



2019-20

Annual Report

**How we have helped shape the way Health and Social Care
is delivered to you in Telford and Wrekin**



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Message from our Interim Chair



A few words from our Interim Chair...

This is the third full year of operations under our current contract with Telford and Wrekin Council. Following the departure of our previous Chair who has been appointed as a member of the Shrewsbury and Telford Hospital Trust Board, I was asked to take over as Interim Chair of the Healthwatch Telford and Wrekin Board. It is indeed a privilege for me to take over as Interim Chair of the Board of such a dynamic and committed team of staff, volunteers and Board members. My intention is to maintain our current and broader focus on ensuring that the voices of service users are clearly heard by the Commissioners within the NHS and social care, voluntary and other sectors.

The Board acknowledges the continuing commitment and support from our volunteers as being vital to the success of all of our engagement work. It would be remiss of me if I did not say how much we owe to our past Chair David Brown for his committed leadership during his period with us and we wish him well in his new position.

Throughout the year our General Manager, staff team and volunteers have been actively engaged on a wide range of statutory work including; a comprehensive programme of Enter and View hospital and care homes visits. Numerous surveys and face-to-face engagement sessions have also taken place throughout the year and the outcomes have been shared with Telford Clinical Commissioning Group, Local Authorities and other relevant agencies.

Important new initiatives have presented us with the opportunity to embrace wider challenges. Following our attendance at a Healthwatch England workshop, we volunteered to be one of the pilot regions for the introduction of a Healthwatch wide National Quality Assurance Scheme.

The pressing need to establish a joint working project with NHS staff for the introduction of a Maternity Voices Partnership, saw Healthwatch Telford and Wrekin take the lead in hosting and providing ongoing support to the Chair and staff formulating this vital service. These innovative developments have been shared with our Commissioners and have been enthusiastically received.

The first review of the Maternity Voices Partnership has shown that it has been successful and is greatly appreciated by parents. These encouraging results have built on the valuable experience gained in the completion of our previous years extensive General Practice Roadshow project and have continued in our current work in support of the NHS Long Term Plan.

Throughout the year our General Manager, Board members and staff attended the majority of statutory and third sector Board and Committee meetings. These have included: Local Authorities, Health and Wellbeing Boards, Safeguarding Boards, Clinical Commissioning Group, Shrewsbury and Telford Hospital and voluntary services. Our presence was also evident at the raft of meetings concerning Hospitals Reconfiguration and Systems Transformation Programmes.

Our General Manager has maintained regular feedback to the Board on these important developments and regular meetings have taken place throughout the year between the Accountable Officer for Telford and Wrekin Clinical Commissioning Group, Healthwatch colleagues, Leader of Local Authority, Chair of Health and Wellbeing Board, Local Member of Parliament and Ward Councillors. This has given them a greater understanding of the breadth and depth of our work.

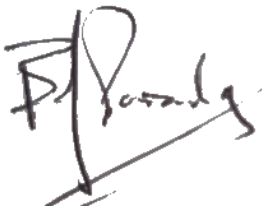
During the first part of the new year, priorities had to be quickly reviewed with the onset of the Coronavirus outbreak. In common with other organisations placed into lockdown, Healthwatch Telford and Wrekin staff demonstrated a can-do attitude to ensure that essential work continued seamlessly from their home locations.



The staff team resourcefully set up virtual and digital systems to ensure that essential contact channels were retained, thus ensuring engagement with the public could effectively take place. Surveys on dental care and the Coronavirus pandemic continued and whilst contact with Telford Clinical Commissioning Group and others was difficult, we reliably relayed important feedback and messages to Senior Officers within the various departments. It's true to say we have all learnt a lot in the development of new skills, which have now become the norm. Smarter ways of engaging with the public such as chat sessions and the use of Twitter and Microsoft Teams meetings are now well established practice. My thanks go to the staff and Board members for maintaining and developing new ways of supporting Telford residents, whilst continuing to network effectively with other agencies during this emergency period.

Our Priority in the future must be to focus on the restoration and reform of services. To work with Clinical Commissioning Groups, Local Authorities, patients and service users to ensure that backlogs in terms of priority are urgently addressed as soon as possible. We are acutely aware of these priorities and acknowledged this is a difficult task for the NHS and we will make every effort possible to assist where we can.

Finally, on behalf of the Board, staff and volunteers we would like to say truly proud we are of our NHS front line staff and support workers who have worked so hard during this pandemic. We salute your valiant efforts and the professionalism you have displayed during these very difficult times. This thanks also goes to our Public Health, Social Care and Community support workers.



Barry Parnaby

Healthwatch Telford and Wrekin Interim Chair

Our Board of Directors



Our staff



Our priorities

Last year **2118** people told us about the improvements they would like to see Health and Social Care Services make in 2019-20. These are our six priorities for the year ahead based on what you told us.



How Specialised and Acute Services will be provided



How Mental Health Services will offer support to people



How Adult Social Care is providing support to people and their Carers



How Primary Care will support people through different ways of working



Learning Disability and Autism, Long-term conditions



Explore Prevention and Placed Based approaches and how it will work for people

About us

Here to make care better

As a small team we aim to empower our local residents to influence the way health and social care is planned and delivered within Telford and Wrekin. In early 2019, a new team was established, consisting of one full-time and two part-time staff. Together, they have built strong working relationships with each other and with stakeholders.

The team are continually focused on encouraging people to share their views and experiences to make a difference to Health and Social Care Services within the local area. We value our staff and volunteers greatly and it is important to that everyone feels valued and supported to ensure their continued commitment to our team. Recruiting dedicated volunteers is becoming an increasingly difficult but essential task, as they are regularly and reliably called upon to help us to achieve our aims and objectives. Our volunteers and staff work together attending events, meetings, creating pop-up stands etc... in order to reach as many people as possible who access Health and Social Care Services.



