2019. All General Practices involved received their own individual copy of the report reflecting their own Practice's outcomes.



your  
**voice**  
**counts**



## Unmet Needs: Improving access to services for individuals with severe problems

Healthwatch Telford and Wrekin produced this review of 'Unmet Needs' together with the support of the Health and Safety Commission, Shropshire and Telford and Wrekin Age UK, Citizens Advice Telford and the Wrekin and My Choice partners. The Healthwatch Telford and Wrekin team consulted with individuals and representative groups who facilitated access to or providing services, through a survey questionnaire and a targeted workshop.

The review was carried out because, despite a 'tiered approach', there were still concerns about inappropriate low-level support, with particular emphasis on prevention. This was a major failing within Telford and Wrekin and was considered as an unmet need. 44 questionnaires were returned, and 3 individuals agreed to include details from their case study/experiences; within the review. A workshop was held 21st November 2018 and 50 people attended.

The results indicated that, some organisations had individuals who did not qualify for access to acute services; accordingly there was a lack of services for people who, despite not being classified as acute, had severe problems resulting in their needs being unmet. Consequently, these individuals faced long waiting times when trying to access statutory services.



*'The purpose of this study is to understand how well people are able to access local adult care and support services... we hope it is seen as a useful piece of work that facilitates further examination of care needs that are unmet in Telford'.*

**Councillor Andy Burford**  
Chair Health and Adult Care Scrutiny Committee (HASC)

This review provided conclusions/recommendations for identifying the necessary actions to improve support systems;

- + People and groups experience of accessing services is variable.
- + People need to have good experience of contacting professionals and services which includes returning calls and having an individual point of contact.
- + Improve communication between people and organisations.
- + Prevention and early intervention focused high on the agenda for some people, especially around mental health, particularly for children and young people.
- + People need to be signposted to services appropriately.
- + Improve people experience of health and social care and My Choices.
- + Long term planning and funding for organisations or groups is needed.
- + Adequate and effective use of resources.

# Healthwatch Telford & Wrekin Children and Young People Healthy Living Report

Healthwatch Telford and Wrekin were approached by Telford and Wrekin Council's Public Health Department to assist with organising focus groups with children and young people, to elicit their views on how they are being supported in maintaining a healthy weight and lifestyle. This included seeking information about the role of families, schools and the community.

Altogether four schools, one college and one young people scheme within Telford and Wrekin were involved. The focus groups lasted approx. 45minutes.

Healthwatch Telford and Wrekin organised seven focus groups, this included seeking information about the role of families, schools and the community. This was an important piece of work in order to influence how our local services are shaped to ensure healthier lifestyles for our children and young people.

It was positive to see how many children and young people were aware of the various public health initiatives around healthy eating, e.g. the traffic light system on nutrition labels. However, they were less aware of those relating to healthy lifestyles such as Couch to 5k.

Communities recognise the challenges being faced; they see an increase in crime and fear that prevents children and young people from playing outside. The activities available to them, such as youth groups, are also no longer as accessible.

Also, 'screen time' increases the exposure of unhealthy habits mainly due to advertisements (- YouTube). Interestingly, young people appear to find it difficult to balance health with pressures of

work, school and friendships. Young people appear to congregate at fast food restaurants where the appeal may be socialisation paired with cheap food.

As a result this report, published in late 2018, produced recommendations to help encourage healthy living:

- + More facilities and groups for young people in the community e.g. places to sit out of the weather.
- + Appropriate classes and gym provisions e.g. women only, age or fitness specific.
- + More campaigns aimed through social media.
- + Information about what activities etc... are available.
- + Teach them how to cook cheaply.

*'Fast food can be brought more cheaply than healthier alternatives...'*




## Have your say

Share your ideas and experiences and help services hear what works, what doesn't, and what you want from care in the future.

