



**Happy New Year!**  
**We hope you enjoy our latest newsletter!**

**healthwatch**  
Telford and Wrekin

**In this edition you will find:**

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# news

Local news from your local Healthwatch



## Working with the Maternity Voices Partnership

Healthwatch Telford and Wrekin host the Shropshire, Telford & Wrekin Maternity Voices Partnership. We are happy to announce we have recruited more volunteers since the last quarter and now have a total of 30 volunteers! Each volunteer brings a huge amount of experience, knowledge and skills to the team.

## Why not join our team?

If you would like to get involved in helping our committed team to improve the lives of people across Telford and Wrekin, why not get in touch? We have a range of volunteering roles and training to support your skills and interests.



# Welcoming in 2022

## A look back and looking ahead

Since our last Newsletter, we have continued to work hard in the current conditions and whilst our job is certainly more difficult; it is significantly more important. We have run two successful surveys in cooperation with Healthwatch Shropshire - focussing on Young Peoples' Mental Health Crisis Services and the public's experiences of the NHS 111 system.

We have also continued with our monthly 'Have Your Say' topics where we have sought views on people's Mental Wellness since the last lockdown. We have also looked into the impact of treatment delays, and patients' feelings on the management of the in-hospital discharge process.

As ever, any feedback we receive is compiled into a report which we discuss with service providers.

Aside from gathering people's views, we have also attended numerous Parish Council meetings to spread awareness about who Healthwatch are and the job we do. It is our hope that as we move through this New Year, we continue to grow awareness of Healthwatch across all parts of the community.

As we now look forward into 2022, we have a busy year ahead. With many people affected both directly and indirectly by the COVID-19 pandemic, there is a greater need than ever for support, and for someone to listen to their personal experiences.

Looking at our own work, we are currently setting out our priorities for 2022 - whether we're working with the Maternity Voices Partnership and focusing on Maternity Services; engaging with Carers, Care Homes and domiciliary workers; strengthening our connections with Patient Participant Groups or going out into more rural areas to understand how the Pandemic and social isolation has affected them - we have a great deal of work to-do and we can't wait to get started.

So, from all of us at Healthwatch, we hope you have a pleasant and safe 2022 and we look forward to working with you to support Telford and Wrekin.

**Barry Parnaby**  
**Chair, Healthwatch Telford and Wrekin**

# GET INVOLVED IN YOUR LOCAL HEALTHWATCH



Healthwatch Telford and Wrekin are the Champions of Health and Social Care services in your local community.

We are now open to new volunteers. In return for helping us, we will help develop your skills, gain new experiences and make a difference in the community.

## Volunteering roles available include:

- Board Member
- Organisation support
- Communications support
- Enter & View
- Community Engagement
- Community Champion
- Project Influencers

**TO FIND OUT MORE, YOU  
CAN CONTACT US AT:**

Phone: 01952 739 540

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

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

# DAWLEY TOWN HALL DROP IN EVENT

Healthwatch Telford and Wrekin are the Champions of Health and Social Care services in your local community.

We are now offering a free-drop in event every 2nd and 4th Tuesday of every month. Whether you want advice, information or just want to pop in for a coffee and a chat, we'd love to see you there!

**Details:**

**Who?** Anyone can drop by, there's no need to book.

**What?** A confidential drop-in session to discuss anything health and social care related.

**Where?** Dawley Town Hall Annex, 6 New Street, Dawley TF4 3JR.

**When?** 2nd and 4th Tuesday every month 9:30-11:30am.



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Phone: 01952 739 540

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

**Have  
your  
say**

# **Share your views: Hospital Discharge Process**

Do you or someone you know have experience of the hospital discharge process?

We have launched our latest "Share your views" focusing on in-patients and carers experience of discharge. Use the link below to have your say!

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





**Have  
your  
say**

## **Share your views: Coronavirus Booster Survey**

We have launched our latest 'Share Your Views' survey regarding the COVID-19 Booster Programme.

It does not matter whether or not you have taken up the booster, we still want to hear of your experiences and share your thoughts on the current stage of the vaccination process.