Constantly looking to improve our evidence-based research, we are regularly exploring new ways to network with others and interact with the wider community. This demonstrates how we have made an impact locally and shows a flexible approach to our work, resulting in real differences to the provisions and management of Health and Social Care Services in Telford and Wrekin.

“As Information Analyst and Business Support Manager, I am proud to be part of Healthwatch Telford and Wrekin. Seeing how we have helped many people and raised issues in order to improve Health and Social Care Services is incredibly important to me.”

Laura-Jayne Horton

Information Analyst and Business Support Manager

Healthwatch Telford and Wrekin

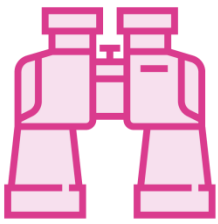
Healthwatch Telford and Wrekin is an independent champion for local people who use Health and Social Care Services. We provide a platform enabling patients and the public to have their views heard. We share those views with those who have the power to make change happen.

Our Mission

“To make Health and Social Care Services better for the people of Telford and Wrekin”



Our Annual Report outlines our achievements and provides insight into what we do and what we have done over the last year. As a small team prioritising our work is essential, implementing effective planning helps us focus on key issues within our local area. We hope you enjoy reading this Annual Report and trust it will provide you with more of an understanding of what we do and what we have achieved so far.



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 who 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.



How we find out what matters to you

People are at the heart of everything we do. 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 in the community and working with other organisations



Find out more about us and the work we do

Website: www.healthwatchtelfordandwrekin.co.uk

Twitter: @Healthwatch_TW

Facebook: facebook.com/HealthwatchTW

Highlights from our year

Find out about our resources and the way we have engaged and supported more people in 2019-20.



Health and care that works for you



23 volunteers

Help to carry out our work. In total, they gave up **1244.5** hours or **168** days of their time.

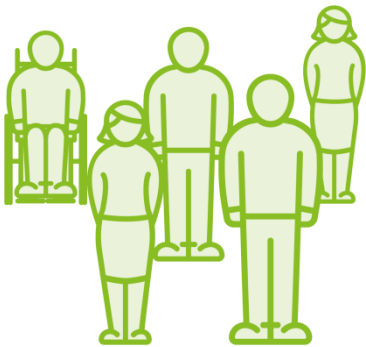
We employed
3 staff

This is the equivalent to **2.6** full-time staff and equates to the previous year (2018/19).

We received
£100,000 in funding

from our local authority in 2019-20, which matches the previous year (2018/19). We also received a small amount from commissioned work.

Providing support



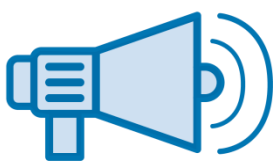
561 people

shared their Health and Social Care story with us.

1196 people

accessed Healthwatch advice and information online or contacted us with questions about local support, **3%** more than last year.

Reaching out



140,301 people

engaged with us through our website and via our social media platforms, this was an increase compared to last year. We also had **1938** people engage with us at community events.

Making a difference to care



We published
15 reports

about the improvements people would like to see in their Health and Social Care, and from this, we made **71** recommendations for positive change.

Looking back and looking ahead

Last year was a very busy and exciting time for Healthwatch Telford and Wrekin but we did have some barriers to overcome in completing our work (e.g. Elections and Long Term Plan engagement).

We worked with the Sustainability Transformation Partnership team and other colleagues to produce the Long Term Plan for Shropshire, Telford and Wrekin. We communicated with many people through surveys, focus groups and general engagement to gather their views. This included liaising with care providers and supporting Healthwatch Shropshire in completing the report. At the time we had local elections in Telford and Wrekin and our work was affected by Purdah, however, we were pleased to receive 204 completed questionnaires.

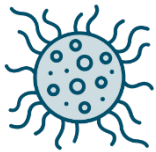
We continue to work with the Local Maternity System in relation to Maternity Services. In March 2020 we agreed to host and support the Maternity Voices Partnership volunteers operationally. We have recruited a Chair, Vice-Chairs and a team of volunteers to gather the views and experiences of people using Maternity Services across Shropshire, Telford and Wrekin.

- Between April 2019 – March 2020, we carried out 65 face-to-face engagement activities in total, communicating with people through various means. We also received 561 comments and views through our Feedback Centre on Health and Social Care Services.
- We carried out 12 Enter and View visits between April 2019 - March 2020 and made 71 recommendations. Before the pandemic outbreak, our Enter and View Committee met monthly to discuss key Enter and View activities and recommendations.
- Our General Manager and Director with designated Enter and View responsibilities, attended meetings where feedback on Health and Social Care Services had been discussed with key organisations. Information we received influenced our schedule of visits.
- We have attended 249 essential meetings to represent the views of people of Telford and Wrekin. Signposting people to find information has also been an important aspect of our work.
- We will continue to engage with seldom heard groups, so every person can make their views known.

During 2019/20 we supported engagement activities and gathered information on Health and Social Care Services to support our strategic objectives. Through engagement work and receiving feedback via our Feedback Centre we gathered views and experiences from people using services such as; GP services, hospital care, mental health, local maternity services, and care homes. Our public meetings have grown from strength to strength in terms of numbers of people attending. They are a way for us to engage with the public, hosting guest speakers who discuss how services are running and provide insight into how they will be improved.



The impact of Coronavirus (COVID-19)



Our work around adult social care, Ophthalmology/Optical Services and Learning Disabilities was delayed due to COVID-19 pandemic. However, we still encouraged people to share their views and liaised with organisations.