[www.healthwatchtelfordandwrekin.co.uk](http://www.healthwatchtelfordandwrekin.co.uk)

t: 01952 739540

e: [info@healthwatchtelfordandwrekin.co.uk](mailto:info@healthwatchtelfordandwrekin.co.uk)



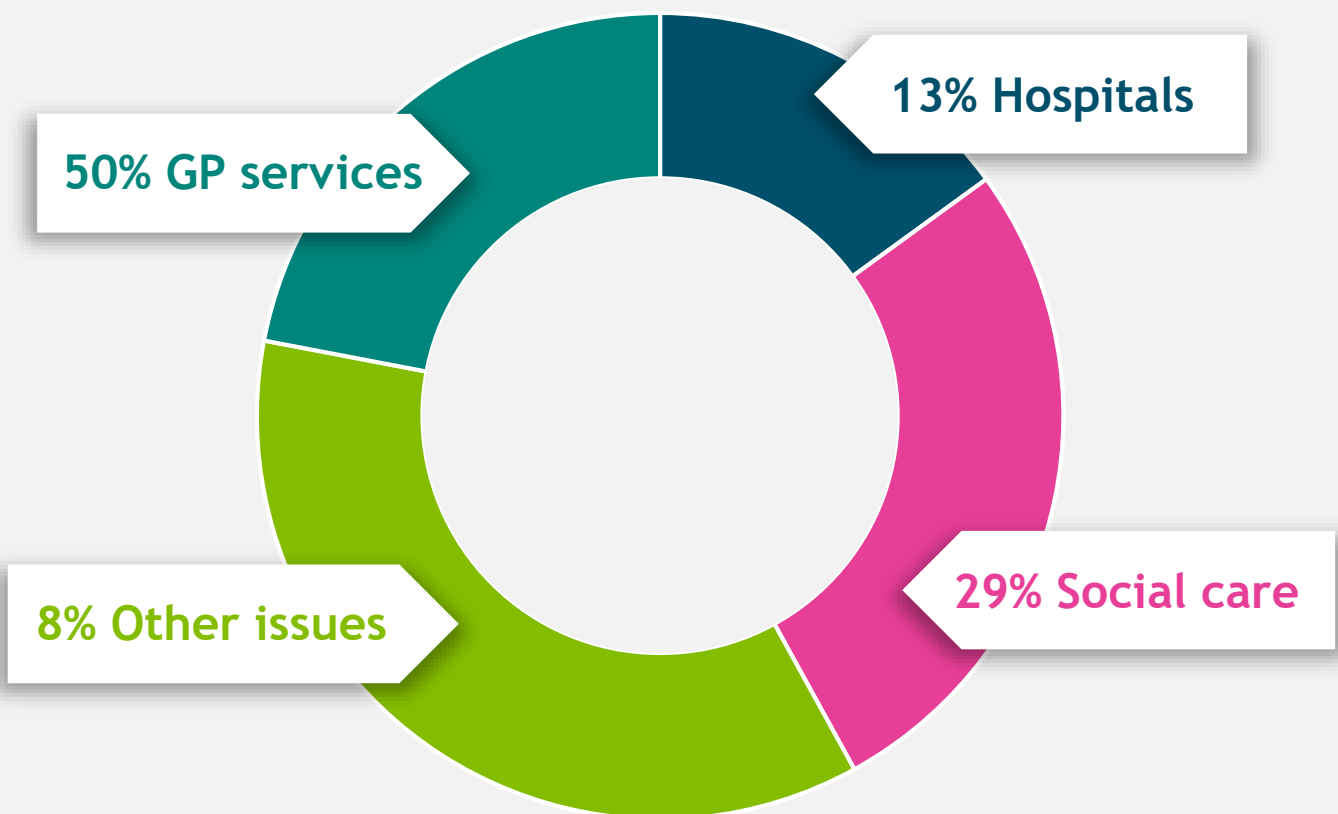
**Helping you find  
the answers**



## What do people want to know?

People do not always know how to get the information they need to make decisions about their own health and care. Healthwatch Telford and Wrekin played an important role in providing advice and pointing people in the right direction for the support they needed.

Here are the most common areas that people asked us about:



## How we provide people with advice and information

Finding the right care or support can be worrying and stressful. There are a number of organisations that can provide help, but people don't always know where to look. Last year we helped 2045 people access the advice and information they need.

You can come to us for advice and information in a number of ways including:

- + Specific advice and information blogs online
- + Our contact us form
- + At community events
- + We have a social media platform: Facebook and Twitter
- + Over the phone



### Complaints:

**Caller:** "I had a negative experience during my hospital stay, where my pain was mismanaged. I also had a scan and was misdiagnosed by a doctor. Healthwatch Telford and Wrekin advised me to contact my GP or ambulance if the pain was to progress. I was also given contact details so I could make a complaint."



