



Winter 2022/23 Newsletter

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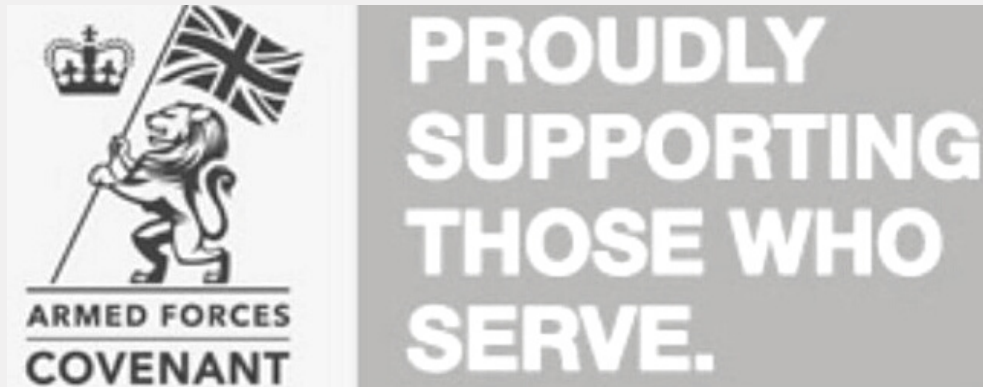
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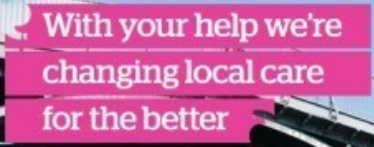


As an organisation, we are proud to support those in the Armed Forces. Our Board Director, Barry Parnaby, proudly served 5 years as an RAF Personal.

Our Lead Officer, Jan Suckling, has a wealth of forces experience with her Father serving in Borneo and husband serving 29 years in the RAF including service in The Falklands War. Her son has also served 11 years in the RAF serving in Kosouo and Sierra Leone.

Community Engagement

HWTW continues to attend community engagement events at various locations throughout the Borough to gain the view on peoples experience of Health and Social Care services with in Telford & Wrekin . In addition to this, we have started to engage with Town and Parish Councils to promote the work that we do and to identify more ways that we can engage directly with the public for example; chit chat, knit & natter groups and the like.



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

The weather on the day can only be described as "dreadful"! HWTW would like to thank members of the public who braved the elements and attended our first Public Board since the easing of Covid restrictions. The theme for the day was around Health Lifestyles and the Cost of Living Crisis.

We want to thank Cllr Angela McClements for the venue and a huge thanks to the volunteers who helped provide refreshments on the day.

We would also like to thank the following organisations who supported us:



Christians against Debt
Citizens Advice
Telford Crisis Support
Telford MIND
TWC Public Health
TWC Health Lifestyle



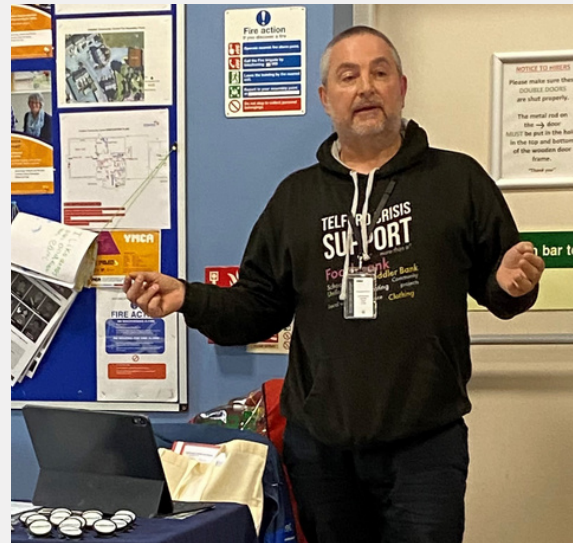
Marches Energy
SaTH Engagement
Wellington PPG



Public Board Meeting



Barry Parnaby, Chairman of HWTW welcome and opening address at our Public Board Meeting Arelston Community Centre



Simon Lellow Telford Crisis Support Team



Valery Graham TWC Public Health Team



Mel Lomax - TWC Healthy Lifestyle Team

Enter and View

Healthwatch Telford and Wrekin have continued their Enter and View programme. This is a statutory role we are fulfilling.

We visit all settings that Health and Social care is delivered to the residents of Telford and Wrekin.

This includes Care homes, Hospitals , GP Surgeries and Dentists.

We have volunteers who are trained in this role. They do not have to have any experience of Health and Social Care just a desire to help all residents get the health and Social care they deserve.

**We produce reports which are circulated to our Stakeholders and published on our website
The reports are based on what we see and are told .**

We have attended visits to care homes and the Princess Royal Hospital since our last News letter and are planning to go back into the Hospital, GP surgeries, Dentists and Care homes in the New Year.

Please get in touch with us if you would like to Volunteer, or if you have a healthcare setting you would like us to visit.





OUR STATUTORY POWERS.....

Established in law by the Local Government and Public Involvement in Health Act 2007(and amended by the Health and Social Care Act 2012). Enter and view is the Statutory power granted to every local Healthwatch.

It allows our authorised representatives to observe how services are being delivered and allows us to collect views and information of services users at the point of delivery, which also allows us to collect the views and opinions of their relatives and carers.

Healthwatch Telford and Wrekin can legally conduct Enter and View visits with any of the following organisation or individuals.:

- NHS Trusts
- NHS Foundation Trusts
- Local authorities
- Doctors and doctors surgeries
- Dentists and Dentist practices
- Opticians
- Community Pharmacists
- Bodies or institutions who are contracted by the local Authority or NHS (Adult care homes and day centres)

It is important to remember that Enter and View is an engagement tool not an inspection. The aim is purely to gather information to put a picture together of what local people think of the care they are receiving.

