



# Speaking up for better care

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Jan Suckling  
Chief Officer

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As we reflect on the achievements of the past year, it is important to recognise that independence remains at the heart of everything we do. By listening to local people and speaking up on their behalf, we provide an impartial and trusted voice that helps shape health and social care services. Our independence allows us to challenge constructively, celebrate good practice, and ensure that people's experiences are heard and acted upon.

# A message from our co-chairs

This year has shown the real value of listening to local people and ensuring their experiences help shape health and social care services. Healthwatch Telford and Wrekin has continued to be an independent voice for our communities, gathering feedback, challenging where improvements are needed, and recognising the excellent work being delivered across our local services.

I am proud of what our staff, volunteers and Board have achieved together. From our Enter and View visits and major reports on Emergency Department services and veterans' healthcare, to our outreach work in communities across the borough, every conversation has helped influence positive change.

On behalf of the Board, I would like to thank everyone who has shared their experiences with us. Your voice is at the heart of everything we do, and together we will continue working to ensure health and care services meet the needs of everyone in Telford and Wrekin.



Co- Chairs  
Terry Gee  
John Brewer



"Every story shared with Healthwatch has the power to improve services. By listening to local people, working with partners and speaking independently, we are helping to ensure health and social care in Telford and Wrekin continues to improve for everyone."

# About us

Healthwatch Telford and Wrekin is your local health and social care champion.

We ensure that NHS leaders and decision-makers hear your voice and use your feedback to improve care. We can also help you find reliable and trustworthy information and advice.



## Our vision

To bring closer the day when everyone gets the care they need.



## Our mission

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



## Our values are:

**Equity:** We're compassionate and inclusive. We build strong connections and empower the communities we serve.

**Collaboration:** We build internal and external relationships. We communicate clearly and work with partners to amplify our influence.

**Impact:** We're ambitious about creating change for people and communities. We're accountable to those we serve and hold others to account.

**Independence:** Our agenda is driven by the public. We're a purposeful, critical friend to decision-makers.

**Truth:** We work with integrity and honesty, and we speak truth to power.

# Our year in numbers

In 2025/2026 we supported more than **351** people to have their say and get information about their care. We employed **2** staff and, our work was supported by **8** volunteers.



## Reaching out:

1609 people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

351 people came to us for clear advice and information on topics such as GP Access, finding an NHS dentist, mental health support, access to services and Social Care support and navigation.



## Championing your voice:

We published 26 reports about the improvements people would like to see in areas like Hospital Discharge, Veterans Healthcare and Emergency Department services.

Our most popular report was the Emergency Department, Highlighting patients' experiences within the accident and emergency department.



## Statutory funding:

We're funded by Telford and Wrekin council in 2025/26; we received £100,000 which is the same as last year.

# A year of making a difference

Over the year we've been out and about in the community listening to your stories, engaging with partners and working to improve care in Telford and Wrekin. Here are a few highlights.

## Spring

Residents in Brookside raised concerns about changes to the Hospital Transformation Program (HTP), particularly how it would affect the care they received and the ability to access services. People told us they were worried about reduced services in the local area. In response Healthwatch engaged directly with HTP to ensure that these concerns were heard and understood. We attended these meetings to support the local community to ask questions, raise concerns, and better understand how services and support would continue to be delivered.

## Summer

Telford cancer champions had not held a local meeting in Telford for some time, which limited the opportunity to share experiences. Healthwatch hosted a meeting to bring the cancer champions and Lingen Davies together and share feedback.

Due to the lack of access to NHS dentists, many residents contacted us for support in finding a NHS dentist, using our local knowledge and understanding of available services, we were able to signpost people to practices accepting patients.

## Autumn

Healthwatch held veteran focus groups as part of our veteran healthcare project, helping to gather lived experiences and feedback from local veterans. The findings highlighted barriers to services and contributed to our report and its recommendations.

Healthwatch met with the Chief Pharmacist following the end of PODS service; to raise concerns about the impact on some patients to access their medications. The meeting gave us the opportunity better understand the support going forward.