[www.healthwatchtelfordandwrekin.co.uk/covid-19-roll-out-survey](http://www.healthwatchtelfordandwrekin.co.uk/covid-19-roll-out-survey)

Shropshire, Telford & Wrekin (STW) Integrated Care System are currently refreshing their 5-year cancer strategy. The strategy focuses on the aims and ambitions for improving outcomes for people with cancer from 2021 to 2026. It has been developed with colleagues from all aspects of cancer care.

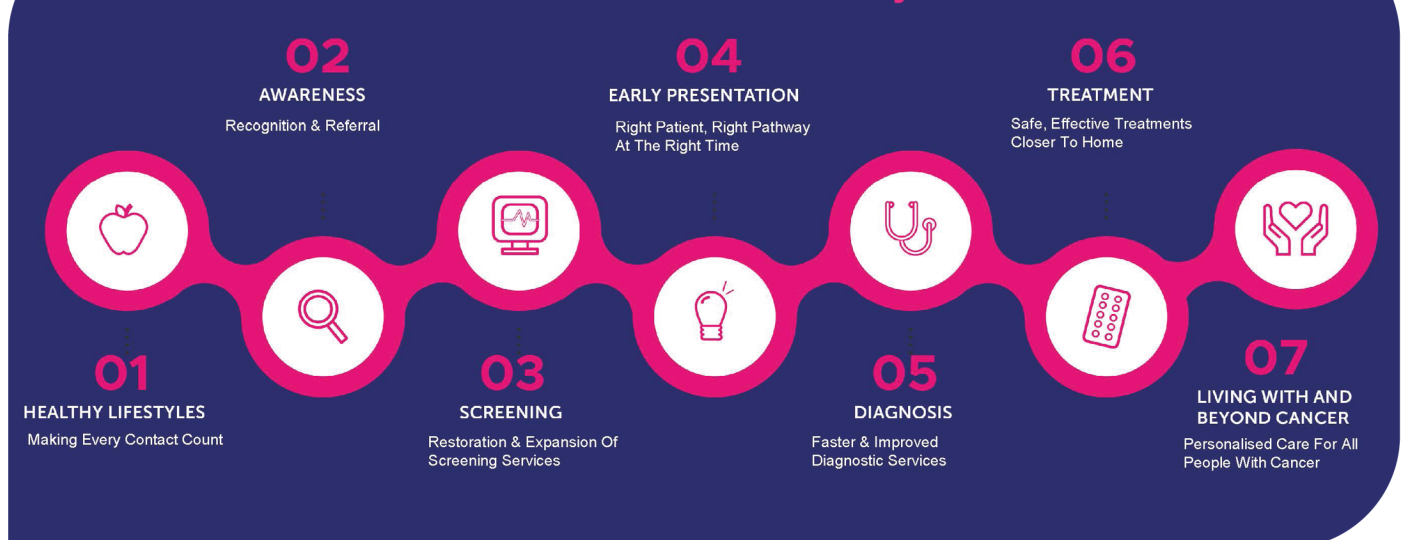
This is an ambitious strategy which will be reviewed annually. The team developing the strategy welcome your thoughts and are keen to share the Strategy on a Page so that you can see the key actions being taken. If you have any comments or are interested in finding out more, please contact [jessica.greenwood2@nhs.net](mailto:jessica.greenwood2@nhs.net).

*Our Vision is to develop and deliver world-class outcomes in cancer care and treatment for the population of Shropshire, Telford and Wrekin*

## Our aims and ambitions



## We will achieve this by



## We know we have succeeded when:

In line with the Long Term Plan (2019)

- 75% of people are diagnosed with cancer at an earlier stage (stage 1 or 2)
- More people with cancer will survive more than 5 years above current levels





## Healthy lifestyles

Delivering the Live Life programme  
Lifestyle management sessions: smoking cessation, obesity management, alcohol management  
Physical activity programmes  
Promoting healthy eating



## Awareness & Prevention

Priority to identify people who need to be in the system, ensuring capacity & correct messaging  
Cancer Champions in Primary Care Networks  
Targeted education and shared messaging with Charities  
Raising awareness through GRAIL programme  
Community based assessment services



## Screening

Bowel screening age extension >56 by Sept 2021  
Delivery of Bowel screening 5 year age extension plans  
Breast screening backlog clearance by March 2022  
New IT cervical call & recall system by October 2021