Between April 2019 and March 2020, we carried out 12 visits. In January 2020 we carried out 3 visits alone, and 2 in February. Our target was 6 visits over a 3-month period, however, the outbreak of COVID-19 meant we had to stop all visits (5 had been planned in March 2020).



We are seeking the views of people who have used Dental Services in Telford and Wrekin through our Dental survey.



We are also talking to people about their experiences of health and social care services during COVID-19, through our survey.

Continuing our work into 2020/21

- We continue to deliver on our statutory functions around information, advice and signposting people.
- We continue to raise our profile at engagement events, focus groups and meetings. We have used the local press, social media and key partners to raise awareness of some of our work and surveys.
- We are working with NHS Telford and Wrekin's, Local Maternity System to support the Maternity Voices Partnership. We have also supported the NHS Long Term Plan surveys.
- We continue to ensure that people of Telford and Wrekin have their voices heard.

How we've made a difference



The Local Maternity System and Maternity Voices Partnership

- **What are their roles?**
- **How have they impacted Telford and Wrekin?**

Local Maternity System

The Local Maternity System was set up in response to NHS England's 'Better Births' report which sets out a vision for safer, more personalised maternity care that reflects women's choices and offers continuing joined-up care. Healthwatch Telford and Wrekin and the Local Maternity System are working closely together to implement and communicate changes, targeted at improving Maternity and Neonatal Services in the local area.

Their aim is to: Improve choice and personalisation of maternity services to women and their families, such as;

1. Involving them in decision making, offering choices regarding their care
2. Offer better information about; staying healthy, pregnancy and parenthood
3. Access to a wider choice of services closer to home
4. Offer continuity of care – know the midwife throughout their journey and after baby is born
5. Support their emotional wellbeing throughout their journey and after baby is born



Maternity Voices Partnership

The Maternity Voices Partnership is an independent team made up of women and their families. They use feedback from individuals, families and Carers to improve local Maternity Services.

Their aim is to: Provide a platform for people to share their views in order to make improvements to maternity care.

How we have made changes to our community

Maternity Mental Health Report September 2019

Healthwatch Telford and Wrekin were approached by the Local Maternity System to find out what people thought about Maternity (Perinatal) Mental Health awareness and support within Telford and Wrekin. Also, the study explored how beneficial it would be to implement a new Perinatal Mental Health team within the community.

Altogether, we received 215 people's views and experiences by using three different questionnaires, focusing on Maternity Mental Health from different aspects;

1. Maternal Mental Health Questionnaire
2. Staff Questionnaire
3. Stakeholder Questionnaire.

In order to capture a wider audience, we engaged with people by speaking to them at local groups/events, conducted small one-to-one group sessions and held interviews with staff and stakeholders.

The study highlighted a number of key issues demonstrating a huge gap in Maternity (Perinatal) Mental Health. Such as;

- Both mothers and partners felt embarrassed discussing their mental health challenges
- Mothers and partners felt there was a stigma attached to mental health issues
- A lack of awareness for Maternity (Perinatal) Mental Health
- Breakdown in communication between professional(s) and mothers and partners – which made seeking help more difficult
- Inadequate information/signposting for accessing support and medication throughout the perinatal journey

The findings of this study demonstrated that a new Perinatal Mental Health team would benefit the people of Telford and Wrekin.



Access the report:

<https://www.healthwatchtelfordandwrekin.co.uk/our-work/project-reports/>

Listening to people's feedback is important. We continue to help improve local Maternity Services.

Maternity Voices Partnership and Telford and Wrekin

We work together with the Local Maternity System by hosting the Maternity Voices Partnership volunteers. This partnership increases the chances of gaining more feedback from service users and will help to improve Maternity Services locally.

The volunteers we have recruited have either worked as staff members within Maternity Services or have been past service users. This is important because they have expert knowledge or personal experience.

We also assist the Maternity Voices Partnership by promoting and signposting information using our social media platforms, including our website. Additionally, we proofread documents to ensure the information presented is clear and user friendly.



Helen white Project Support Officer for Local Maternity System and **Louise Macleod** Maternity Voices Development Co-ordinator

“We have worked very closely with Healthwatch Telford and Wrekin this year on a number of projects. They have supported us with discussions around Perinatal Mental Health Support in the area and most importantly they have supported us to set up our Maternity Voices Volunteer programme. The Maternity Voices Partnership volunteers would not be where they are today without the continued support of the Healthwatch Telford and Wrekin team. They have all been welcoming and when working with them we have felt part of their team. We are looking forward to working closely with the team to further our volunteer programme over the next 12 months and any other projects that come up. We feel that their presence on the Local Maternity System has really enhanced the overall productivity of the Maternity Transformation Programme and has enabled us to make positive steps together towards the work of the Local Maternity System.”

Helen white Project Support Officer for Local Maternity System and **Louise Macleod** Maternity Voices Development Co-ordinator

Promoting information and signposting

As part of the work they are doing to reduce stillbirth and early neonatal death The Shropshire and Telford and Wrekin Local Maternity System teamed up with the national charity Best Beginnings to launch the free mobile app '**Best Buddy**'.

The app offers support during pregnancy and the first months of a baby's life. It is accredited by the National Health Service and offers support, guidance and helpful information to expectant parents, new parents and professionals.

Healthwatch Telford and Wrekin have helped promote the app via the website, signposting at engagement events, contacting organisations and using social media platforms.

As a result, the amount of people downloading the app increased across Telford and Wrekin.



To find out more visit:

<https://www.bestbeginnings.org.uk/baby-buddy>

Communication and Key relationships

We have always maintained a good working relationship with Telford and Wrekin Clinical Commissioning Group (CCG) and Telford and Wrekin Council. We communicate on a regular basis and organise meetings which involve; sharing valuable information and discussing events/engagements. By sharing information, we have helped shape outcomes for Health and Social Care Services locally.