## Winter

Healthwatch carried out many Enter and View visits, for each one we publish a report, which independently reflects what people told us. We also did a number of follow up revisits to see if our previous recommendations had been acted upon. These provide the opportunity to speak directly to people using the services, their family and friends, staff and providers. Revisits also allowed us to review any actions taken since our earlier visits and recommendations. This ensures services continue to provide safe, effective and positive outcomes for local people.

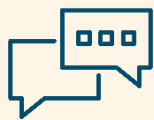
# Working together for change

We've worked with neighboring Healthwatch to ensure people's experiences of care in Telford and Wrekin are heard at the Integrated Care System (ICS) level, and they influence decisions made about services at Telford and Wrekin Integrated Care System.

This year, we've worked with Healthwatch across Telford and Wrekin, Shropshire to achieve the following:



Healthwatch Telford and Wrekin worked alongside neighbouring Healthwatch organisations across Shropshire as well as Telford and Wrekin to share intelligence, identify common themes, and ensure local people's experiences informed discussions at system level. By working collectively, we strengthened the voice of patients and communities, supported regional engagement, and contributed to conversations about service improvement, access to care, and reducing health inequalities across the wider area.



Healthwatch Telford and Wrekin worked with Public Health on the Pharmaceutical Needs Assessment, ensuring the experiences and views of local people were reflected in the review of pharmacy services across the borough. By sharing feedback gathered from residents, we helped highlight issues around access, availability, and the role pharmacies play in supporting community health. This made sure that patient voices informed future planning and decision-making, helping to shape pharmacy services around the needs of local communities.



Healthwatch Telford and Wrekin worked collaboratively with other local Healthwatch organisations across the newly formed ICB cluster to ensure the voice of local people continued to be represented within system decision-making arenas. Together, we met with senior leaders to highlight the importance of maintaining an independent Healthwatch presence at the table and raised concerns about ensuring patient and public voices remain central to service planning. We agreed to work collectively to secure Healthwatch representation within the ICB and to ensure that the experiences and needs of communities across all areas are heard, understood, and reflected in future decisions.

We have also summarised some of our other outcomes achieved this year in the Statutory Statements section at the end of this report.

# Making a difference in the community

We bring people's experiences to healthcare professionals and decision-makers, using their feedback to shape services and improve care over time. Here are some examples of our work in **Telford and Wrekin** this year:



## Ageing Well Board

Healthwatch Telford and Wrekin has been involved with the Ageing Well Board since before its conception, helping gather local insight and shape the strategy. We continue to play an active role by ensuring the voices of older people, carers and residents are represented within local decision making. Through outreach, engagement and community events, we gather and share feedback on issues including transport, health and wellbeing, digital inclusion, housing and deprivation. This helps services across the Integrated Care System better understand and respond to the needs of Telford and Wrekin's ageing population which continues to increase in number.



## Getting services to involve the public

By involving local people, services help improve care for everyone.

Healthwatch Telford and Wrekin worked to ensure local people were involved and listened to during changes to the Hospital Transformation Program, particularly concerns around the Emergency Department moving to Shrewsbury. Residents raised concerns about longer travel times, access to urgent care, transport difficulties and the impact this could have on vulnerable people and families.

Healthwatch encouraged services to hold local question and answer sessions within the community, giving residents the opportunity to raise concerns, ask questions and better understand the proposed changes. We attended and participated in these sessions to ensure local voices were heard, feedback was captured and residents' experiences and concerns were represented directly within discussions and future planning.

# Listening to your experiences

Services can't improve if they don't know what's wrong. Your experiences shine a light on issues that may otherwise go unnoticed and unheard.

Throughout the year, local people shared their experiences of health and social care services with us. These experiences helped us identify what is working well, where improvements are needed, and the issues that matter most to our communities.