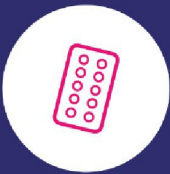
## Early presentation

75% of cancers diagnosed at stage 1 or 2 by 2028  
55K more people will survive >5 years by 2028  
Delivery of Digital Pathology services  
Improved diagnostic innovations: colon capsule endoscopy, Cytosponge & Teledermatology



## Diagnosis

Developments of Community diagnostic Hubs.  
Rapid investigation service for non specific but suspected cancer symptoms for 100% local population by 2022  
75% of patients will meet the Faster Diagnostic Standard by Autumn (Q3) 2021  
All cancer pathways to meet the 7 principles set out by Rapid Diagnostic Centres by 2024



## Treatment

Prehabilitation for targeted groups to improve outcomes post treatments  
Compliance with new Radiotherapy specification by 2022  
Compliance with new Teenage & Young Adult service specifications  
Increasing the use of Genomics in clinical services  
Chemotherapy care closer to home  
Increased access to Robotic surgical procedures via Surgical Hubs  
Increased access to Clinical Trials for patients



## Living with and beyond cancer

Personalised care for all people with cancer  
Personalised stratified follow up (PSFU) in Colorectal, Prostate & Breast cancers patients by 2021  
PSFU roll out to 3 more teams by March 2022  
PSFU roll out to 2 further teams by 2023  
Improved use of digital technologies to support people living with cancer



# SHROPSHIRE AND TELFORD & WREKIN Maternity Voices

Working in partnership to improve maternity services

We are working in partnership with Maternity Voices to listen and engage with those who have recently used our local maternity services and feed this back to Health & Social Care providers for review.

Throughout this quarter, aside from working hard to increase their team members the MVP have been working with the Maternity team on their user experience work. For their latest topic, they have been working together on the topic of bereavement. This helped to shape the work to support families going through a difficult process.

## HAVE YOU HAD OR SUPPORTED SOMEONE THROUGH A PREGNANCY LOSS, MEDICAL TERMINATION OR EARLY POSTNATAL BEREAVEMENT?

*What changes would have made your care  
better during this time?  
We want to hear your ideas*

Our short survey will take less than 5 minutes to complete and will help develop and improve local services through SaTH's Maternity Transformation Programme.  
Survey closes Friday 5th November.



### Contact Us

For enquiries, please either:

Call: 01952 739 540 or

Visit: @MaternityVoicesShropTW on Facebook



TELFORD VISUALLY  
IMPAIRED GROUP

## Making our community a better place for the visually impaired!

### Who Are We?

Telford Visually Impaired Group is a Self Help Group for both the Visually Impaired Person & their Carer. We feel it's as important to recognise the work and problems the Carers face as well as the Visually Impaired Person, particularly when the Newley Registered Visually Impaired individual has to come to terms with Life with reduced Sight Levels or No Sight at all.

### What do we do?

Telford Visually Impaired Group is a Self Help Group for both the Visually Impaired Person and their Carer. We feel it's as important to recognise the work & problems the Carers face as well as the Visually Impaired Person, particularly when the Newley Registered Visually Impaired individual has to come to terms with Life with reduced Sight Levels or No Sight at all.

### We've been there

Being a Self Help Group our Members have all been through the same problems and issues as those just starting on the Path with little or no sight, with the Carer wondering how to cope, it's a case of talking to those have been in the place they find themselves in and already have that well worn Tee Shirt. The Group is open to everyone with Partial or Serious Sight loss and is not dependent on the form of the way you lost your Sight.

### Getting involved

The Telford Visually Impaired Group meet on the First Thursday of the Month between February - November at Meeting Point House, Southwater Telford Town Centre at 12.30, meeting last around two to 3 hours, the finishing time can be flexible.

As well as our Monthly Meetings, we try to go on Trips away for a Day as well as going out for Lunch 2 or 3 times a year.

## Get in Touch

Visit us: [Telfordvisuallyimpaired.group](http://Telfordvisuallyimpaired.group)  
Call us: 01952 250 110 or 01952 501 437



# Read Easy

Helping adults learn to read

It's taken for granted that we all went to school, learned to read and write, and that we all have the same level of reading ability. However, many thousands of adults missed out on the opportunity to learn to read during the short period of time in our lives when the basic foundations of this skill are acquired.