“Healthwatch Telford and Wrekin have regular meetings with Telford and Wrekin CCG, in order to share themes around queries that are being raised and engagement that is being planned. This has helped to reduce duplication and encouraged both Healthwatch and the CCG to work together in planning their engagement activity so that we are able to support each other. Over the past 12 months Healthwatch have carried out a number of surveys and by linking in with the CCG Primary Care Team, have been able to target these surveys at an appropriate time. An example of which was a survey that was aimed at the GP practices to complete, having a conversation with the Primary Care Commissioner, Healthwatch were able to adjust the timings of the survey, so that they had maximum response rates.”

Sharon Smith
Patient Engagement Lead
Telford Clinical Commissioning Group

“The Covid-19 pandemic has affected service delivery but I am also aware of how you have adjusted ways of working to continue to provide a service to the public, and continuing links to services. The focus now appears to be on restoring services, but also taking on board how this experience has enabled new and better ways of working – digital connection has been something that we have all got to grips with, and likely to become the norm.”

Commissioning Specialist (Vulnerable People)
Telford and Wrekin Council

If you would like to know more about Telford Clinical Commissioning Group, visit: <https://www.telfordccg.nhs.uk/>

If you would like to know more about Telford and Wrekin Council, visit: <https://www.telford.gov.uk/site/>



Telford Patients First are a local Stakeholder who aim to gather residents and patients feedback, which is shared with us so we can help implement changes or raise concerns with the relevant people. We often share information and attend their regular meetings.

“As a recognised local Stakeholder Telford Patients First (TPF) is a group of patient volunteers whose aim is to proactively canvass residents’ and patients’ feedback/opinions/views to deliver the best possible health and wellbeing outcomes for all the residents of Telford and Wrekin. Together with Healthwatch we have demonstrated that by working together we can positively influence change and improvements to healthcare services within our area. Over the past 12 months we have worked collectively, sharing information and feedback, which gave us a strong force to take forward problems experienced with our healthcare providers.

A representative from Healthwatch attends the TPF monthly meetings which helps us to understand the work they are carrying out as well as them gaining feedback from patients within the TPF group.”

**Lynn Pickavance
(on behalf of)
Telford Patients First Group**

If you would like to know more about Telford Patients First, visit:
<https://www.telfordccg.nhs.uk/publications/policies/corporate-1/68-template-declaration-of-conflicts-of-interest-for-bidders-and-contractors-v3-final>



End-of-Life care in Telford and Wrekin

Healthwatch Telford and Wrekin were asked to be involved in conducting some work on End-of-Life Care. We were asked by Shropshire Doctors Co-Operative Ltd to explore people's views of EOL/Palliative Care services and to provide a comparison across the county, speaking to people regarding their experiences of End-of-Life Care with a particular focus on the out-of-hours services.

Altogether, we received **14** people's views and experiences by hosting informal 1:1 discussion sessions, attending coffee mornings at the Severn Hospice, Maninplace (Telford) and visiting people in their own homes. Questions were designed by Healthwatch Telford and Wrekin, offering the following overall themes;

- Communication
- Staff attitude
- Out-of-hours service
- Overall satisfaction



The study highlighted a number of different issues. Such as;

- Breakdowns in communication were identified between services and professionals, resulting in some patients/relatives not receiving appropriate: information, guidance, medication, equipment.
- Some homeless people felt that because of the way they had been treated in the past by their Doctor – they did not want to visit them.
- Language barriers impacted patients and relatives.
- Difficulties were identified in acute care, whereby staff shortages affected patients' quality of care and their experiences
- West Midlands Ambulance Service provided good care, however, their waiting times had left people stranded for hours on numerous occasions

The findings of this study demonstrated that while End-of-Life Care Services were generally running well, some improvements could be made to the service. Feedback from respondents heavily centred around communication and staff attitude.

To find out more visit:

<https://www.healthwatchtelfordandwrekin.co.uk/our-work/project-reports/>

Long Term Plan

#WhatWouldYouDo

What is a Sustainability and Transformation Partnership (STP)?

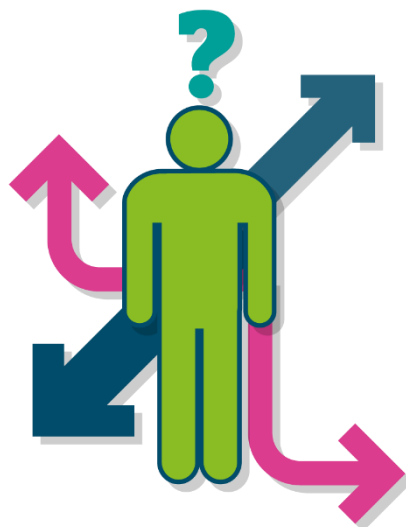
Across England there are 44 STPs which are made up of Health and Care Commissioners and Providers. They bring local health and care leaders together to implement plans required for local communities.

For Telford and Wrekin, there is one STP which covers the county (Shropshire, Telford and Wrekin).



The role of the STP is to:

- Enable people to have more control over their own health, by meeting the evolving needs of their patients.
- To run services in a more coordinated way, to agree system-wide priorities and to plan collectively how to improve residents' day-to-day health.
- Encourage a joined-up approach between commissioners and providers to reduce stress on services and ultimately create a health system which is sustainable for the future.



Highlights



204 people within Telford and Wrekin completed two questionnaires designed by Healthwatch England.



Focus groups helped us engage with **42** people from different communities in Telford and Wrekin.



Healthwatch Telford and Wrekin held a public event and engaged with **19** people.

 The NHS Long Term Plan has given people who are often not heard, a chance to have their views and experiences recognised.

