

healthwatch

Telford and Wrekin



healthwatch

Welcome to our latest newsletter

Inside you will find out about our recent work, how you can get involved and other news.

We hope you enjoy!

In this edition you will find:

Pages 2-5

Healthwatch News

Pages 6-10

Our current projects

Pages 11-14

Advice and information

A large stone bridge with a metal railing, set against a backdrop of a hillside with a church and houses.

With your help we're
changing local care
for the better

news

Local news from your local Healthwatch



Office support

Since the start of the pandemic we have been hugely grateful for the support of our volunteers and partners during these difficult times. Denise Jackson, a long-standing volunteer in local health and social care has joined our office staff on a part-time basis to support our administrative work .

New staff member

We welcome Sebastian as a valued member of our dedicated staff team. Sebastian has previously worked in engagement and communications and is helping us to reach out to groups across Telford & Wrekin.



news

Local news from your local Healthwatch



New Board member

We are happy to announce that Jan Suckling, a long-time volunteer with us has recently joined our Board of Directors. Jan has decades of experience working in Care Homes and has volunteered with Healthwatch Telford & Wrekin over the last four years.

Why not join our team?

If you would like to get involved in helping our committed team to improve the lives of people across Telford and Wrekin, why not get in touch? We have a range of volunteering roles and training to support your skills and interests.





GET INVOLVED IN YOUR LOCAL HEALTHWATCH

Healthwatch Telford & Wrekin are the Champions of Health & Social Care services in your local community. We work with Service Providers and the local community to ensure the best possible care is provided for you.

We work with a dedicated team of volunteers who give their time to ensure local voices are heard. We are always looking for new volunteers to help us in our activities.

**If you are interested in getting involved or
would like to know more, please get in touch today.**

**Phone: 01952 739 540 Email:
info@healthwatchtelfordandwrekin.co.uk
Website: www.healthwatchtelfordandwrekin.co.uk**

HEALTHWATCH DROP-IN EVENT

Have you had an experience in the health and social care services which you would like to share? Would you like to speak to someone about a concern which you have or ask for advice?

We have partnered with **Great Dawley Town Council** to offer a confidential drop-in session twice a month to all residents in Telford and Wrekin in the Town Council's newly built Annex which links to Dawley Town Hall.

Whether you have a specific concern about health and social care, would like advice or you're just interested in learning more about us, Why not stop by and speak to a member of our team?

Details:

Who? Anyone can drop by, no need to book. A member of our professional team will be there to speak with you.

What? A confidential drop-in session to discuss anything health and social care related

Where? Dawley Town Hall Annex, 6 New Street, Dawley TF4 3JR

When? Starting Tuesday 12 October and every other week between 10am-12pm





NHS 111 Project

We want your feedback on NHS 111 and how you access urgent care services in Shropshire, Telford and Wrekin.

Details of project

We are working with the NHS in Shropshire and Telford and Wrekin and Healthwatch Shropshire to understand residents' views on NHS 111 and how you access urgent care services.

You can complete our survey which asks what you think about the service, whether you have used it or not, and asks those who have used it to share more about their experiences. The findings will be used to ensure urgent care services works for local residents.

See the poster below for more information, or go to www.healthwatchtelfordandwrekin.co.uk/urgent-medical-care-survey to complete the online survey.

Tell us about your experience of seeking urgent medical care



How well were you helped to access the help you needed? Who did you contact?

- Did you ring NHS 111?
- Did you speak to your GP?
- Did you go straight to the Emergency Department (A&E)?

Shropshire Residents

Tell us through a short online survey



Or contact

enquiries@healthwatchshropshire.co.uk

01743 237884

Telford & Wrekin Residents

Tell us through a short online survey



Or contact

info@healthwatchtelfordandwrekin.co.uk

01952 739540

Young Persons' Mental Health Services

We're partnering with Healthwatch Shropshire and Shrewsbury and Telford NHS Trust for our latest project on young peoples' experiences of mental health crisis services.

We want you to share your views

Whether you are a young person, a friend, relative or professional who has cared for a young person we would like to hear your views.

You can help improve services

The young person may have used A&E, their local hospital, the Redwood Centre or any other outlet for caring and treating mental health.

By gathering your experiences, we will be able to present these back to the service providers to ensure standards are maintained and change can happen where necessary.



See the poster below for more information, or go to www.healthwatchtelfordandwrekin.co.uk/mental-health-crisis-services-children-and-young-people to complete the online survey.

HAVE YOUR SAY



ARE YOU A YOUNG PERSON WHO HAS USED CRISIS MENTAL HEALTH SERVICES RECENTLY?