*'We are here to listen and advise people in the best way possible to give them the necessary tools to make things better.'*

**Laura-Jayne Baker**

Information Analyst & Business Support Manager,  
at Healthwatch Telford and Wrekin

### Signposting:

**Caller:** "I have had problems accessing help with getting accommodation and benefits. The lack of support from agencies where my key workers keep changing.

Healthwatch Telford and Wrekin contacted Citizens Advice Telford and Wrekin to phone me back."



*'We gave this individual information and details for support groups for them to pursue.'*

**Laura-Jayne Baker**

Information Analyst & Business Support Manager, at  
Healthwatch Telford and Wrekin



## How effective are Enter and View visit in implementing changes to make care better?

Enter & View is a statutory power that all local Healthwatch have at their disposal. It gives us the right to visit any publicly-funded health and social care provider to see how care is being delivered for ourselves. On these visits we will talk to the patients/residents, their relatives, and their carers about the quality of care they receive. All information is collected and produced within a report where we provide 'recommendations' to assist the service in improving the quality of care given.

We visited a hospital ward late 2018 and because of the recommendations we made, this created a positive outcome and raised the ward's awareness of key issues that needed extra attention. For example; it was recognised that more encouragement and awareness to families/carers to complete the Patient Passports ("This is Me" booklet) was needed. As a result, the ward has implemented display stands for the Patient Passports to stand on, on each patient locker, which has increased visibility and awareness.

Also, it was recommended that new ways needed to be identified in order to communicate and encourage further support of 'Johns Campaign' (a campaign recognised by NHS staff whereby extended visiting rights have been put in place for family/carers of patients with dementia in hospitals in the United Kingdom). As a result, the ward offers 'open visiting' (except during meal times, unless visitors are assisting with meals) and an open-door policy is now in place.

In this case, these real life examples show how our work can help implement changes of the quality of care received and improve patient experience for the better.

*'Staff are compassionate and caring when speaking to patients.'*

Patients and relatives told us, at Healthwatch Telford and Wrekin



*'Staff are always coming around offering drinks - I am never without a drink.'*

Patients and relatives told us, at Healthwatch Telford and Wrekin



## Are you looking for help?

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

[www.healthwatchtelfordandwrekin.co.uk](http://www.healthwatchtelfordandwrekin.co.uk)

t: 01952 739540

e: [info@healthwatchtelfordandwrekin.co.uk](mailto:info@healthwatchtelfordandwrekin.co.uk)





## Our volunteers



## How do our volunteers help us?

At Healthwatch Telford and Wrekin we could not make all of these improvements without the support of our volunteers, who work with us to help make care better for their communities.

Our volunteers are passionate about improving health and social care services in Telford and Wrekin. They support us by engaging with service users through Enter and View visits, attending engagement events, administration duties, researching and representation.



*Frank Pitt and Liv Pitt. Dedicated Enter and View volunteers at Healthwatch Telford and Wrekin; since 2015.*

*Frank Pitt quoted;* "We have lived in Telford since 2001, I am a retired electrical engineer and my wife who is originally from Norway have no healthcare background other than using the services.

We are members of Telford and Wrekin Diabetes Support Group and we first found out about Healthwatch Telford and Wrekin, when they attended one of our Diabetes support groups. They came to deliver an update on their activities and we have been involved in Healthwatch Telford and Wrekin since 2015.

Since joining Healthwatch Telford and Wrekin we have completed our Enter and View training to become authorised representatives. Our training has given us an understanding of what is good and bad practice and enabled us to be helpful to others by signposting friends and people we meet. Also, it has allowed us to help improve services within Telford and Wrekin. Wherever possible we spread word about Healthwatch and seek feedback.

We have done several Enter and View visits to care homes within Telford and Wrekin and found this useful and informative. By talking to residents and relatives we can be their voice and feedback any comments to the management. It is nice to receive good comments to pass on as staff often do not get to hear the praise for their hard work. We have also done visits to hospital wards and doctors surgeries where we have spoken to patients and relatives about their treatment and care.

