



Working together to improve Health and Social care in Telford and Wrekin

Annual Report 2022-2023



Ironbridge, Telford

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Message from our Chair, Barry Parnaby



Barry Parnaby
Chair

Undoubtedly 2022 has been a challenging year for Health and Social Care Services in Telford . We have seen several critical incidents within our local Hospitals caused by severe shortages of resources, staff and Increased demand on our services. This has resulted in our organisation over the year receiving numerous concerns in relation to cancelled appointments, inability to access GP appointments and Dentistry and Mental Health Assessments for Young People. Additional pressures have been placed on our Hospitals and staff being unable to discharge Patients due to the lack of Social Care facilities within the community which has resulted in major issues relating to patients remaining in hospital longer than necessary and problems which have resulted in the Ambulance service being unable to admit patients where we have seen patients being treated in the back of ambulances which is totally unacceptable. We have raised all these issues of concerns within reports submitted to the appropriate authorities on all these concerns. Hopefully, with the public becoming more aware of these things and pressure being placed on the Government and additional finance being promised we will see an end these problems and that our Integrated Care Service will ensure that a whole system approach results in greater effectiveness and a more efficient integrated Hospital and Social Care service is provided for all. This will take some time to come to fruition, but an emphasis must be placed now on their agendas that patient's safety and welfare is a top priority . Our Staff and Board continue to work collaboratively with all NHS , ICS and other Voluntary and Statutory Agencies and are committed to working towards a truly joined up and Integrated Care service which will benefit all. Particularly an emphasis has been on addressing Inequalities raised, Enter and View visits to our Residential homes and hospital wards .

Finally, we at Healthwatch Telford and Wrekin want to thank all our wonderful NHS , Local Authorities Social Care staff and support workers for their commitment in supporting the people of Telford during the difficult times they have experienced. My personal thanks goes to my small but dynamic team who I have the privileged of working with. Together we passionately seek to ensure that the Independent voices of the people of Telford and Wrekin's is always heard and acted upon. I hope you find our Annual report informative and that this report gives you a flavour of the extent of our work plans we have carried out in engaging within our communities.

Message from our Vice Chair, David Bell



David Bell
Vice Chair

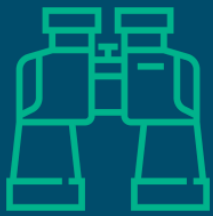
This has been the final year of our contract but it has been a very successful period due to our outstanding Team of staff. We have worked as a team to carry out a range of visits to Town and Parish Councils, community centres, warm hubs and have made lots of new links. We have maximised our visits to Care Homes caring for older residents and others with learning difficulties. We held a very successful Public Board in Arleston with the cost of living theme with the VCS and other stakeholders we have also visited our Hospitals and to A&E services to ensure that our local community get the best treatments possible. .

We hosted the first networking meeting with other organisations which we hope will continue in the future.

About us

Your health and social care champion

Healthwatch **Telford and Wrekin** is your local health and social care champion. We make sure NHS leaders and other decision makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.



Our vision

A world where we can all get the health and care we need.



Our mission

To make sure people's experiences help make health and care better.

Our values

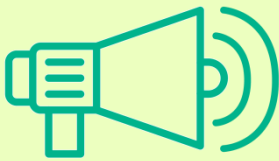
- Listening to people and making sure their voices are heard.
- Including everyone in the conversation – especially those who don't always have their voice heard.
- Analysing different people's experiences to learn how to improve care.
- Acting on feedback and driving change.
- Partnering with care providers, Government, and the voluntary sector – serving as the public's independent advocate.



Our year in review

Find out how we have engaged and supported people.

Reaching out



143 people

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

128 people

came to us for clear advice and information about topics such as mental health.

Making a difference to care



We published

4 reports

about the improvements people would like to see to health and social care services.

Health and care that works for you



We're lucky to have

21

outstanding Healthwatch and Maternity Voices volunteers, who helped us make care better for our community.

We're funded by our local authority. In 2022-2023 we received:

£100,000

We also currently employ

4 staff

who help us carry out this work.



**PROUDLY
SUPPORTING
THOSE WHO
SERVE.**

Healthwatch Telford and Wrekin are proud to announce as of Tuesday 22nd November, we have signed to commit to honor the Armed Forces Covenant and Armed Forces Community.

As an organisation, we are proud to support those in the Armed Forces. Our Board Director, Barry Parnaby, proudly served 5 years as an RAF Personal.

Our Lead Officer, Jan Suckling, has a wealth of forces experience with her Father serving in Borneo and husband serving 29 years in the RAF including service in The Falklands War. Her son has also served 11 years in the RAF serving in Kosovo and Sierra Leone.

