

# healthwatch

## Telford and Wrekin

### Healthwatch Telford and Wrekin News

October 2020

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Welcome to our Autumn/Winter 2020 Newsletter!

Inside you will find out about; our work, information on local services, volunteering and more...

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## Meet the team

At Healthwatch Telford and Wrekin we have a Board currently consisting of 4 Directors, led by our Interim Chair and 3 dedicated members of staff.

### Board of Directors



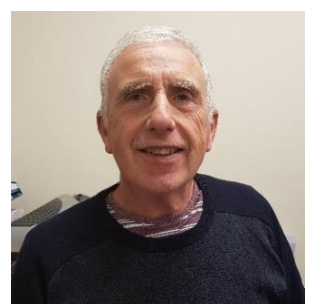
**Barry Parnaby**  
*Interim Chair*



**David Bell**  
*Vice Chair*



**Janet O'Loughlin**  
*Director*



**David O'Loughlin**  
*Director*

Healthwatch Telford and Wrekin is the independent consumer champion for local people who use Health and Social Care Services. We gather the views and experiences of patients, service users, carers, and the public about these services. They include Hospitals, GPs, Mental Health Services, Community Health Services, Pharmacists, Opticians, Residential Care and Children's Services. We share those views with those who have the power to make change happen.

Our aim is:

***"To make Health and Social Care Services better for the people of Telford & Wrekin"***

### Staff



**Paul Shirley**  
*General Manager*



**Laura-Jayne Horton**  
*Information Analyst  
and Business Support  
Manager*



**Katie Cook**  
*Engagement Officer*

## Talk to us - Coronavirus (COVID-19)

Due to Government guidelines we have stopped all face-to-face contact and engagement with the public until further notice.

However, we are continuing to operate and can be contacted by telephone or email:



01952 739540



[telford.admin@healthwatchtelfordandwrekin.co.uk](mailto:telford.admin@healthwatchtelfordandwrekin.co.uk)

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### Your voice still counts

We listen to what people like about Health and Social Care Services and what could be improved.

So, if you or someone you know would like to share their views and/or experiences of using a service during the pandemic - talk to us today!



### Also...

You can find information and advice via our social media platforms:



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### Keep up to date

Making sure you are up-to-date with the latest information and guidelines about COVID-19 is very important. You can find the latest advice by visiting the following website:



- Healthwatch Telford and Wrekin website - [www.healthwatchtelfordandwrekin.co.uk](http://www.healthwatchtelfordandwrekin.co.uk)
- Telford & Wrekin Councils - [www.newsroom.telford.gov.uk/](http://www.newsroom.telford.gov.uk/)
- Government - [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)
- NHS Telford and Wrekin Clinical Commissioning Group - [www.telfordccg.nhs.uk/news](http://www.telfordccg.nhs.uk/news)

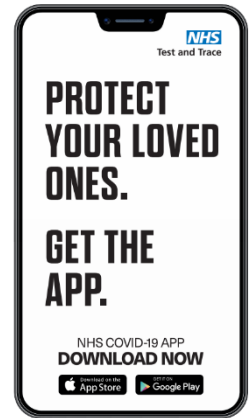
## Have you heard about the new NHS COVID-19 app?

The app has some useful tools to protect you and your loved ones.

Everyone who downloads the app will be helping in the fight against Coronavirus (COVID-19). To use the app you need to:

- be aged 16 years or above
- live in England or Wales
- own a compatible Apple or Android smartphone

Download the app for FREE: [covid19.nhs.uk/](https://covid19.nhs.uk/)



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## Coronavirus (COVID-19) & staying safe

Everyone must continue to stay alert, control the virus, and help save lives.

It is essential that we comply with regulations and guidance in order to keep ourselves and others safe. We should continue to go about our daily lives whether that be at work, leisure or using public services, but in a manner, which reduces the risk of transmission. Avoiding close contact with others and remaining socially distant from others, who you do not live with or who are not in your support bubble is important.

Continue to:

- **Wash your hands** - regularly for 20 seconds.
- **Wear a face mask/covering** - in indoor settings where social distancing may be difficult and where you will come in contact with others.
- **Create space** - stay 2 metres apart from people you do not live with where possible.

If you display any symptoms, you should remain at home and arrange to have a test to see if you have COVID-19.