Our work with Healthwatch has also prompted us to get involved with SaTH to get a better understanding of the health service. "

*'By talking to residents and relatives we can be their voice by feeding back their comments'*

## Meet our volunteers

We caught up with a couple of our fantastic volunteers to show you how their work truly makes a difference to the lives of people in our area.

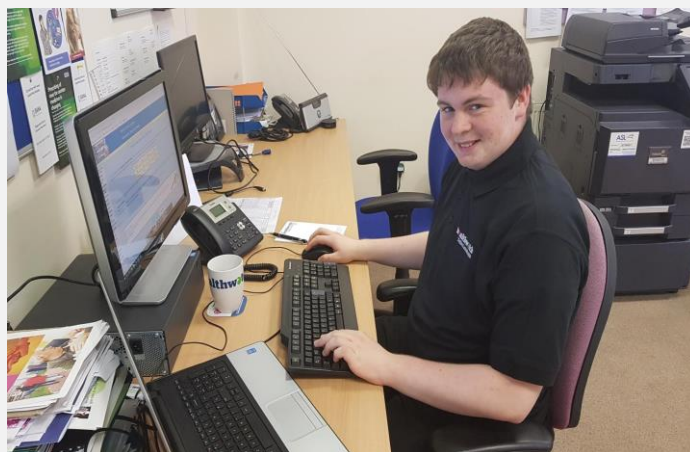


### Fiona, 51

As a person who has many health conditions including mobility problems I am aware of access issues to some services. I have been volunteering with Healthwatch for about six years, I volunteer because I am passionate about ensuring health services, including domiciliary care, are suitable for all. I have gained qualifications through distance learning. These qualifications have enabled me to understand various issues that staff and patients can face while in a caring environment. I have also gained experience of Enter and View visits which are carried out in supportive teams. By volunteering with Healthwatch I have gained more confidence, made new friends, achieved qualifications and met so many wonderful people. I find volunteering with Healthwatch great and the staff are really helpful and supportive.

### Daniel, 18

My name is Daniel Watkins and I have been with the organisation since early August 2018. I came to Healthwatch with approximately 6 years of self-taught knowledge in IT. Before I started volunteering with Healthwatch, I suffered with severe stress which would keep me back from doing everyday activities. With many thanks to the team here at Healthwatch Telford & Wrekin, they were able to offer me a voluntary position. I'm an active volunteer based in the office 5 days a week and I help with any admin tasks that arise on a working day-to-day basis.



## Volunteer with us

Are you feeling inspired? We are always on the lookout for more volunteers. If you are interested in volunteering get in touch with Healthwatch Telford and Wrekin.

[www.healthwatchtelfordandwrekin.co.uk](http://www.healthwatchtelfordandwrekin.co.uk)  
t: 01952 739540  
e: [info@healthwatchtelfordandwrekin.co.uk](mailto:info@healthwatchtelfordandwrekin.co.uk)





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**‘Myself and the team hold volunteer support meetings monthly, it is a great way for us to have a good catch up over a cup of tea.**

**Our volunteers bring so much to our organisation and it is nice to hear what they have been up to and discuss the upcoming events**