THIS COULD INCLUDE:

- ROYAL SHREWSBURY HOSPITAL
- PRINCESS ROYAL HOSPITAL
- THE REDWOODS
- BEEU
- A&E

WE WANT TO
HEAR YOUR
EXPERIENCES
AND VIEWS
ABOUT HOW
SERVICES
COULD BE
IMPROVED

GO TO OUR WEBSITES OR CONTACT US TO HAVE YOUR SAY.

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**Have
your
say**

We have launched our latest hot topic 'Share Your Views' questionnaires covering Hospital Waiting Times and Mental Wellbeing. It will be available for everyone to complete until the end of October.

We have chosen these topics following a rise in the number of enquiries we received from the local community as well as national reports which show these to be some of the most important issues on people's minds.

To find out more about each of our topics, please read below.

Mental Wellness

Throughout the series of lockdowns since 2020, we have seen a significant rise in people struggling with mental wellbeing due to isolation, being out of work and other factors. We want to hear about your experiences from during this time.

Hospital Waiting Times


The number of people waiting more than 18 weeks has doubled since the start of the pandemic and current estimates suggest the number of people on the waiting list in England may exceed 14 million. As such, we want to hear whether you are waiting for hospital treatment and how it has affected you.

[Click here to complete
our surveys](#)

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Telford and Wrekin

Remember, we care about your views, they help us feedback to service providers and improve standards in your area.



Three-quarters (76%)
of people think feedback is an important way to help improve services

#Because we all care

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One-third (36%)
of people are reluctant to provide negative feedback on care in case it increases pressure on services or staff

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Almost three-quarters
of people say they've noticed changes in their health and social care during the coronavirus emergency

#Because we all care

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Share your experiences of care... Because we all care

We all care about the NHS and social care...



...but coronavirus has placed these services under enormous pressure



There are lots of restrictions when it comes to visits and inspections to services and healthcare is being delivered digitally



It's more vital than ever that we understand people's experiences of care

People in England are grateful for NHS and social care services and want to support them in the future.



Three-quarters (76%)

of people think feedback is an important way to help improve services



Almost two thirds (61%)

of people are more willing to actively provide feedback on their care



Over a third (35%)

of people are more likely to donate to health and social care charities



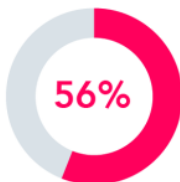
But, what stops people feeding back on care?



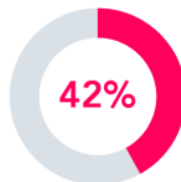
A third of people are reluctant to provide negative feedback in case it increases pressure on services or staff



A fifth of people are less likely to provide negative feedback on care due to coronavirus



Over half recognise the challenging circumstances health and social care staff face



42% don't want to cause further issues for services to deal with

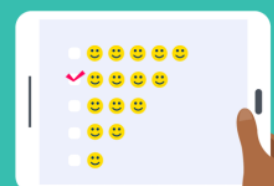
What can I do to help?

Now, more than ever, we need your feedback – both good and bad - to help services adapt to coronavirus.

Why should you share your feedback?

- Help services to identify and address issues during COVID-19
- Improve support for yourself, your loved ones and your community

You have already made a difference



7,200

recommendations from Local Healthwatch about improvements people want to see were shared with services in 2018/19

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To help improve services for everyone, feedback on care at:
www.healthwatch.co.uk or speak to services directly

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Telford and Wrekin



Public Health
England

Pregnant?

Have your COVID-19 vaccines!

It is important to have both doses of your COVID-19 vaccine to protect you and your unborn baby.

COVID-19 infection is currently circulating and can be serious for pregnant women.

Thousands of pregnant women have been safely vaccinated in the UK and worldwide.



Call 119 or go online to www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/ to register for your vaccination appointment. You can also attend walk in, mobile or pop up vaccination clinics in your area.



COVID-19 immunisation

Helping to protect you and your pregnancy

Changes to Lateral Flow Test Collections



From 4 October, the way you pick up Lateral Flow Tests from Pharmacies has changed. Find out what you need to do differently.

You just need to visit the government's dedicated website or call 119 (free from landlines and mobiles) and complete a short form. Lines are open to 119 from 7am to 11pm.

The code will then be sent to you via text or email. You can choose to print this off or show it to your pharmacy on your mobile or tablet.

Remember, you will need a new Collection Code for each collection.

For more information, go to:

www.test-for-coronavirus.service.gov.uk/collect-lateral-flow-kits