Find out more: [Guidance Covid19 outbreak FAQ: what you can & can't do](#)



## Campaigns

### Hands. Face. Space

This campaign encourages the public to continue to wash their hands, cover their face and make space to control the virus and avoid a second peak. Visit: [www.gov.uk/coronavirus](https://www.gov.uk/coronavirus)

### Flu jab

Due to the potential impact of influenza and COVID-19 it is now more important than ever that we act to protect ourselves from getting the flu. The flu vaccine is the best defence we have against the spread of flu so let's do all we can to get ourselves protected.

### Stoptober

Stoptober is back! With the aim to encourage smokers to make a quit attempt for the month and beyond.

For more information on how to quit and to download the FREE NHS Stoptober app, visit: [www.nhs.uk/better-health/quit-smoking/](https://www.nhs.uk/better-health/quit-smoking/)



### #Becauseweallcare

The Care Quality Commission, Healthwatch and partners have joined forces to launch 'Because We All Care'. This campaign aims to:

- Help services identify and address quality issues
- Support patients by encouraging people to share feedback about their experiences of Health and Social Care Services

Take a few moments to tell us about your experiences so we can work with Health and Social Care Services to help improve the standard of treatment and care for yourself, your loved ones and your community.

To access the survey, visit: [www.healthwatch.co.uk/becauseweallcare](https://www.healthwatch.co.uk/becauseweallcare)



## Local updates

### #LetsGetTelfordHealthy

Telford and Wrekin Council's healthy lifestyle team have put together some advice to help local residents live healthier lives. To help people achieve their goals, people will be invited to sign up to a series of FREE emails. To sign up, [click here](#)

For information about Healthy Telford, visit: [www.healthytelford.com](http://www.healthytelford.com)

### Drive-in mobile testing unit now open

A coronavirus drive-in mobile testing unit has opened in Telford and Wrekin at Randlay Valley Car Park.

For more details, visit: [www.newsroom.telford.gov.uk/News](http://www.newsroom.telford.gov.uk/News)

### Blood taking service at SaTH Trust restored

The blood taking (phlebotomy) service, which was relocated to community buildings in response to COVID-19, has returned to Shropshire's two acute hospitals (since Tuesday, 1 September 2020) as an appointment only service. To find out more [click here](#)

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## Our surveys

We currently have 2 live surveys!

### Tell us about your experience of leaving hospital during COVID-19



Triggered by Covid-19, since March 2020 hospitals have been working closely with community Health and Social Care Partners (including local councils) to improve the discharge process.

Healthwatch Telford and Wrekin and Healthwatch Shropshire are running a survey to gather people's experiences of discharge under the current arrangements.

Take part

### Out-of-hours Palliative Care Survey

We are working in partnership with Healthwatch Shropshire and we would like to know about the experiences of those who have received 'out-of-hours' Palliative Care since the beginning of March 2020.



Take part



## Our work

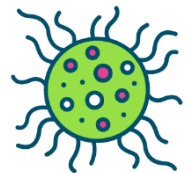
Unfortunately, the pandemic has impacted our engagement work. But that doesn't mean we have not kept busy!

So, what have we been up to?...

- Engaging with the public using our digital platforms
- Providing a signposting and information service
- Attending virtual key meetings to represent the public voice
- Continuing to explore new ways of working and communicating with local residents



## Coronavirus (COVID-19) Pandemic 2020: what did the people of telford and Wrekin say?



We wanted to gather the views and experiences of local residents who have access Health and Social Care Services within Telford and Wrekin during the pandemic. To understand how people's mental health and wellbeing has been affected and identify what has worked well and what could be improved.

The results from this study revealed that most respondents found it difficult to cope during lockdown, people have been affected emotionally and mentally by not being able to go out and socialise with others. Many have stated how they felt let down by the Government and expressed their difficulty when accessing services.

To view the report [click here](#)

## Annual Report 2020



This is our latest Annual Report which looks at the work we have done over the last 12-months. In this edition you will see what people have told us about local Health and Social Care Services, how we have engaged with the public and examples of work showcasing how we have helped make a difference to services for local residents.

It also looks at the work our dedicated volunteers have done and how they have helped us capture people's feedback and experiences.

To view the report [click here](#)

## Maternity Voices Partnership

After successful recruitment in the Spring, Healthwatch Telford and Wrekin now host a team of volunteers for the Shropshire, Telford and Wrekin Maternity Voices Partnership (MVP).