Just imagine how your life would be if you couldn't read forms, follow medicine instructions, understand letters from your electricity supplier or read bedtime stories to your child or grandchild?

It's never too late to learn. Help is at hand.

## **RESEARCH SHOWS THAT OVER 7% OF ADULTS NEVER LEARNED TO READ AT SCHOOL**

Read Easy Telford and Wrekin is a branch of the national literacy charity Read Easy. Our branch has recently been set up to provide free one-to-one coaching for people in Telford and Wrekin and surrounding areas with TF postcodes, who struggle with reading.

### **How you can help**

We are looking for volunteers who would like to train as a reading coach - those who appreciate how important it is to be able to read, and have a free couple of hours a week to spare.

We are also open to new readers coming and getting support so if you know of anything who could benefit from our work, please do get in touch.

### **Contact Us**

For general enquiries and for enquiries relating to Readers, please contact:

Claire Dempsey

07941 515 220

[tewrvenues@readeasy.org.uk](mailto:tewrvenues@readeasy.org.uk)

### **Contact Us**

For volunteering enquiries, please contact:

Jane Reeves


07875 307981

[tewrleader@readeasy.org](mailto:tewrleader@readeasy.org)

# healthw@tch

## Telford and Wrekin

Remember, we care about your views, they help us feedback to service providers and improve standards in your area.



**Three-quarters (76%)**  
of people think feedback is an important way to help improve services

**#Because we all care**

T: @HealthwatchE F: @HealthwatchE

**healthw@tch**



**One-third (36%)**  
of people are reluctant to provide negative feedback on care in case it increases pressure on services or staff

**#Because we all care**

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**healthw@tch**



**Almost three-quarters**  
of people say they've noticed changes in their health and social care during the coronavirus emergency

**#Because we all care**

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**healthw@tch**

# healthwatch

## Telford and Wrekin



Public Health  
England

### Pregnant?

**Have your COVID-19 vaccines!**

It is important to have both doses of your COVID-19 vaccine to protect you and your unborn baby.

COVID-19 infection is currently circulating and can be serious for pregnant women.

Thousands of pregnant women have been safely vaccinated in the UK and worldwide.



Call 119 or go online to [www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/](http://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/) to register for your vaccination appointment. You can also attend walk in, mobile or pop up vaccination clinics in your area.



**COVID-19 immunisation**

Helping to protect you and your pregnancy

# USING PUBLIC TRANSPORT TO GET TO A VACCINATION CLINIC?

## Want to know which Arriva Midlands West bus you can catch to grab a jab?

Listed below are the vaccination clinic sites, the postcode, and the routes you can take to reach them, labelled with the roads you will need to stop off at.

**!! Before attending any clinics, please check [DATES](#) and [TIMES](#) and [DOSE AVAILABILITY](#) here**

### **WOODSIDE PHARMACY, TF7 5QZ**

Routes 1 & 2 – Woodside Avenue

Route 4 – Mound Way

### **TURREFF HALL, TF2 8HG**

Routes 5 & 5A – Wrekin Drive

Route 7 – Turreff Avenue

### **AFC TELFORD, TF1 2TU**

Routes 4, 7 & X4 – Watling Street

### **SOUTHWATER LIBRARY, TF3 4JG & TELFORD INTERNATIONAL CENTRE, TF3 4JH**

All Telford Bus Station routes – 1, 2, 3, 4, 4A, 5, 5A, 7, 8, 11, 11A, 13, 14, 14A, 15, 16, 18, 19, 19A, 113, 114, X4 & x5

### **TELFORD & WREKIN INTERFAITH COUNCIL, TF1 1LU**

All routes to Wellington Bus Station – 4, 4A, 7, &A, 11, 15, 16 & X4

### **TELDOC MALINSLEE HEALTH CENTRE, TF3 2JZ**

Routes 1 & 2 – Brunel Road

Check the times for bus services in Telford via the [downloadable timetables here](#)

[Buy your ticket in advance online here](#)

Aged 16-19? Get a [Teen Travel Card](#) for a discounted ticket price

Go digital and use the [ARRIVA APP](#) to buy tickets and plan your journey