

## Healthwatch Telford & Wrekin

### Notes of Public Meeting – Tuesday 12<sup>th</sup> November 2019 – Donnington, St Matthews Road, Donnington

Paul Shirley opened the Public Meeting with a brief introduction of the agenda and an outline of Healthwatch and its role in Telford and Wrekin, feedback received and future priorities, Annual Public Health Report and Wellbeing Independence Partnership. **39 people attended.**

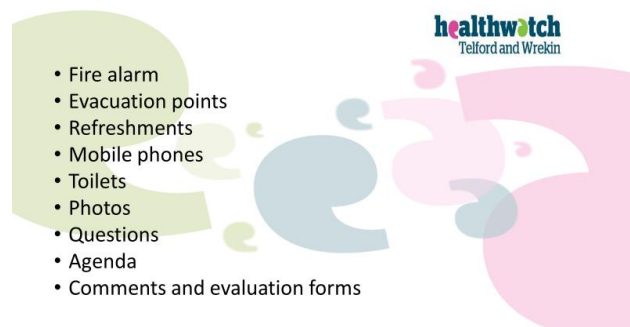


**Welcome to the Healthwatch Telford & Wrekin Public Meeting**

Empower local people to access and influence health and social care services in Telford and Wrekin

healthwatch Telford and Wrekin

The slide features a map of the Telford and Wrekin area and four small images: a town square, a large house, a landscape with hills, and a park entrance.



healthwatch Telford and Wrekin

- Fire alarm
- Evacuation points
- Refreshments
- Mobile phones
- Toilets
- Photos
- Questions
- Agenda
- Comments and evaluation forms



healthwatch Telford and Wrekin

Welcome from our Interim Chair  
Barry Parnaby

A portrait of Barry Parnaby, an older man with white hair, wearing a dark jacket.

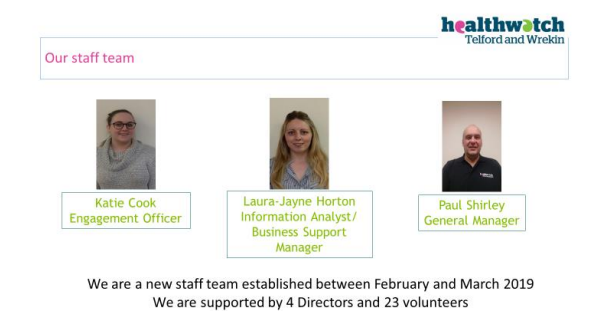


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**Our Board**



Barry Parnaby – Interim Chair	David Bell Vice-Chair
David O’Loughlin – Safeguarding Adults	Janet O’Loughlin – Safeguarding Children

Special Advisors and help form Organisations



healthwatch Telford and Wrekin

**Our staff team**

 Katie Cook Engagement Officer	 Laura-Jayne Horton Information Analyst/ Business Support Manager	 Paul Shirley General Manager
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We are a new staff team established between February and March 2019  
We are supported by 4 Directors and 23 volunteers



healthwatch Telford and Wrekin

Summary of activities between 1<sup>st</sup> July and 30<sup>th</sup> September 2019

- Personal contact with **390** people
- **87** people through electronic means
- Attendance at **89** meetings and **20** engagement activities
- Carried out **4** Enter & View visits (2x Care Hospital & 2x Wards)
- Made **31** recommendations
- Published **5** reports
- Attended the 2 day Healthwatch England conference



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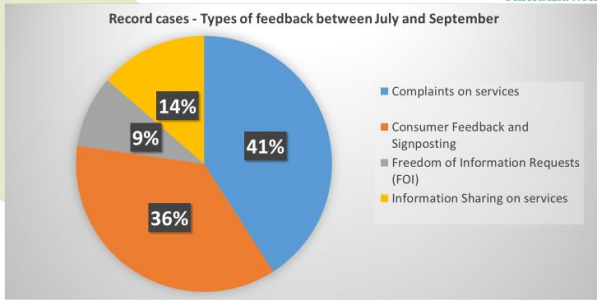
**Recorded cases**

We had 22 individual cases/activities reported to HWT&W relating to services in Telford & Wrekin.

Recorded cases are Information sharing, complaints, Freedom Of Information Requests or specific consumer feedback and signposting.