**We are so lucky to have the volunteers, they are all committed and passionate about Healthwatch’**

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**Katie Cook**

Engagement Officer, at Healthwatch Telford & Wrekin



***Volunteer Support Meeting 2019***

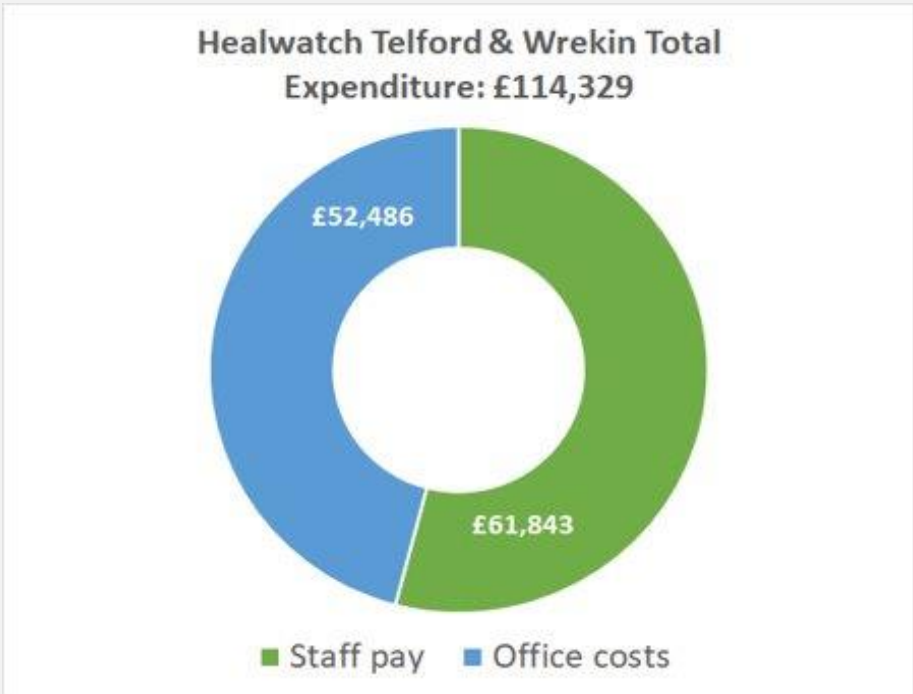
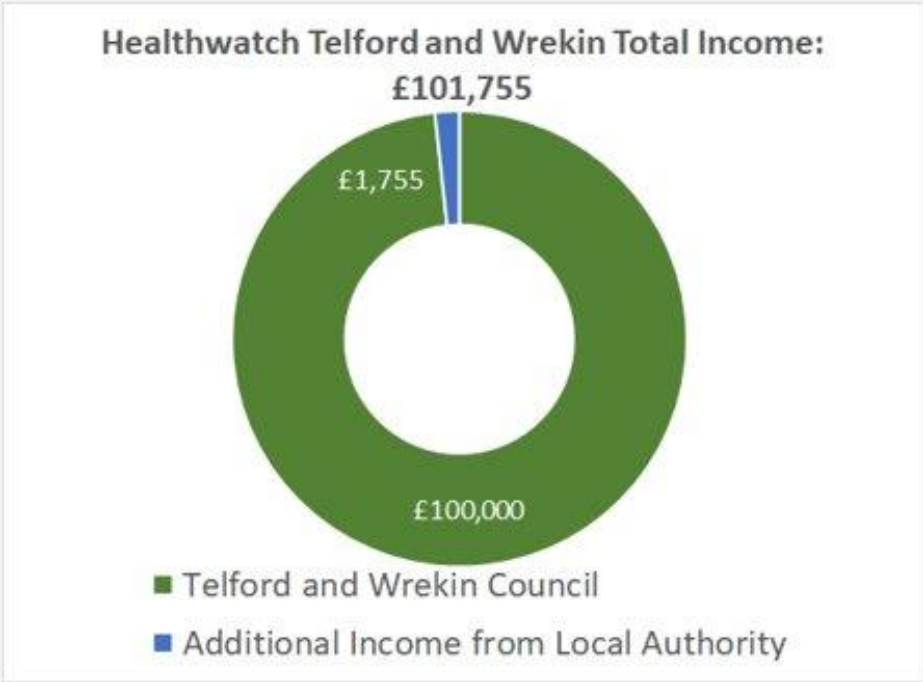


## Our finances

How we use our money

To help us carry out our work, we received £100,000 from Telford and Wrekin Council. We also benefitted from £1,755 of additional income from our local authority for our work in producing the: **Telford and Wrekin Children and Young People Health Living Report (2018)**.

Our expenditure total of £114,329 exceeded our income total of £101,755. Existing reserve funds helped bridge this shortfall, provisioning a vital office upgrade to Office 365, satisfying associated GDPR data security responsibilities and financing surveys into local matters of concern.







# Our plans for next year

# Message from our General Manager

## Reflecting on some of our current priorities, looking at future priorities, and considering barriers and opportunities

Our annual report outlines our achievements and provides insight in what we do and what we have done over the last year. As we are a small team, we need to prioritise our work in order to ensure we maximise our efforts. Whilst the organisation has not been able to respond to every request from local stakeholders for involvement and input, we have tried to be involved in key issues. We have seen many proposals to significantly change the way health and social care is delivered in Telford and Wrekin, affecting local people and we need to make sure people's voices are heard.