NHS Long Term Plan

Following a commitment from the Government to increase investment in the NHS, the NHS published the 'Long Term Plan' in January 2019, setting out its key ambitions over the next 10 years. Healthwatch launched a countrywide campaign to give people a say in how the plan should be implemented in their communities. The #WhatWouldYouDo campaign saw national movement and people shared their views with us, highlighting key measures to improve the NHS locally.

What did we do?

Working in partnership with Healthwatch Shropshire, we wanted to offer people as many ways possible to answer the question 'What Would You Do'. Whilst also giving people the opportunity to share their current views and experiences of Health and Social Care Services.

We chose to:

- Use two surveys designed by Healthwatch England; one focusing on the main priorities of the NHS Long Term Plan and the other focusing on specific conditions.
- Hold two public events; one in Shropshire and the other in Telford and Wrekin, asking the broader question 'What would you do?'
- Run focus groups across Shropshire, Telford and Wrekin with people living with dementia and their Carers, including adults with learning disabilities (and autism) and their Carers.

Results

What matters most to people in Telford and Wrekin?

Survey 1: General experiences of Health and Social Care Services

Out of the initial total of **448** responses to the survey **116** were from Telford and Wrekin residents.

People were asked to rate the importance of a series of statements suggested to support 4 areas of their lives. Below, are the 4 areas along with the top rated statements;

1) Living a healthy life

"Access to the help and treatment I need when I want it"

2) Being able to manage and choose the support I need

"Choosing the right treatment is a joint decision between me and the relevant health and care professional"

3) The help I need to keep my independence and stay healthy as I get older

"I want to be able to stay in my own home for as long as it is safe to do so"

4) How you interact with your local NHS

"I can talk to my doctor or other health care professional wherever I am"

The results from both surveys reflect the views and opinions of all respondents from Shropshire, Telford and Wrekin. If you would like to see individual responses to each area, please see the full report.

(the link to the full report has been provided at the bottom of pg.28)



Survey 2: Long term conditions

Out of the initial total of **448** responses to the survey **88** were from Telford and Wrekin residents.

In this questionnaire people were asked specific questions about;

- Their overall experience of getting help
- The impact of having more than one condition at a time on seeking support
Waiting times, including how long people had to wait to get a diagnosis, between assessment/diagnosis and treatment and between initial assessment and seeing a specialist
- Access to ongoing care and support
- Communication and whether it was timely and consistent from all services they had come into contact with
- Transport and travel, including methods of transport and how long people are prepared to travel for to receive quick and accurate diagnosis and specialist treatment or support

From this, 5 key areas were identified that required improvements in order for people with specific conditions to feel more supported;

- 1) Getting help and communication**
- 2) Impact of having more than one condition**
- 3) Waiting times**
- 4) Access to ongoing care and support**
- 5) Transport and Travel**

The results from both surveys reflect the views and opinions of all respondents from Shropshire, Telford and Wrekin. If you would like to see individual responses to each area, please see the full report.

(the link to the full report has been provided at the bottom of pg.28)



Public event: 'What would you do?'

Our public event was held at Meeting Point House in Telford, **19** people attend.

We asked people three questions:

- 1) How can you be supported to live a healthier life?
- 2) What can services do to provide you with better care and support?
- 3) What would make it easier for you to take control of your health and wellbeing?

What people told us were important and should be priorities:

- Access and timely intervention
- Tackling isolation and loneliness
- Consistent and reliable information and education for all ages
- Services working together, including information sharing and a flexible approach to working
- Building strong communities and investment in local people
- Individualised care, including using a range of communication methods

Focus group: People with Dementia and their Carers

We had **20** people from Telford and Wrekin attend.

What matters most to people in Shropshire, Telford and Wrekin who are living with Dementia, and their Carers is:

- Receiving timely, on-going, reliable information
- Support for Carers
- Access to and on-going support for the person with Dementia and their Carer

Focus group: People with a learning disability (including autism) and their Carers

We had **22** people from Telford and Wrekin attend.

What matters most to people in Shropshire, Telford and Wrekin who have learning disabilities and autism is:

- Clear communication with health workers
- Consistency of health care professionals
- Compassion
- Easy access to appointments
- Carers who I know and I can trust
- Timely, on-going, reliable information and advice for Carers
- The importance of the Annual Health Check



What are we doing about it?

Leading on from this work, the Sustainability and Transformation team told Healthwatch Telford and Wrekin that this report will:

- Aid the development of the local Long Term Plan for Telford and Wrekin.
- Ensure real outcomes to services across the county are being implemented for patients, which reflect the national plans within the NHS Long Term Plan.

By taking into account people's views local commissioners, providers and key stakeholders can collaborate and identify; what is working well, what is important to people, and what can be improved. Ultimately, creating better Health and Care Services for the people of Shropshire, Telford and Wrekin.

We will continue to share the views and opinions of local residents, including any reports or engagement activities which aid the Long Term Plan's implementation.



