

Welcome to our Spring/Summer 2020 newsletter. Take a look to find out what we have been up to, volunteering opportunities, supporting local residents, joining forces with Maternity Voices Partnership and much more.

Given the recent COVID-19 outbreak the last few months have been challenging to say the least. Find out how Healthwatch Telford and Wrekin have adapted to the challenges and continue to support local people.



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Who are Healthwatch Telford and Wrekin?

Healthwatch Telford & 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”



Meet the team

Board of Directors



Barry Parnaby
Interim Chair



David Bell
Vice Chair



Janet O'Loughlin
Director



David O'Loughlin
Director



Sue Rawlings
Honary Treasurer

Staff Team



Paul Shirley
General Manager



Laura-Jayne Horton
Information Analyst
and Business
Support Manager



Katie Cook
Engagement
Officer

What have we done since Winter 2019?

We have continued to use our platform to support local residents through information sharing, engaging and signposted them to the right place.

We have attended numerous key meetings ensuring that the patients and residents' voices are heard. We have explored new ways of talking to people and gathering their views, this has been done through WhatsApp, Microsoft Teams and Zoom as well as using our Feedback Centre.



We have conducted 4 Enter and View visits. 2 in Care Homes and 2 at Shrewsbury and Telford Hospital (SaTH).



We have welcomed 4 new volunteers to our team alongside 2 work experience students.



We have teamed up with our Local Maternity Systems to host our Local Maternity Voices Partnership (MVP)

The role of MVP is to listen to the views of individuals, families and carers and use their feedback to further improve local maternity services.

We have recruited a team of volunteers; who will engage with the diverse communities of Shropshire and Telford & Wrekin enabling more voices to be heard.

We will work to ensure that the MVP engages with the diverse communities of Shropshire and Telford & Wrekin enabling more voices to be heard.

All volunteers will be supported by us at Healthwatch Telford & Wrekin and the MVP Co-Ordinator for the Local Maternity System.



Coronavirus (Covid-19) update

We are still open for business as usual; all staff and volunteers are safely operating from home. We are here for you, want to know how you can get in touch?

Your voice still counts during Coronavirus

If your experiences of Health and Social Care have been different during the pandemic and you want to share this with us, we are offering WhatsApp video calls alongside our usual contact (email and phone lines).

Our WhatsApp call back service runs weekdays between 10am - 6.30pm, all you need to do is email admin@healthwatchtelfordandwrekin.co.uk and we will book you a call back slot.



Infectious disease outbreaks, such as Coronavirus (Covid-19), can be frightening and can have an impact on our mental health. During these times it is important to be aware and stay informed of what is happening, however, there are also things we can do to support our wellbeing and manage our health. You can keep up to date with the latest advice and guidance to support your wellbeing and information about Coronavirus by visiting the following websites:

[Telford and Wrekin](#)

[Healthwatch Telford and Wrekin](#)

[Government Website](#)

Volunteering with Healthwatch Telford and Wrekin

Do you have a passion for social care services and want to help make a difference?

At Healthwatch Telford and Wrekin our volunteers play a vital role and really are the driving force for what we do. The volunteers support us in many different ways, from gathering information to speaking with local residents to find out what matters most to them.

Whether you want to volunteer to gain work experience, build your CV, help improve health and social care or learn new skills, there are many different ways you can join us to make a real difference.

Which volunteering roles can we offer?

Representation at Meetings

This role involves attending a diverse range of meetings or workshops and reporting back the outcomes to the Staff team and Board Directors.

Engagement

This role will require volunteers to attend engagement events to gather feedback from local people such as; job fairs, supermarkets, health services, care homes, fun days or fairs. You can select to attend as many events as you are able.

Champion of Interest (Locality)

A volunteer who is a Champion of Interest will have a specific interest relating to Health and Social Care such as; a health condition or a group of the population (for example mental health services or representing the range of protected groups and BME). You could be responsible for collating information about the interest, which could include details of local meetings and forums.

Youth Worker

A volunteer who helps with our youth work in schools/colleges. This can be through engaging with young people, gathering/providing information, signposting or training. Volunteers can also support staff in giving talks about specific work that Healthwatch has undertaken, for example surveys.



Enter and View Representative

Enter & View is an important power that Healthwatch exercises. A team of highly specialised and trained volunteers, called Authorised Representatives, will go into publicly funded health and adult social care premises and conduct a visit. The aim of the visit is to talk to the patients and service users and gather their experiences, observing what happens whilst they are there. This information is then gathered into a report which will document the findings and any recommendations we may have.