By listening to people from different backgrounds and communities, we have been able to highlight concerns, celebrate good practice and ensure that decision-makers hear directly from those using services. The following case studies show how local people's experiences have helped influence change and improve services across Telford and Wrekin.



# Veterans Healthcare and Support Report

Healthwatch Telford and Wrekin worked with local veterans to better understand their experiences of transitioning from military to civilian life, with a particular focus on healthcare and support services.

## What did we do

We developed and undertook a survey, held focus groups and attended veteran groups across the borough to hear directly from veterans about the challenges they face. The project explored access to GP services, mental health support, dental care, services' awareness of veteran needs and government schemes and the wider impact of leaving the military life.

## Key things we heard

Veterans told us that moving from military to civilian life often felt like a sudden and difficult transition. Many described feeling isolated after leaving the forces, losing the structure, support network and sense of belonging that military life had provided.

Healthcare was one of the biggest concerns raised. Veterans spoke about long waits for GP and dental appointments, difficulties registering with services, delays in accessing treatment and medical records not always transferring correctly from military healthcare systems to the NHS. Several veterans told us they felt healthcare professionals did not always understand military-related conditions or experiences.

A recurring theme was that veterans were rarely asked whether they had served in the Armed Forces. Many felt that opportunities to identify veterans and provide appropriate support were being missed. Some questioned whether "veteran-friendly" services were making a meaningful difference beyond displaying posters and accreditation.

Veterans also highlighted concerns around mental health support, awareness of available services and the lack of coordinated information when leaving the military. Many described the support available as confusing and difficult to navigate, particularly during the first few years after leaving service. The report also identified challenges around housing, employment and adjusting to civilian life. Veterans spoke about difficulties translating military skills into civilian employment, understanding housing systems and rebuilding support network after leaving the forces.

Despite these concerns, veterans were clear that they were not seeking special treatment. Instead, they wanted services to better understand their experiences, recognise their veteran status and ensure that support is accessible, coordinated and easy to navigate..

# Emergency Department Enter and View and survey report

Following concerns raised through the Channel 4 Dispatches programme and the CQC inspection, Healthwatch Telford and Wrekin wanted to understand whether local people felt Emergency Department services had improved following our first report immediately after the airing of the TV documentary.

We gathered feedback from 190 people who had attended the Emergency Departments at Princess Royal Hospital and Royal Shrewsbury Hospital. We also carried out an Enter and View visit to the Princess Royal Hospital Emergency Department to hear directly from patients and observe the environment and care being delivered.

**56%**

**of respondents told us they felt they waited over 4 hours to see a doctor**

**63 %**

**of respondents said they were not offered pain relief whilst waiting.**

**61 %**

**of respondents rate their experience of care while in the A&E as 'fairly poor' and 'very poor'.**

**70 %**

**of respondents told us they were not offered any water or food during their wait to be seen.**



"Once called through to see a doctor it was brilliant, but it was a long wait, and it was very cold in the waiting room."

"The staff doing their best but ,but we were left sitting for hours with no updates "

"The staff were excellent and did everything they could under very difficult circumstances"

"The nurses and doctors were kind, caring and professional throughout my visit."

"I understand that places get really busy, but no one came out to check if anyone waiting needed anything."

"Took in baby with rash and fever. Triaged quickly but no updates on potential wait time to see doctor."

# Emergency Department Enter and View and survey report

## Key things we heard

Many people praised the dedication, professionalism and compassion of frontline staff, often recognising the pressure they were working under. Others have mixed views on the poor experience of triage and perceived lack of care / empathy. This is exacerbated with what people see as not being listened to and feeling their or their loved one's basic care needs ignored, which can be compounded if people see staff themselves waiting for results or doctors and nurses filling their time with small talk.

Significant concerns remained around waiting times, communication and patient comfort.

People told us they experienced long waits to be seen, with many waiting over four hours and some more than eight hours. Patients reported not always being kept informed about delays, leaving them feeling frustrated and anxious.

Concerns were also raised about access to refreshments and pain relief during long waits, particularly for older people and those attending alone.