In 2023, Healthwatch Telford and Wrekin will be supporting local organisations to support veterans and their family members to get their voices heard.



Staff and Board Updates



This year we have welcomed two new Board Directors, A Finance Director & An Associate Director. We have also welcomed two new Staff members, A Lead Officer and Admin Officer.

Healthwatch Telford and Wrekin staff team



Jan Suckling
Lead Officer



Fiona Doran
Engagement & Task
Coordinator



Katie Cook
Communications and
Involvement Officer



Emma Karim
Admin Officer

Enter and View

What is Enter and View?

Established in law by the Local Government and Public Involvement in Health Act 2007 (and amended by the Health and Social Care Act 2012), Enter & View is the statutory power granted to every local Healthwatch. It allows our Authorised Representatives to observe how services are being delivered, to collect the views of service users at the point of delivery, and to collect the views of their relatives and carers.

This year, our Enter and View team have completed 6 Enter and View visits. We have been to;

Roden Hall
Farmstead
Deansfield
High Mount
Rubens
PRH Discharge Lounge

Our Authorised Representatives

- Jan Suckling
- Katie Cook
- Denise Morgan
- Frank Pitt
- Christine Warren
- David Bell
- Barry Parnaby
- Liv Pitt



Visit our website to read our latest reports.

Community engagement

Throughout 2022 & early 2023, HWTW have been engaging with community groups, diversity and inclusion groups, warm hubs, town and parish councils, maternity groups and Dementia support groups.

Town & Parish Councils

So far, we have visited:

- WELLINGTON TOWN COUNCIL
- RANDLAY AND HOLLINSWOOD
- NEWPORT
- DONNINGTON AND MUXTON
- OAKENGATES
- WROCKWARDINE WOOD AND TRENCH
- LAWLEY AND OVERDALE



Community Centers and Warm Hubs

So far, we have visited;

- Telford and Wrekin CVS center
- Parklane Centre
- Hollinswood and Randlay centre
- Kushdil Multi-Cultral
- Independent Living Centre
- Leegomery Centre
- Hadley Community Centre
- Church Aston
- Neighborhood Centre
- The Wakes
- Brookside Central
- Sambrook Centre
- Lawley chatty café
- Antice Hall
- Dawley Christian Centre



Dementia support

+ HWTW knows all too well how important spreading awareness of Dementia is. As part of our engagement plan, we are networking with local support groups to gather feedback on support services/diagnoses and help raise awareness. We met with Siobhan from Home Instead, Siobhan has invited us to come along to their wellbeing event and support groups to discuss Health and Social care support for those with Dementia and family/carers.

+ HWT&W also hosted a survey on our website for a student from Newport Girls High School who was gathering views for research looking into the effect of Dementia on family members and care givers. The survey received **40** responses!

Community engagement

These are the events HWTW have visited from April 2022 to March 2023.

Spring

Safer & Stronger communities
Dawley Drop In
Healthy Minds Festival
Get Telford Walking
Veteran Calm Café

Our goal for community engagement is to positively impact changes for residents of Telford and Wrekin within Health and Social Care. We represent all community groups.

Summer

Queens Jubilee Event
Celebrating Carers
Dawley Day
Safer Stronger Communities
Cost of Living Advice
ChitChat Hollinswood Centre
Telford Crisis Support
Malinslee Big Picnic

Autumn

Strichley ChitChat
World Mental Health Day
Jayne Sargent Foundation
A&E Kiosk visit



Winter

The Wakes
Independent Living Centre
Dawley Baptist Church
Inter-Faith Council
Telford Mind Event
Health and Wellness Fair
Safer Stronger Communities
Severn Hospice
Dementia Café
Wellbeing Event

Community engagement

Monday Mentions

We really enjoy building relationships and engaging within our community.

It is important to recognise peoples success, celebrate and share, especially when a difference is being made to local people.



Monday Mentions 2023

This weeks Monday mention is dedicated to Siobhan Davis from Home Instead, for her passion towards sharing education about Dementia out in the community. The work you do is outstanding, raising awareness and interacting on daily basis and making a huge difference.



Siobhan is currently working on a programme to crack loneliness this Easter, collecting donated Easter Eggs and delivering them to lonely people who live within our community.

healthwatch
Telford and Wrekin



HEALTHWATCH TELFORD AND WREKIN

NEWS



TELFORD CRISIS SUPPORT

Thankyou Simon for taking the time to show us around and for explaining everything you do. You are so much more than a food bank. You make sure no-one need go without the basic essentials to keep themselves and their families sheltered, fed, clean, clothed, warm and Healthy.