We have been able to carry out our statutory role and functions, with valuable support from our volunteers. Without them we would not have achieved as much as we have done. Also, we have spoken to 2045 people about their views on health and social care, and attended 172 meetings and collected 510 reviews. Additionally, we have passed concerns on to the Care Quality Commission (CQC), Telford and Wrekin Council (T&WC) and Telford and Wrekin Clinical Commissioning Group (TCCG) about providers; following engagement with people who use or access services.

## Our next steps and what we continue What are the next steps?

As a new team, we are building on and developing new working relationships with our stakeholders. This has facilitated us in informing our strategic decision makers by identifying potential improvements to services.

### Aims

- + Enable people to easily access the right services through effective signposting, information and advice.
- + Influence and help shape the planning and delivery of health and social care through using intelligence and insights from people's experiences.
- + Be a local watchdog challenging local services and decisions to ensure the public voice has been heard and taken into account.

### Objectives

- + Raise the profile of Healthwatch Telford and Wrekin, improving recognition and influence; particularly with local stakeholders.
- + Improve Healthwatch Telford and Wrekin's data collection and analysis as well as influencing future changes to health and social care services; local maternity services, adult social care, dental care, ophthalmology/optical services.

### Barriers & Opportunities

- + Engaging with people from Telford and Wrekin and attending meetings with a small team and reducing funding in order to meet this year's plan, Healthwatch Telford and Wrekin had to withdraw some reserves. This will not be sustainable long term.
- + Competing with other organisations for volunteers.
- + Engaging with providers who offer differing views of what we do - Enter and View visits, for example and raising concerns.

## Opportunities We Will Be Taking Advantage Of Next Year

- + To work with the Sustainability and Transformation Partnership, Health Providers, Telford and Wrekin Council, Healthwatch Shropshire on the NHS Long-Term plan, Local Maternity Services and other themed activities.

### Looking ahead

- + Making it easy for people to provide their feedback and views about the services they use e.g. through holding public engagement events.
- + Identify trends in the feedback we receive, so that we can properly target our Enter and View visits.
- + Represent the views of people who use these services, Carers and the public at important decision-making meetings, such as the Health and Wellbeing Board, Sustainability and Transformation Partnership Shropshire, Telford and Wrekin, Health Oversight and Scrutiny Board and other such meetings
- + Provide a signposting service to help people to find and access the right services for their needs e.g. through informing people where to go for help.
- + To engage with seldom heard groups, so every single person can make their views known and break down potential barriers.

### Our Future Priorities

In relation to our forward plan, throughout 2019/20 we will be supporting engagement activities around the NHS Long-Term plan and Sustainability and Transformation Partnership, with the aim to make the NHS fit for the future for the next 10 years. We will also be working with key stakeholders around Integrated Care Systems (which involved Neighbourhood working, Primary Care Networks) - to ensure local people's views are explored and voices are heard

Throughout 2019/20, we will continue to gather information on Health and Social Care services e.g. GP services and to support our strategic objectives we will be focusing our work around several key topics. The headline areas will involve;

- + Urgent and Emergency Care
- + Mental Health
- + Hospital Care (discharge)
- + Local Maternity Services
- + Adult Social Care
- + Dental Care
- + Ophthalmology/Optical Services
- + Learning disabilities.



### Our Top Priorities

- + Provide Information and signposting people.
- + Delivering on our statutory functions.
- + Marketing and communicating what Healthwatch Telford and Wrekin does with the people of Telford and Wrekin.
- + Attend engagement events and meetings.
- + Volunteering (recruitment, retention and involvement).
- + Continue and increase our Enter and View programme of visits.
- + Consider any commissioned work.



**Paul Shirley**

General Manager, at Healthwatch Telford and Wrekin



# Thank you

‘We hope you enjoyed reading this annual report and hopefully it will give you more of an insight of what we have achieved so far. Should you wish to provide us with any insight on how local health and social care services are performing we would be happy to receive your feedback. You may also like to be involved as a volunteer or to keep in touch in some way. If so, then please do get in touch.’

Paul Shirley

General Manager, at Healthwatch Telford & Wrekin



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