Our Enter and View visit reinforced many of these findings, highlighting the importance of communication, patient comfort and ensuring people waiting for long periods are regularly updated and supported.

## What difference did this make?

The report provided an independent picture of patients' experiences and was shared with hospital leaders and system partners.

It recognised the commitment of staff while identifying areas where further improvements were needed, including communication, waiting times, patient comfort and support for people attending the Emergency Department, leading to an action plan being put in place.

# Hearing from all communities

We're here for all residents of **Telford and Wrekin** That's why, over the past year, we've worked hard to reach out to those communities whose voices may go unheard.

At Healthwatch Telford and Wrekin we believe everyone should have the opportunity to share their experiences and influence the services they use.

## **This year, we have reached different communities by:**

- Engaging with our local Gurdwara and Mosques.
- Presence at the local community centers in some of the more deprived areas of the borough.



# Improving understanding of Mental Health Support

Through engagement with local Muslim and Sikh communities, Healthwatch Telford and Wrekin identified concerns around access to mental health support, particularly for young men. Families told us there can be stigma around mental health within their communities, alongside cultural barriers, lack of awareness of available support and difficulties accessing services outside of trusted community networks. This was leading to some people not seeking support early or struggling to access appropriate mental health care when needed.

## **What difference did this make?**

Healthwatch Telford and Wrekin raised these concerns directly with local Mental Health Teams to ensure they better understood the experiences and barriers faced by Muslim and Sikh communities. We also helped create opportunities for services to build stronger links and communication with local community groups and representatives. By encouraging engagement and relationship building, Healthwatch Telford and Wrekin supported services to improve their understanding, increase trust and help make mental health support more accessible to those who may otherwise struggle to reach out for help.

## **Helping communities understand the Hospital Transformation Program (HTP)**

**Some of Telford and Wrekin's more deprived communities told Healthwatch they were concerned about the HTP.**

We shared these concerns with the HTP and asked that they facilitated a question-and-answer sessions for these areas, so residents could voice their concerns. Healthwatch attended these sessions to support people to voice their concerns.

## **What difference did this make?**

Healthwatch attendance at these sessions ensured residents felt confident to share their views and that their concerns were heard by those responsible for the programme and listened to.

This helped improve communication between the programme team and local communities, ensuring people had a greater understanding of the proposals and a direct opportunity to influence discussions through their lived experiences.

# Information and signposting

When you're struggling to find an NHS dentist, looking for help about how to make a complaint, or need advice about a good care home for a loved one – we're your first port of call.

This year 351 people have reached out to us for advice, support or help finding services. These conversations also help us to understand where, and how, your care can be made better.

## This year, we've helped people by:

- Providing trusted information about local health and social care services.
- Supporting people to access GP, dental, mental health and community services
- Signposting residents to the right organisation advice, support and advocacy.
- Raising concerns identified through signposting to help improve local services.



# Improving Access to Mental Health Support

A family member contacted Healthwatch with concerns about their mother, who was experiencing a psychotic episode. Their GP advised to them to take mum to the A&E Dept. The family felt this was not appropriate given their mother's mental health condition and was worried that the support she needed would not be available in a busy A&E environment.

We advised them to contact NHS 111, which has a dedicated Mental Health Crisis Line that can provide specialist advice and support. This helped them access the most appropriate service for their mother's needs.

## **What difference did this make?**

Healthwatch raised these concerns directly with local mental health services. During discussions, we highlighted that many people were unaware that the NHS 111 Mental Health Crisis Line existed and that it was not being widely promoted.

As a result, the Mental Health Team reviewed how information was presented on their website and made the Mental Health Crisis Line more visible and easier to find. People experiencing a mental health crisis, and their families, are now much more likely to access the right support at the right time without unnecessarily attending A&E, through Healthwatch's interventions.

**"People need to know where to turn during a mental health crisis."**

## **Improving Services Through Enter and View Revisits**

Healthwatch carried out a programme of Enter and View revisits to care homes across Telford and Wrekin. These revisits allowed us to review progress against recommendations made during previous visits and to understand how services had responded to feedback from residents, relatives and staff.