The Baby Bank is a fantastic way to help support New moms and babies. The focus you put into not forgetting the mom herself is a special touch.

The popular school uniform section is really useful and will help support many families within the borough 🍎 Pictured: Emma from HWTW, volunteer Dale and Operations Manager Simon Lellow

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Telford and Wrekin



HEALTHWATCH TELFORD AND WREKIN

Engaging in our Community



Community engagement

Networking Event January 2023

At Healthwatch we held our first Networking Event at the end of January 2023, which was a huge success. Allowing over 30 Organisations to interact and engage with each other and share best practice. We are grateful to everyone who presented.

- Kelly Middleton - ManInPlace.
- Andy Burford – Ageing Well
- Terry Gee – COG and Stay
- Melanie Lomax – Healthy lifestyle team
- Jamie Roberts -Yellow Ribbon
- Rebecca Blount- Recharge
- Valerie Graham -Public Health
- Kate Ballenger - SATH
- Elisabeth Wright- POWHER
- Simon Lellow – Telford Crisis Support
- Alex Graham – TACT



Local groups shared information about themselves, real life experiences and the work they do to support the community. We are looking to present these events quarterly across the Borough.



Circulating information on Social Media and Website

Our Social media and website content is updated daily with interesting posts and information. Including events, engagements, weekly Monday mentions, monthly Hot Topics, surveys and reports.

healthwatch Telford and Wrekin **CIRCULATING INFORMATION**

Talk to us...

Tell us what you think about Health and Social care services in Telford and Wrekin ↓

You are welcome to join us at our Drop in Hub Tuesdays 10:00am - 13:00

Meeting Point House
Southwater square
Telford
TF3 4HS
01952 739540

Emma Kazim

ARMED FORCES COVENANT

HOT TOPIC

CALL 111

NHS

Healthwatch Telford and Wrekin
Share your Views

healthwatch
Your local logo

Our social media reach 2022-2023

Facebook

2022- 2023



Followers: Not recorded – MTD : 128
Following: Not recorded – MTD: 115
Posts: 40 – MTD: 592

2022- 2023

Twitter



Followers: 1896 – MTD : 1911
Following: 936 – MTD: 985
Tweets/reposts: 5000 – MTD: 6714

LinkedIn

2022- 2023



Followers: Not recorded – MTD : 108
Following: 2- MTD: 11
Posts: 40 – MTD: 100

Instagram

2022- 2023



Followers: 117 – MTD : 209
Following: 86 – MTD: 558
Posts: 40 – MTD: 163

Partnering with organisations to get local voices heard!

Healthwatch Telford and Wrekin have partnered with other organisations on joint survey/projects including Telford and Wrekin Council, ManInPlace and Healthwatch Shropshire.



Ageing Well Survey

Healthwatch T&W working with Telford and Wrekin Councils' Ageing Well Strategy Partnership Board.

In 2020, HWTW were invited by Telford and Wrekin Council to work alongside their Ageing Well Strategy Board to help develop a strategy. Working in collaboration with partners, Age UK, NHS Shropshire Telford & Wrekin, Integrated Care Shropshire Telford & Wrekin, Forum 50+ Telford, NHS Shropshire Community Care Trust and NHS Midlands Partnership Foundation Trust.

HWTW began by hosting the survey on our website to seek feedback from people across the borough asking them to share their views on the support they need to age well in Telford.

The focus was on several themes:

- **Where we live**
- **Health and Wellbeing**
- **The impact of the pandemic**
- **Transport**
- **Digital Inclusion**
- **Financial Security**
- **Cares**

We received
over **2800**
responses to the
survey!

The survey ran between July and September 2022. A high number of response were received from people aged 50 to 79. There were also several responses from people aged 80 years and over.



Protect, care and invest
to create a better borough



Ageing Well Cont.

The survey also contained a question relating to people's preference for telephone/video Consultations. This received mixed reviews, 47.53 % of people responding saying no. 36.78 % of the people who answered the question would be happy with both. Only 17.21% of people who answered the question said yes this would be their preference.

It is clear from the survey feedback that people feel health check opportunities are much reduced since the Pandemic, the data show only:

- ❖ **8.05% - 176 people had Abnormal Aortic Aneurysm (AAA) screening**
- ❖ **48.60 % - 1062 people had Blood Pressure checks**
- ❖ **50.98 % - 1114 people had Bowel Cancer screening**
- ❖ **45.35 % - 991 people had Breast Cancer screening**
- ❖ **30.66% - 670 people had cervical cancer screening**
- ❖ **27.83% - 608 people had Cholesterol test**
- ❖ **16.29 % - 356 people had Diabetic Eye Screening**
- ❖ **12.22% - 267 people had NHS Health Checks**
- ❖ **3.07% - 67 people had skin checks**

Interestingly, the take up rate on Covid and Flu vaccinations was high 84.99% - 1857 people and 75.61% - 1652 people, respectively. A total of 2185 people answered this question.