Access the report:

<https://www.healthwatchtelfordandwrekin.co.uk/our-work/project-reports/>

Helping you find the answers

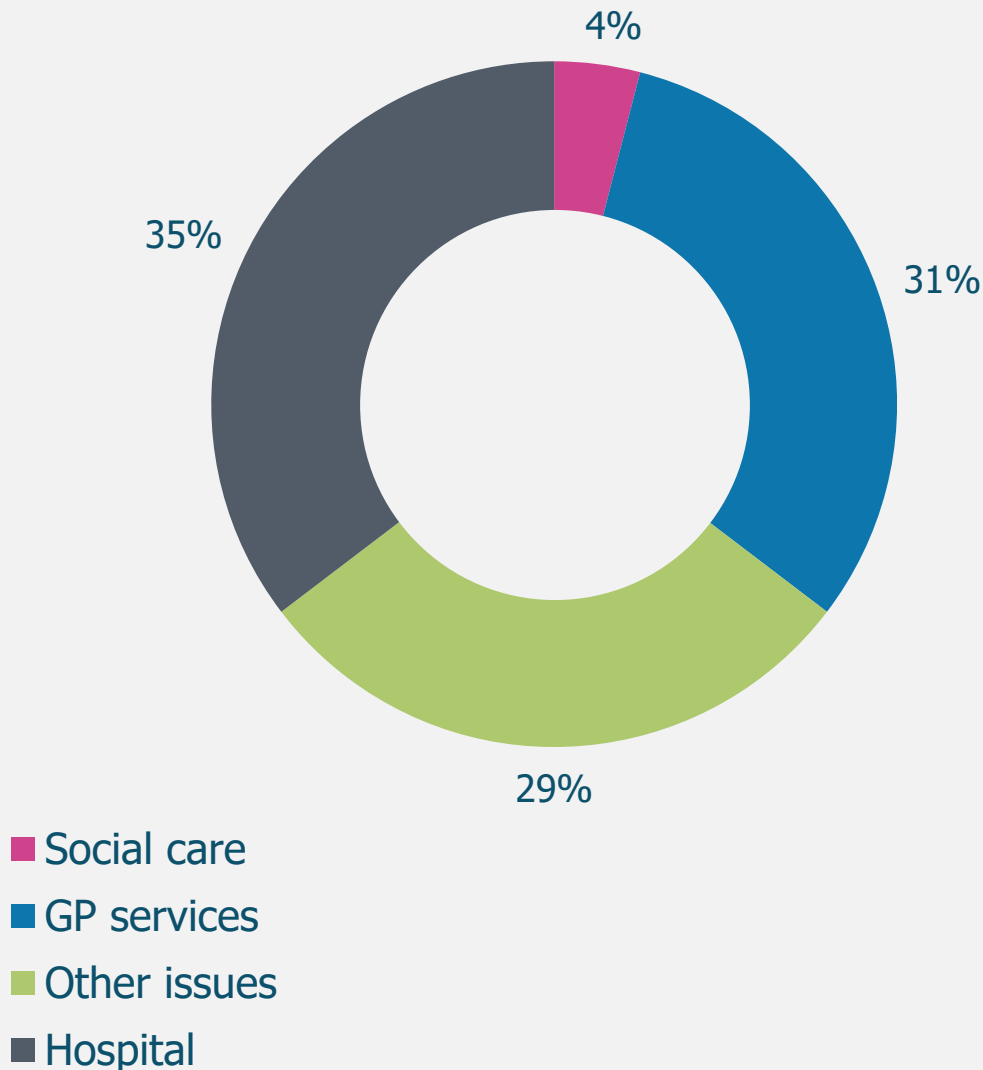


Identifying and contacting the right service can be worrying and stressful. Healthwatch Telford and Wrekin plays an important role in helping people to get the information they need to take control of their health and care and find services that will provide them with the right support.

People were able to get the advice and information they needed and we assisted by:

- Providing advice and information articles on our website.
- Answering people's queries about services over the phone, by email, or online.
- Talking to people at community events.
- Promoting services and information that can help people on our social media.

Here is a breakdown of the major areas that people were concerned about



Case study: Improving services for patients with rheumatoid arthritis

We represent the people of Telford and Wrekin at many meetings such as; Telford Patients First Group, Patient Participation Groups, Board meetings etc...

Telford Patients First Group gather feedback from local residents and patients to help Health and Social Care Services understand what they need/want in order to receive the best care.

We were approached by the Rheumatoid Arthritis Group via the Telford Patients Group because they wanted to raise issues regarding the musculoskeletal services in Telford. In order to escalate this we arranged a meeting with the Rheumatoid Arthritis Group to gather information and discuss their issues.

Following on, we contacted numerous organisations such as; the Sustainability and Transformation Partnership, Shropshire Community Health NHS Trust and Telford Clinical Commissioning Group. As a result, focus groups were held in Shrewsbury and Telford to offer information and gather feedback.

Additionally, we participated in the Sustainability and Transformation Partnership Muscular Skeletal Guiding Coalition Workshops, looking at the musculoskeletal strategy.

We found the process and flowchart had been agreed, however, we were able to represent the views and opinions of the Rheumatoid Arthritis Group to make improvements.

In this case, we were able to escalate patients views and opinions, working with the necessary people to help implement changes to improve patients experiences within musculoskeletal services locally.



“The past year has still continued to be difficult for rheumatoid arthritis patients. Healthwatch were invited to attend a Rheumatoid Arthritis Support group meeting to listen to the patient concerns... Rheumatology is under review for the new MSK service and patients hope that their illness will be fully recognised with appropriate care and attention in the future for Telford and Wrekin.”

Marjorie Mannering
Rheumatoid Arthritis Group





Information access and availability:

Due to the Coronavirus pandemic we wanted to offer people easy access to information and guidance. We continually updated our website with the latest resources, including making information accessible to people who required it in different languages or formats.



Complaint:

Caller: A concerned caller wanted advice on how to make a complaint about Maternity Services and on how they could be sure someone would be in contact with them.

Our response: We advised the caller to telephone Shrewsbury and Telford Hospital (SaTH), Patient Advice Liaison Service (PALS) at the relevant hospital in order to register their concern and to request appropriate correspondence.



Signposting:

Caller: We received a call from an individual who was concerned for their child's welfare and they were trying to get in touch with social services.

Our response: We signposted them to Family Connect and explained what the service offers.



Contact us to get the information you need

If you have a query about a Health or Social Care Service, or need help with where you can go to access further support, please get in touch. Don't struggle alone. Healthwatch Telford and Wrekin is here for you.