## **What difference did this make?**

We were pleased to find that care homes had responded positively to our recommendations and had taken action to make improvements. Changes included improvements to communication with residents and families, activities and engagement opportunities, the environment within homes, and the overall experience of people receiving care.

Healthwatch carried out a programme of Enter and View revisits. The revisits provided assurance that services had listened to feedback and were committed to continuous improvement. They also gave residents, relatives and staff the opportunity to share how changes had made a positive difference to daily life within the homes.

By returning to services, Healthwatch was able to demonstrate that listening to people's experiences and making recommendations can lead to meaningful improvements in care and help ensure that residents continue to receive safe, effective and person-centred support.

**"All of our recommendations were accepted and acted upon."**

# Showcasing volunteer impact

Our fantastic volunteers have given **93 hours** support to our work. Thanks to their dedication to improving care, we can better understand what is working and what needs improving in our community.

## This year, our volunteers:

- Supported enter and view visits, helping gather feedback from residents, staff and relatives to improve services.
- Attended community events and outreach activities, ensuring that local people could share their experiences of health and social care
- Helped us to engage with seldom heard communities, giving a voice to people whose views might otherwise not be heard.



# At the heart of what we do

From finding out what residents think to helping raise awareness, our volunteers have championed community concerns to improve care.



Ifeoluwa

“I volunteer with Healthwatch to support its commitment to ensuring local communities have a meaningful voice in shaping health and social care services. Through my involvement in Enter and View visits, community engagement initiatives, and the Pharmacy First service evaluation project, I have gained valuable insight into service improvement, patient experience, and community-centred public health practice. Volunteering has further strengthened my communication, stakeholder engagement, and observational skills while reinforcing my long-term commitment to public health and health improvement.”

“I enjoy sharing in the work to help others through Healthwatch. It is vital that we really care about and act to improve life for those in the care sector, hospitals etc. I enjoy meeting people and this gives me loads of chances to do that and make a difference!

I enjoy the Enter and View visits talking to residents and staff.”



Denice

## Be part of the change.

If you've felt inspired by these stories, contact us today and find how you can be part of the change.

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

 0952 739540

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

# Finance and future priorities

We receive funding from [your local authority] under the Health and Social Care Act 2012 to help us do our work.

## Our income and expenditure:

Income		Expenditure	
Funding received from Local Authority	£100,000	Expenditure on pay	£81,296
Additional income	£0	Non-pay expenditure	£15,556
		Office and management fee	£18,216
<b>Total income</b>	<b>£100,000</b>	<b>Total Expenditure</b>	<b>£115,068</b>

**Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.**

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

### Our top three priorities for the next year are:

1. To work more closely with the other Healthwatch organisations across the ICB cluster ensuring that local voice of local people continues to be heard and influences health and care services.
2. To work jointly across all four areas on key pieces of work ,including stroke services helping to improve diagnosis ,treatment and support for local communities.
3. To continue expanding our outreach ,engagement and Enter and View work, ensuring we hear from communities we do not usually reach and that services reflect the needs and experience of local people.

# Statutory statements

Healthwatch Telford and Wrekin

Engaging Communities Solutions CIC (ECS), Meeting Point House, Southwater Square, Telford TF3 4HS, hold the Healthwatch Telford and Wrekin contract.

**Healthwatch Telford and Wrekin uses the Healthwatch Trademark when undertaking our statutory activities as covered by the license agreement.**

## The way we work

### **Involvement of volunteers and lay people in our governance and decision-making.**

Our Healthwatch Board consists of **6** members who work voluntarily to provide direction, oversight, and scrutiny of our activities.

Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2025/26, the Board met 3 times and made decisions on matters such as **reports to be published and the work plan for the year**. We ensure wider public involvement in deciding our work priorities.

## Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services.