The Service User Chair, Emily, is joined by 2 Vice Chairs and a further 11 volunteers. The team have been working on a number of projects, including co-producing the birthplace choices leaflet. Over the next few months the team will continue co-production work and aim to formalise a feedback survey to enable people across the county to get their voices heard and help shape the future of services around pregnancy, birth and beyond.

Telephone: **07773 572739**

Email: [maternity.voices@nhs.net](mailto:maternity.voices@nhs.net)



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## Local services

### AgeUK Shropshire, Telford & Wrekin

[Age UK Shropshire Telford & Wrekin](#) is an independent local charity, offering help to older people within the community. They have staff and volunteers helping to deliver services and activities for older people in Shropshire, Telford and Wrekin.

*Services include;* information & advice, Day Centres, Dementia support, exercise & physical activity, home-help, IT training, social activities, visiting & befriending.

Telephone: **01743 233123**

Email: [enquiries@ageukstw.org.uk](mailto:enquiries@ageukstw.org.uk)



### Telford and Wrekin All Age Carers Centre

[Telford & Wrekin All Age Carers Centre](#) offers services to family and friend carers of all ages from 5 years upwards. If you look after someone who couldn't manage without you and they live in Telford and Wrekin then they are here for you.

*Support includes;* information and advice, one-to-one support sessions, wellbeing support groups and access to grants and training.

Telephone: **01952 240209**

Email: [admin@telfordcarers.org.uk](mailto:admin@telfordcarers.org.uk)





## Telford Senior Citizens Forum

[Telford Senior Citizens Forum](#) is a telephone service offering support to older people who are feeling isolated or need some help.

Telephone: **07552 975676**

Email: (visit website)



## POhWER

[POhWER](#) is a charity and membership organisation. Who provide free, independent and confidential information, advice, support and advocacy to people who experience disability, vulnerability, distress and social exclusion. Their role is to support people who face difficult issues and have their voices heard.

Telephone: **0300 456 2370**

Email: [pohwer@pohwer.net](mailto:pohwer@pohwer.net)



## Live Well Telford

[Live Well Telford](#) is an information and signposting service. They provide information covering a wide range of services, activities, and organisations in the area, to help everyone find the support they need to live healthy independent lives.

Email: [livewell@telford.gov.uk](mailto:livewell@telford.gov.uk)



## Sustainability and Transformation Plan (STP)

[The STP](#) for Shropshire Telford and Wrekin sets out how the Health and Care System can remain fit for future, transforming services to deliver world class care.

Telephone: **01743 252765**

Email: [stw.stp@nhs.net](mailto:stw.stp@nhs.net)



## NHS Telford Clinical Commissioning Group

[NHS Telford Clinical Commissioning Group](#) commission NHS services across Telford and Wrekin, working with other clinicians, providers, partners and patients to make sure services meet the needs of local residents.

Telephone: **01952 580300**

Email: [tawccg.enquiries@nhs.net](mailto:tawccg.enquiries@nhs.net)



## Volunteer with us

- Are you passionate about working with people?
- Are you interested in Health and Social Care Services?
- Do you want to make a difference?



At Healthwatch Telford and Wrekin our volunteers are at the heart of everything we do, last year they gave up over 1,244 hours of their time to help and support us. This involved gathering information, speaking to local residents, attending key meetings and more...

We offer different voluntary roles, whether you want to volunteer to build your CV, gain work experience, learn more about Health and Social Care Services, there are lots of opportunities to suit all.

If you would like to know more about volunteering with us, [click here](#) and help us make Health and Social Care Services better for people in Telford and Wrekin.

*"I have been a volunteer for 2 years and Healthwatch has helped me gain and learn new skills."*

Healthwatch Telford and Wrekin Volunteer

*"I've been a volunteer for 7-years, it's been good to learn new skills and the friendships you make along the way are rewarding in themselves. It is great to know you're doing positive things, by bringing the patient experience to the attention of those professionals who run the Health and Social Care Services in Telford and Wrekin. No matter how much or how little time you can spare to helping Healthwatch in some way, you'll have a warm welcome and get to meet like-minded people."*

Healthwatch Telford and Wrekin Board Member





Healthwatch Telford and Wrekin

Meeting Point House

Southwater

Telford

TF4 3HS

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