General Office Support

This is a volunteer who wants to provide office support to the Healthwatch Telford and Wrekin staff team. Examples of tasks are leaflet folding, making packs for events, supporting the Engagement Officer to prepare for events etc. This can be a good start for people who wish to build up their confidence around talking to people.

Report Writer

A volunteer, who reads notes and creates a report, ensuring it is factually accurate and readable. This volunteer will have a keen interest in interpreting handwritten notes and producing a viable report. Such a report would be generated as part of an Enter and View activity.

Administration

If you like to be well organised, this role may be best suited to you. We are looking for volunteers who will undertake a range of administrative activities in the office. This may involve booking volunteers on courses or producing materials for publication. It will also include sharing appropriate information on social media sites, as directed by the Information Analyst and Business Support Manager.

Information and Research

As a volunteer supporting the Information Analyst and Business Support Manager in carrying out many research activities. This can be by reading comprehensive reports and producing a summary version to communicate key messages with volunteers and staff; or providing statistical information on subject material.

Training Support

This role will be suited to volunteers who can train other people by delivering a range of short courses. Ideally you would have appropriate knowledge/experience in the subject or alternatively be prepared to assist other trainers.

Proof-reader

Reading and checking various reports that Healthwatch Telford and Wrekin produces, ensuring that contents are accurate, relevant and easy to read. The Information Analyst and Business Support Manager will provide guidance on what documents need to be proof-read.

If you are interested or would like to find out more about volunteering with Healthwatch Telford and Wrekin, please contact the team.

Meet a volunteer

Meet Fiona (Fee)

Fee has dedicated more than six years to supporting us at Healthwatch Telford and Wrekin through attending engagement events, participating with Enter and View visits and much more. Fee has a real passion for helping others, her ability to make people feel supported and most importantly listened to really is spectacular. She is one Busy Bee committing so much of her time to helping others!



Fee says:

“My biggest passion is helping others. I love swimming and being creative with knitting and crochet. I set up Swimming After Surgery, locally known as SAS, in 2010. This causes a giggle when I go to speak to other organizations as I get introduced as Fee from the SAS. Since giving up full time work in 2007 my life has changed in so many ways. I love new challenges and opportunities. I have been sailing. Being on or near water relaxes me. I volunteer with other organizations locally too. I love volunteering with Healthwatch as I learn new skills and the support I receive from the staff is amazing. It is like being part of a family. The staff and volunteers keep in touch with each other and check everything is ok. This is vital right now during this Covid19 outbreak as many of us are self-isolated. If you need anything please ask, it is really nice to hear from you and makes me feel valued. At the moment I have symptoms and have had them for the last six weeks but have not been tested. I am very aware of my situation and being alone and isolated is tough. “I hope by sharing my experiences it will help others”.

Our Survey's

We currently have two surveys live on survey monkey, please take a look and if you have a spare 10 minutes, why not fill them out!

Experience with Coronavirus (COVID-19)

This survey's aim is to help us to explore the public's experiences of accessing health and social care services within Telford & Wrekin during the Coronavirus (COVID-19) pandemic.

We would like to;

- Understand how much people's mental health and wellbeing has been affected.
- Know what people think of the information/guidance/advice offered.
- Identify what has worked well and what could be done better.

To access the survey, please click: [here](#)

Experience of accessing your Dental Practice

This survey aims to help us understand your experience of accessing Dental Practices in Telford and Wrekin. We are asking for your general experience; your feedback can help towards improving health and social care services in Telford and Wrekin.

To access the survey, please click: [here](#)



Local news and updates

Temporary changes to blood taking (phlebotomy) service during the Coronavirus pandemic in Shropshire, Telford & Wrekin.

From Friday 1 May:

To facilitate social distancing the Drop-In Phlebotomy Service at the Princess Royal Hospital (PRH) in Telford, the Royal Shrewsbury Hospital (RSH), Bridgnorth Community Hospital and Whitchurch Community Hospital will **no longer be providing a walk-in service for patients.**

Blood tests will still be provided where there is an essential need and by appointment only. 'Essential' is defined as those blood tests which are essential to guide diagnosis or management decisions for acute presentations or unstable ongoing conditions, and which cannot be postponed without causing, or potentially causing, significant harm to the patient. This includes essential blood monitoring for medicines such as Warfarin or DMARDs.

During the Coronavirus pandemic all other routine blood tests will be postponed.

To find out more, please click [here](#)

Mental Health Awareness Week 18-24th May 2020



Small acts of kindness can really make a difference & help us all to connect with others during the pandemic [#coronavirus](#)

Why not make one act of kindness each day this week for [#MentalHealthAwarenessWeek](#) 😊 [#Telford](#) [#KindnessMatters](#)

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