During 2025/26, we have been available by phone and email, provided a web form on our website and through social media, and attended meetings of community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organizations as possible. We will publish it on our website.

# Statutory statements

## Responses to recommendations

We had no providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to the Healthwatch England Committee, so there were no resulting reviews or investigations.

## Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insights and experiences shared with us.

For example, in our local authority area, we take information to the Health Scrutiny Committee and the Telford and Wrekin Health and Wellbeing Board.

We also take insight and experiences to decision-makers in the Shropshire, Telford and Wrekin (STW) Integrated Care System. For example, we attend the STW Integrated Care Board (ICB) System Quality Group, STW ICB Quality and Performance Committee, and STW ICB Telford and Wrekin Integrated Place Partnership.

We also share our data with Healthwatch England to help address health and care issues at a national level.

## Healthwatch representatives

Healthwatch Telford and Wrekin is represented on the Telford and Wrekin Health and Wellbeing Board by Jan Suckling, Chief Officer.

During 2025/26 our representative has effectively carried out this role by regular attendance and contributing to the agenda items with people's voices.

Healthwatch Telford and Wrekin is represented on the Shropshire, Telford and Wrekin Integrated Care Partnerships and the Shropshire, Telford and Wrekin Integrated Care Boards (STW ICB) by Jan Suckling, Chief Officer, and Terry Gee Co-Chair of the Healthwatch Telford and Wrekin Independent Strategic Advisory Board.

# Statutory statements

## Enter and view

Location	Reason for visit	What you did as a result
Princess Royal Hospital, Telford	Part of Healthwatch Telford and Wrekin yearly work plan	Wrote a report with recommendations –The report contained 15 recommendations .The provider submitted an action plan in response .The action plan fully addressed 10 recommendations ,partially 3 ,and did not address 2 .Where recommendations were not fully addressed ,the provider explained why they were unable to implement them.
Hatton Court Care Home, Telford	Part of Healthwatch yearly work plan, to look at dementia care	Wrote a report with 5 recommendations – care home gave feedback on how these would be addressed 4 were addressed in then feedback ,1 recommendation was not addressed .The provider did outline several wider improvements planned for the home, these will be addressed on our re-visit
Faycroft Residential Home, Telford	Healthwatch visited as the home had not had a CQC visit since 2021	Healthwatch produced a report with 3 recommendations –The home gave feedback on how all 3 recommendations would be addressed

# Statutory statements

## Enter and view

<p>The Priory Care Home, Telford</p>	<p>Healthwatch visited after the home had a new 9 bedded addition</p>	<p>Healthwatch produced a report with 7 recommendations – The provider responded positively to the recommendations 5 have been fully actioned and 2 the provider has not actioned they have provided a response.</p>
<p>Birkdale, Telford</p>	<p>Healthwatch visited after a requires improvement rating.</p>	<p>Healthwatch wrote a report with 3 recommendations – received provider provided a response this did not address all the 3 recommendations; these recommendations will be looked at when we re-visit.</p>
<p>Myford House, Telford</p>	<p>To speak with residents, staff and management and observe the environment, and gather feedback on the quality of care and daily life at the home.</p>	<p>Healthwatch produced a report with 4 recommendations. The provider responded to 3 of these.</p>
<p>Lake View, Telford</p>	<p>To observe the environment and to speak with residents and staff and to observe the quality of care and daily life in the home.</p>	<p>Healthwatch wrote a report and made 5 recommendations – the provider responded to all 5 recommendations. positively</p>

# Statutory statements

## Enter and view

Location	Reason for visit	What you did as a result
Emergency Department Princess Royal Hospital, Telford	The visit was a follow up to our visit after the Channel 4 Dispatches programme.	Healthwatch wrote a report we found some of our original recommendations had not been addressed. We met with management and have a new action plan in place .
The Rylands, Telford	To gather feedback on the quality of care delivered	Healthwatch wrote a report with 12 recommendations we received feedback from the provider , addressing all 12 in a positive manner.
Bank House, Telford	Part of Healthwatch yearly work plan	Report written with 9 recommendations provider sent a response this only partially addresses 2 of the recommendations ,the recommendations will be looked at further during our re-visit.
The Maples, Telford	Revisit following our initial visit to see if our recommendations had been carried out	Healthwatch made 2 recommendations on their initial visits these have been actioned by the provider .Healthwatch is pleased to see these have been actioned.