The **top 3 services** where we had the most cases or activities in Telford & Wrekin during this period;

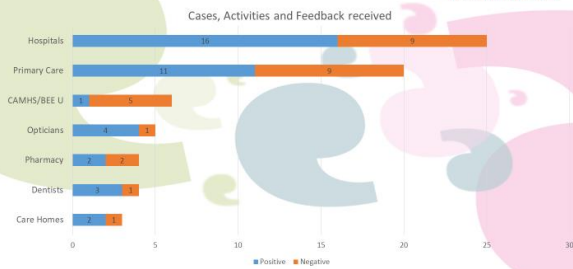
- 7 related to GP services
- 5 related to Hospital services
- 2 related to different Care Homes



**Feedback received**

We had 65 Feedback forms relating to services in Telford & Wrekin submitted. The top 6 related to;

- Hospitals (21)
- Primary Care – GP (18)
- CAMHS & BEE U - Mental Health (6)
- Opticians (5)
- Pharmacies (4)
- Dentists (4)



**What are the common themes we found?**

- Staff attitudes vary – some good, some not so good,
- Front line staff are vital for good patient contact,
- Good treatment and care,
- Staff were found to be professional and informative on the whole,
- Booking appointments continues to be an issue,
- In some cases long waits experienced by patients,
- Not enough support,
- Struggling to make contact for support (Mental Health),

**Young Healthwatch Telford and Wrekin**

We are looking for young volunteers to help with:

- Talking to people
- Gathering people's views and experiences
- Enter and View visits
- Healthy Relationship research – have things changed in the 2 years since the report was published?
- What is it like for a young person living in Telford and Wrekin in 2019/20?

If you can help or know of any young people who may be interested in helping, please let us know.

**Looking ahead:**

- Encourage people to share their feedback and views about the services they use.
- Identifying any trends in the feedback we receive, so that we can properly target our Enter and View visit planning.
- Representing the views of people who use services, carers, and the public at important decision-making meetings, such as; the Health and Wellbeing Board, STP – Shropshire, Telford and Wrekin, Health Oversight and Scrutiny Board and associated others.
- Providing a signposting service to help people find and access the right services for their needs, e.g. through informing people where to go for help.

**Some priorities we have identified for 2019/2020**

- Urgent and Emergency Care
- Mental Health
- Out of Hospital Care (Discharge)
- Learning Disabilities
- Local Maternity Services
- Adult Social Care
- Dental Care
- Ophthalmology/Optical Services

**Guest speaker**

Annual Public Health Report – Looking Back, looking forward. Making health & wellbeing everyone's business.

Liz Noakes  
Assistant Director - Health & Wellbeing  
Telford & Wrekin Council

**Maternity Mental Health Report**

**What we did:**

- Engagement between July – September 2019.
- Arranged focus groups.
- Distributed 3 questionnaires.

**Where we visited:**

- Community centers, play groups, doctor practices, Princess Royal Hospital, training sessions around Maternity mental health and events.

**Who we spoke to:**

- Total of 215 people.
- We received 135 responses to our questionnaire of which; 68 were mother's and 43 partners, 21 staff members and 3 were stakeholders.

**What we found:**

- There is a stigma and lack of support for parents already diagnosed with mental health problems.
- Breakdown in communication.
- Insufficient information and guidance.
- Parent's unaware of care plans for mental health.
- Partners experiencing long waiting times for support.
- A high number of parents/expectant parents who already have a diagnosed mental health condition felt more informed about pregnancy and how childbirth may affect their existing mental health condition.

Guest Speakers

Wellbeing Independence Partnership presentation

Debbie Gibbons  
CEO Telford and Wrekin CVS  
& Julie Mellor CEO Taking Part

Meet Janet  
HWT&W  
Volunteer



What you did before?  
Worked in Children's Homes, Foster and Respite Caring.

How long have you been with HWTW?  
6 years +

What do you do as a volunteer? Director, Enter and View Lead, represent HWT&W at meetings/engagements.

What do you get from volunteering with HWTW? I've learned a lot. The training has been challenging but fun! The confidence to approach and speak to strangers and to encourage them to share their experiences, good and bad.

Meet Frank  
HWT&W  
Volunteer



What you did before? Electrical Engineer.

How long have you been with HWT&W? 4 years.

What you do as a volunteer? Enter and View Authorised Lead/Enter and View Committee Rep.

What do you get from volunteering with HWT&W?  
While some of the feedback we take is negative, it's the positive feedback that we can pass on to the service provider that is most rewarding. Also the feeling that we can better the conditions of those unable to speak out for themselves.

Any Questions?



Time for Networking and  
visiting information tables

Refreshments also available

We are currently looking for new;

- Engagement volunteers
- Directors with clinical background (Nurse, Managers)
- Enter and View volunteers
- Young People Committee members

If you are interested and would like to find out more then please speak to Paul or Barry on 01952 739540

**Thank you for attending our public meeting Have a safe journey home.**

**We can be contacted on 01952 739540**

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

**[www.Healthwatchtelfordandwrekin.co.uk](http://www.Healthwatchtelfordandwrekin.co.uk)**