Website: www.healthwatchtelfordandwrekin.co.uk

Telephone: 01952 739540

Email: telford.admin@healthwatchtelfordandwrekin.co.uk

Volunteers



Healthwatch Telford and Wrekin are supported by 25 volunteers helping us to find out what people think is working well and if there are any improvements to services people would like to see.

This year our volunteers:

- Raised awareness of Healthwatch Telford and Wrekin by attending events, leading and supporting Enter and View visits.
- Listened to people's experiences to find out what is important to them and to help us know what to focus on.
- Supported the team by helping during the day to day running.
- Represented us at key meetings with partners.

Thanks to the hard work of our volunteers we have continued to make a difference.

Maternity Mental Health

Between June – September 2019 our volunteers helped give mothers and partners a voice during our Maternity Health engagement. Without their support this engagement work would not have been able to reach as many parents and families. This was achieved by; holding engagement stands at our local maternity clinics, visiting parent and baby groups and supporting our focus group. Our volunteers worked hard and dedicated their time to ensure what matters most to parents is heard.

Wound care

Between January – March 2020 we visited our three local wound care services. Our volunteers supported this engagement

work by attending the clinics and taking time to listen to patients to hear what they like about the service, and what could be improved. Unfortunately, due to the outbreak of Coronavirus (COVID-19) we were unable to continue this work. However, this work will be continued as soon as it is safe to do so.



Volunteers Christmas dinner 2019



Volunteer with us

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

Website: www.healthwatchtelfordandwrekin.co.uk

Telephone: 01952 739540

Email: telford.admin@healthwatchtelfordandwrekin.co.uk

Our volunteers

We could not do what we do without the support of our amazing volunteers. Meet some of the team and hear what they get up to.

Eddie

I passed my interview four years ago and have been involved with a lot with service users since then to find out what their experience is of using Health and Social Care Services. The findings help with the development of these services and importantly put a spotlight on the good work that often goes on without fuss day to day.

It's lovely to see the look on a member of staff's face when you tell them how appreciated they are. I have learned a lot over my four years through attending a variety of courses and training. We have regular support meetings and check in with each other both practically and in terms of our wellbeing – so important in these difficult times. There is always someone to talk with when I need help.

PS. Give it a try, you won't regret it!



Joan

I have been a volunteer with Healthwatch Telford and Wrekin for four years. I take part in Enter and View visits and engagement activities. I do this because I like the idea of someone helping others to have a voice in our Health and Social Care Services.

David

I came into Healthwatch Telford and Wrekin around 2013. There has been lots of changes since then. I have been Vice-Chair for a long time now and really enjoy the role and my contributions to what we do. One of my roles is to be the secretary/minute taker for the Board. I have done engagement work and took part in Enter and View. I also attend the Hospital Board where I represent Healthwatch Telford and Wrekin as an independent voice.



“Our volunteers are at the heart of what we do. Without them we would not be able to reach as many residents or patients of Telford and Wrekin. They are amazing!

Due to the pandemic our engagement has been placed on hold temporarily. We are currently planning new ways to engage and connect with the residents of Telford and Wrekin.”