# Statutory statements

## Enter and view

Location	Reason for visit	What you did as a result
Mayfeild House, Telford	Revisit following our initial visit	3 Recommendations made in our report 2 have been actioned by provider ,1 is dependant on planning permission.
Sambrook, Telford	The visit was a follow up to our initial visit to look at the recommendations we made	Healthwatch made 1 recommendation we were pleased to note that this recommendations had been actioned
Lightmoor Care Home, Telford	To gather feedback on the quality of care delivered	Healthwatch wrote a report, we made 9 recommendations which the provider has given us feedback and an action plan on all 9.
Faycroft, Telford	This was a revisit	Healthwatch wrote a report with 3 recommendations, all recommendations have been actioned.
Priory, Telford	The visit was a follow up to our initial visit to look at the recommendations we made	Our report had 7 recommendations 6 have been actioned by the provider and 1 is under consideration.
Barclay Gardens, Telford	This visit formed part of our wider role in gathering feedback and understanding how services are experienced by those who live there	Healthwatch wrote a report and made 5 the provider response accepted 2 of the recommendations we will look at all recommendations on our re-visit.

# Statutory statements

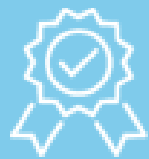
## Enter and view

Location	Reason for visit	What you did as a result
Bennett House, Telford	This was part of Healthwatch work plan	Healthwatch produced a report with 5 recommendations that the provider has provided feedback on. With an action plan
Birkdale, Telford	The visit was a follow up to our initial visit to look at the recommendations we Made	Healthwatch was pleased to note that 2 recommendations had been actioned. 1 was outstanding on our visit
Hatton Court, Telford	This visit was a follow up visit	We observed that all 5 of our recommendations had been actioned and the home has undergone a complete refurbishment
Faycroft, Telford	This was a revisit	Healthwatch wrote a report with 3 recommendations, all recommendations have been actioned.
Deansfield, Telford	This visit was part of Healthwatch Telford and Wrekin work plan ,to speak to people using the service and staff .	Healthwatch wrote a report with 11 recommendations .The provider has given feedback on these on how they have been actioned .

# Statutory statements

## 2025 – 2026 Outcomes

Project/activity	Outcomes achieved
Stage 2 Emergency Department report	<p>The Emergency Department Stage 2 Report provided an independent assessment of patients' experiences and highlighted both the dedication of frontline staff and the challenges patients continued to face.</p> <p>The findings were shared with hospital leaders and system partners, ensuring that patient experiences remained central to improvement plans. The report reinforced the need for better communication with patients, improved access to refreshments and pain relief during long waits, and greater support for people attending the department.</p> <p>It also provided evidence that helped services understand where improvements had been made and where further action was still needed to improve the overall patient experience.</p>
Veterans Healthcare Report	<p>The Veterans Healthcare and Support Report provided valuable insight into the challenges veterans face when accessing healthcare and support services after leaving the Armed Forces.</p> <p>The findings were shared with health, care and veteran support organisations, helping to raise awareness of the barrier's veterans experience and the importance of recognising veteran status within services. The report highlighted the need for better communication, improved signposting and greater understanding of military-related experiences.</p> <p>It has helped strengthen conversations with partners about how services can work more effectively together to ensure veterans receive timely, accessible and coordinated support when they need it.</p>



**Committed  
to quality**

**Healthwatch Telford and Wrekin**

**Meeting Point House**

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**Southwater**

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**Engaging  
Communities  
Solutions**

The contract to provide the Healthwatch Telford and Wrekin service is held by Engaging Communities Solutions C.I.C.

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