All of the data collected from the survey, has been collated and analysed by members of the Ageing Well Partnerships Board and a draft Strategy produced and now going through phase 2 of the consultation process.

It is hoped that the final version will be published in May/June 2023!

Calling an ambulance in an emergency

We had a total of **168** responses from residents across Shropshire, Telford and Wrekin



What we heard about;

- Falls
- Quality of staff
- Waiting times
- Alternative travel
- Call categorisation
- Emergency department
- Discharge from hospital

Why did we report on the ambulance service?

Calling for an ambulance in an emergency was highlighted as a pressing issue for residents in Shropshire, Telford, and Wrekin in May 2022 when the Director of Public Health for Shropshire asked Healthwatch Shropshire to put out a call for people’s experiences of calling 999. It was already understood that long waiting times were a significant issue, but the Director of Public Health wanted Healthwatch to help draw attention to people’s individual voices and experiences, and the real-life impacts these waiting times were having. The Director of Public Health in Telford & Wrekin also asked Healthwatch Telford & Wrekin to also ask their residents to share their experiences. This report categorises these experiences, highlighting how people felt at the time, what happened and how things could be improved.

Health inequalities within homelessness

Maninplace and Healthwatch Telford & Wrekin are working together to look at health inequalities within homelessness.

We know that in a lot of cases homelessness is caused by relationship breakdowns as a result of mental ill health or addiction.

We are interested in the views of people who have experienced or are experiencing homelessness, what they feel the challenges to sustaining accommodation are and accessing health support.



Have you heard of ManInPlace?

Maninplace is a provider of emergency, temporary, supported and long-term accommodation with intensive housing management services, set up to offer accommodation for people who present as rough sleeping or homeless in the borough of Telford & Wrekin.

Click [here](#) to visit their website and find out more.



MANINPLACE
INNOVATE ACCOMMODATE MOTIVATE



SHROPSHIRE AND TELFORD & WREKIN

Maternity Voices

Working in partnership to improve maternity services

Healthwatch Telford and Wrekin are proud to host Shropshire, Telford and Wrekin Maternity Voices Partnership (MVP). MVP is an independent team made up of women and their families to design and improve maternity care together. They listen and gather feedback from recent service users and aim to enable everybody's voice to be heard. HWTW recruit, train and support volunteers who are interested in making a difference to maternity services.

We have a total of **14** active volunteers who do an incredible job.



Emily Evans
Maternity Voices Chair

Healthwatch Telford and Wrekin have supported **3** [15 Steps Programme] visits this year, these were looking at;

- Antenatal & Triage
- Postnatal Ward
- Delivery Suite & Theatre

These were visits to Princess Royal Hospital, Telford. The reports can be found on our website.



Volunteering

Volunteers play a vital role in helping people have their say on health and social care. Volunteering with Healthwatch Telford and Wrekin can help you develop skills, gain experience and make a difference to your community.

Volunteering Roles

Engagement

Board Member

Enter and View

Admin support

Communication Support



Denise Morgan has volunteered with Healthwatch Telford and Wrekin for over 5 years. Denise is an Authorised Representative for Enter & View, she supports us in helping make health and social care better.

Outside of Healthwatch, Denise is a lay preacher, here she is singing Christmas Carols with us in December 2022.

Thank you for your continued support Denise!



Do you want to volunteer?

We are always on the lookout for new volunteers, so please get in touch today.



www.healthwatchtelfordandwrekin.co.uk



01952 739540



Telford.admin@healthwatchtelfordandwrekin.co.uk

Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

Income		Expenditure	
Annual grant from Telford and Wrekin Council	£100,000	Expenditure on pay	£78,067.19
Additional income	£11,973.51	Operational costs	£45,458.98
Total income	£111,973.51	Total expenditure	£123,526.20

Top priorities for 2023–24

- 1** Enable people from Telford and Wrekin to have their voices heard in respect of Diabetes services to influence the care pathway redesign work.
- 2** Work with our GP services to make sure they are as accessible and effective as is possible to meet our local needs including the provision of accessible information.
- 3** Increase the public accessibility of Healthwatch Telford and Wrekin, digitally and in person across all of Telford and Wrekin.

From 01 April 2023 Healthwatch Telford and Wrekin will be delivered by Engaging Communities Solutions CIC





healthwatch
Telford and Wrekin

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 HealthwatchT_W

 HealthwatchTW

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