Katie Cook | Engagement Officer

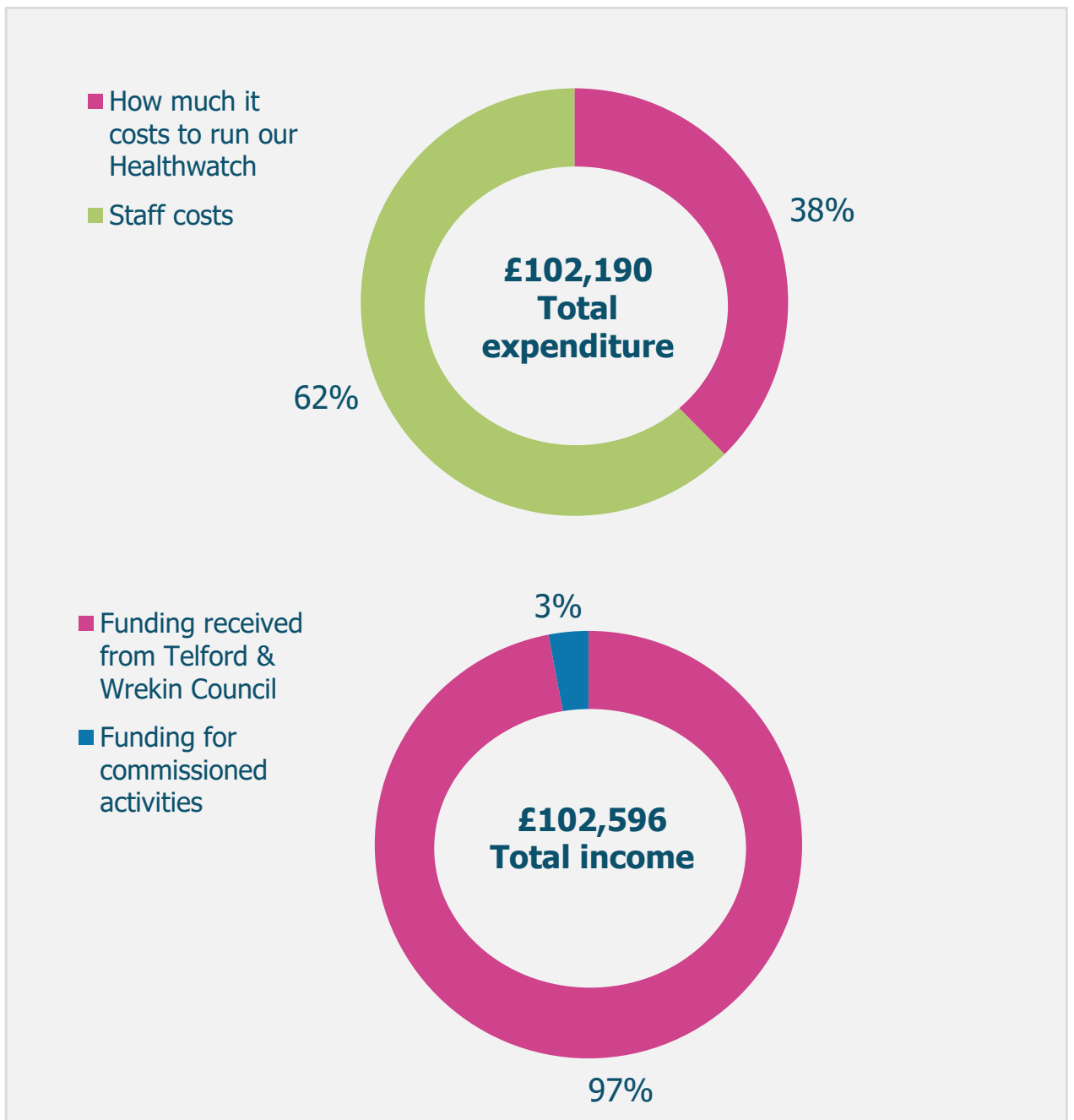


Finances



We are funded by our local authority under the Health and Social Care Act (2012). In 2019-20 we spent £102,190.

Telford and Wrekin Council have continued to support our work, providing £100,000 for our core services. In addition, we received a further £2,596.28 for commissioned projects. Our expenditure amounted to £102,190, slightly less than our income, leaving a small surplus of £406. In addition, we hold a sum of £6,260 on behalf of the Maternity Voices Partnership, for their expenditure due in 2020/21.



Our plans for next year



Looking ahead



Some of our priorities from 2019/20 will continue into 2020/21, due to COVID-19 and the impact this had on people and our engagement work as a whole.



In relation to our forward plan, 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 involves Neighbourhood working, Primary Care Networks) to ensure local people's views are explored and voices are heard.

With our 6 priorities in mind we will continue to talk to people, explore their views, seek their experiences and feedback on...



- **Specialised services:** such as Cancer Care, and other key normal health services, operating safely in Hospitals.
- **Acute services:** capturing people's feedback around services such as: Maternity services, Hospital Transformation Plan, A&E, Urgent Care, Clinics, Outpatients and Planned Care.
- **Mental Health services:** Child and Adolescent services, Acute admissions, Digital solutions, Medication and Therapies, Suicide and Out of hours.
- **Primary Care:** Primary Care Networks, Community resilience and Digital technology.
- **Adult Social Care:** around COVID-19 (PPE, Test, Track and Trace), Isolation, Discharge to or admission from and the future economy of and organisation of the Care Sector.
- **Carers and unpaid carers:** their Home and Domiciliary Care experiences. Including loneliness and isolation.
- **Learning Disability and Autism:** to work with people and key partners during and post COVID 19 Pandemic.
- **Long-term conditions and support offered:** e.g. Diabetes, MSK, Dementia Services and regular checks.
- **Prevention and Placed Based Care:** e.g. weight, alcohol and addictions.
- **Maternity Voice Partnership:** to provide operational support to the Volunteers, covering Shropshire, Telford and Wrekin.



We plan to address these by continuing to engage with Commissioners, Organisations, Local Council, Providers and people of Telford and Wrekin by:

- Consulting with people in Telford and Wrekin on the NHS and new ways of working, such as Digital transformation.
- Use a range of methods to engage with people, utilising WhatsApp, Microsoft Teams, Zoom, as well as conventional ways.
- Communication, Engagement and attending events (post COVID-19)
- To be actively involved within various scrutiny meetings and groups.
- Targeted approach to our surveys in order to achieve desired outcomes.
- To engage with people and workforce about health and social care service provision in Telford and Wrekin.
- Expand on our Board and volunteer base so we can engage more with people.

We plan to continue working with people from Telford and Wrekin on key Health and Social Care issues

This will involve working with the Sustainability and Transformation Partnership – Shropshire Telford and Wrekin (STP, STW), a range of health and social care

Providers, Telford and Wrekin Council, Healthwatch colleagues on the themed work activities. Supporting Local Maternity Services and Maternity Voices Partnership, and other themed activities.

We hope to achieve...

- To help people of Telford and Wrekin in receiving the best health and social care possible.
- 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 and challenge local services and decisions to ensure the public voice has been heard and considered.
- To 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.

Thank you

We would like to say thank you to everyone who has worked with Healthwatch Telford and Wrekin over the last 12 months, during some very unusual times. To the people who have shared their views and experiences with us, be rest assured that those responsible for running, planning, regulating and commissioning our services do get to hear about them. We look forward to listening to your views and hearing about your experiences in the future. Thank you again.

Together, through sharing views and experiences, we can make Health and Social Care Services better for the people of Telford and Wrekin.



“We would like people’s views to help shape and provide the very best possible Health and Social Care system for the people of Telford and Wrekin.”

Paul Shirley

General Manager

Contact us

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Contact number: 01952 739540

Email address: telford.admin@healthwatchtelfordandwrekin.co.uk

Twitter: @Healthwatch_TW

Facebook: Facebook.com/HealthwatchTW

Website: www.healthwatchtelfordandwrekin.co.uk

Address and contact details of the organisation holding the local Healthwatch contract as of 31/03/2020.

Contact number: 01952 739540

Email address: telford.admin@healthwatchtelfordandwrekin.co.uk

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If you need this in an alternative format please contact us.

Note: Please include your charity or company number here.

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