



news & VIEWS

Local news from your local Healthwatch

Autumn 2017

A word from our Chair, Gill Stewart

Hello!

We are your local Healthwatch and our purpose is to put people at the heart of decisions about health and social care locally. We are a conduit from you to commissioners of Health & Social care in Telford & Wrekin, using your experience of using local services to influence their decision making processes.

We ensure your voices are heard at all levels and we aim to seek the opinions of our communities at every opportunity. Health & social care is going through a huge period of change, so its important that people have a say. We know that people want to be involved and that without incorporating their experiences services cannot meet the needs of those who use them

We have a real opportunity to shape health and social care in Telford and Wrekin for future generations so get come on get involved

“It starts with you”

A word from our Managing Director, Shobha Asar-Paul

Hello and welcome to our first news and views-letter where we introduce the team.

As the new Managing Director, I want to make sure that as many people as possible know about Healthwatch Telford & Wrekin so we can better reflect the voice and views of local people in the way our health and social care services are developed and delivered.

We hope to produce this newsletter four times a year and in it we will bring you up to date on the work we are doing and feature local people who are making a difference to local services as well as highlighting those areas that will be of interest. If you want to find out more about us then please contact any of us in the team; if you represent a local organisation, Lucky or Paul will be happy to try and meet with your group to talk about our role and how we might be able to support the issues you may be concerned with. It is more important than ever that you tell us about your experiences of Telford and Wrekin health and social care services. I look forward to hearing from you and together helping our local services to be more accessible, relevant and provide better quality care and support.

Meet The New Members of the Team!

Shobha Asar-Paul, Managing Director

Hello, just to tell you a little bit about me, my two children are in their early 20's both still studying & my parents are at an age where they need some support, my father who is 91 has dementia but happily still at home assisted by my mum who is his principal carer. We have a cocker spaniel called Pablo who needs to lose a little bit of weight and is scared of the dark. I have worked for the NHS and local government & have considerable experience of health and social care services. I am loving working for Healthwatch Telford & Wrekin, it is a joy getting to know so many people from different backgrounds who are passionate & committed to improving local services.



Aislinn Bergin, Research and Information Manager

Hi everyone! I've met some of you over the past few weeks but I'm glad I get the chance to introduce myself a bit more. I'm from Ireland, hence the weird name (it's pronounced Ash-lin), & I have a beagle called Jeremy who will eat just about anything. My boyfriend has been trying to get me to enjoy running but it's a struggle. I love doing research (I've been doing it in Digital Mental Health until now) & find it extremely rewarding to be able to listen to what people say and bring it together in a way that makes an impact in health & social care. I also love coffee and always have a pot on the go in the office - you're welcome to come & share any time!



Lakhvir (Lucky) Hunjan, Engagement Manager

Hi, my name is Lakhvir also known as Lucky. I come from a large family and both my husband and I are the youngest of eight siblings. I have a daughter who is a medical student in London and a son who is on his gap year. I was born in Uganda and narrowly escaped the sudden takeover of Africa under Idi Amin - hence the nickname Lucky! I love to help people and make a positive impact on their lives which is why I joined Healthwatch as their Health and Social Care Engagement Manager.



Enter & View Update

Hi all,

It's a cool, Friday morning, as I am sat here with my colleagues talking about our upcoming newsletter. Christmas time is fast approaching but it also gives us time to reflect on a busy 2017, with new staff in place and future visions.

Our Enter and View plans continue well into 2018. We have 15 places to visit pencilled in our calendar between November 2017 and April 2018. We continue to use our Dementia care theme amongst health and care services - finding out what they are doing well or what opportunities are open to them. Without our volunteers, delivering this programme would be difficult...so thank you to all our Enter and View volunteers.

We are also gathering pace with our YOUTH community hubs project with schools and colleges. Phase 1 covering some secondary, Academies, and Technology or sixth form colleges in the Wellington area.

Paul Shirley, Engagement Manager



Volunteer Update

Volunteer Steering Group

Recognising the value of our volunteers and supporting them is a top priority. For this reason we have restructured our Volunteer Support Meetings to include a Steering Group who can help guide us in doing that. Our first meeting was on 25th September and our next one is due to happen November.

We invite you to voice your thoughts on how we can increase the number of volunteers in Healthwatch Telford & Wrekin and how we can maximise your experience of supporting our organisation. We also wish to support and empower those who share their time with us, including a focus on recognising the incredible energy that our volunteers bring to our organisation. We look forward to working together to strengthen this going into the future.

Engagements

We've gone on a few exciting engagements recently. From asking people about their thoughts on the increased parking charges at Princess Royal Hospital to Enter & View. We've also been at the Stirchley Medical Centre at their Flu Clinic, Senior Citizen's Forum, and a number of Dementia-related events.

Volunteering with Us

We have lots of exciting opportunities for volunteers. If you haven't volunteered with us before but would like to or are waiting to hear back from us about volunteering please get in touch with Lucky or Paul on 01925 739540 or email info@healthwatchtelfordandwrekin.co.uk

Healthwatch Telford & Wrekin in the News

Shrewsbury and Telford Hospital Trust increased their car parking charges on the 1st of November. Shobha appeared on Radio Shropshire to discuss these changes and emphasise how important it was to make sure that people were informed.

**Macmillan Cancer
Support Fundraising**

Alongside Meeting Point House we managed to



New Feedback Boxes !

Lucky spent a lot of time, glue, paper and sellotape to update our feedback boxes to something a little more eye-catching. Let us know what you think!

- SaTH is still not taking new referrals for Neurology. If you need more information please contact us.
- Car parking charges have risen at Princess Royal Hospital and Royal Shrewsbury Hospital. We are in the process of collecting feedback and producing a report, details will follow in our next newsletter.
- Future Fit is due to begin consultations soon but progress is slow.
- All health and social care services are collaborating to issue their Winter Plan imminently. This is a month earlier than normal due to the increase in early pressures. We will have more to report on this in December as we are continuing to monitor development and implementation, as well as impact, of this plan. Please make sure to share your feedback.
- Princess Royal Hospital has opened an Urgent Care Centre and Clinical Decision Unit to help ease the winter pressures. We'll be telling you more about what that means in our next newsletter. If you have experience of these services please make sure to share them with us!

Dates for the Diary

Our Public Board Meeting will be 30th November.

Next Volunteer Steering Group is also on 30th November.

Meetings we will be attending:

Telford Mental Health Forum

Carers Partnership Board

Care Quality Commissioner



**Keeping
Informed**

Please let us know what you think of the newsletter and if you have any useful information or want to write a piece for a future edition, we would be delighted to hear from you. Please contact Aislinn on email below and she will guide you through the process.

If you want Healthwatch Telford & Wrekin to come to your group to talk about what we do please get in touch today:

**Meeting Point House, Southwater Square,
Telford, TF3 4HS**

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