HOW DOES IT WORK??

Healthwatch Telford and Wrekin can perform either an announced or an unannounced visit, the latter only being carried out very rarely in situations, where we believe it to be necessary to gather relevant evidence.

The Enter and View committee uses the information to produce a plan to improve services, if improvements are required. We can also take this opportunity to commend on good performance. The report is then compiled and published locally on our website after being discussed with the service provider and approved by our Board.

Roden Hall poem

Roden Hall that is our name
Caring for the aged, confused and
lame

I am handicapped plus plus
But try really hard not to make a fuss
I only have to look round and see
There are lots of others, worse off
than me

I aim to help in any way
But all depends on my state that day
I know the carers tall or small
Can't be expected to do it all
It gradually came to me one day
That versifying will pave the way
For me to open up my heart
My thoughts and troubles to in part
To have the ability to think and write
And maybe help some things to
become bright

Personal problems off my chest
I feel I can say I have done my best
Now to things of more concern
This bad bad world has a lot to learn
Covid did not just drop by
But was tired of hearing I I I

On its own it will not do
But others have come to join in too
They're very nasty bugs to bear
But hopefully will clear the land and
air of those who really do not care
They're just not happy with what
they have got

And only want the jolly lot
They may have property, wealth and
power

But would love to live in an ivory
tower

Avarice is what we call
The reason wanting all all all
Poverty hunger everywhere
They really do not seem to care
For those who really are the cause
The best they can do is to pause
And see the damage that they have
done

Not to themselves but to every other
one

The operative word just now is love
First shown to us by God above
He gave to us his only son
That through his death our sins are
gone

What more is left for us to say
To follow in his footsteps each and
every day.



Working with the Maternity Voices Partnership



Healthwatch Telford and Wrekin support Telford & Wrekin Maternity Voices Partnership (MVP). We are happy to announce we have 16 active volunteers. Each volunteer brings a huge amount of experience, knowledge and skills to the team, ensuring the voice of people in our community is heard.

"15 Steps" at Princess Royal Hospital, October 2022

15 Steps is a Maternity Toolkit, designed to improve Maternity services. It has been designed for Maternity Voices Partnerships, who are collaborative teams of maternity service users, provider staff and commissioners.

Katie Cook of Healthwatch Telford & Wrekin was involved in the 15 Steps visit to Princess Royal Hospital.

TELFORD CRISIS SUPPORT



REGISTERED CHARITY 1158650

During the cost of living Crisis, which has affected every-one this year, please remember Telford Crisis Support team are offering help and guidance . For more information, visit the TCS website: www.telfordcrisissupport.org.uk

healthwatch

Telford and Wrekin

Message from our Chair

As you will see from the reports in our newsletter, the past few months have been a busy time for Healthwatch Telford and Wrekin, locally and nationally. We continue to move forward with new ways of working, against the many challenges faced by Health and Social Care sectors.

Hospitals and Ambulance services have been under pressure with waiting times increasing and being able to get relevant appointments at GP surgeries. Which have caused a particular concern. We have monitored this via our Enter and View programme, run by Healthwatch Telford and Wrekin.

People who have needed emergency medical care have been telling us about their experiences of ringing for an ambulance and going into hospital.

They have highlighted some great care but also some issues of a Health system under these extreme circumstances.

As ever, we encourage you to get in touch about any concerns you have regarding any aspect of Health and Social Care. We will take appropriate action on all concerns raised with us.

We continue to work with Town and Parish Councils within the Borough, as well as local voluntary organisations, including the Telford Crisis Support Team.

We will also continue to support MVP - Maternity Voices Partnership, with the help from our Volunteers. Future priorities include working with youth groups, schools, and colleges as well as other young people supporting work experience opportunities. Also working closely alongside NHS colleagues.

As ever the voice of the public remains our focus and priority. Moving into 2023 we encourage our local community to share views and opinions to help shape the challenges which arise within Health and Social care We will gather our information by attending Community support groups, Chatty Cafes, and other organisations.

While we need to listen and engage with the public, the point is not only to hear their views, but to give them a voice within Health and Social care services within Telford, Wrekin, and influence how they are developed and delivered.

It is important not to assume what communities might need or want, or what their concerns may be, but to find out by listening to them and encouraging them to share their stories and experiences.

Finally, as part of our ongoing programme of engagement with residents, we hope to see as many of you as possible at our New Share your views hub, which will take place at Meeting Point House, run by Healthwatch Telford & Wrekin. (Please see Newsletter for the full address details.)

**Have a great year and all the best for
2023**

**Barry Parnaby
Chair, Healthwatch Telford and
Wrekin**



How do you rate our service?

Feedback Name: _____ Date: _____

Contact at Healthwatch Telford and Wrekin: _____

1. So we can understand your situation, please can you tell us why you have contacted Healthwatch Telford and Wrekin?

2. Who dealt with your enquiry?

3. Did we resolve your enquiry?

4. Please rate our service and give reasons?

- Excellent
- Good
- Not so good
- Bad

5. What could we do to improve our service?

6. Did you give consent to share your enquiry with Healthwatch England and other organisations?

7. Did we sign post you to another organisation to help support your enquiry?

8. Did you find our service helpful?
Please give reasons why

9. Would you use us again?

10. Would you recommend us to friends and family?

Christmas and festive fun at Healthwatch Telford and Wrekin



Tell your friends..

healthwatch
Telford and Wrekin

**Talk
to us...**

Tell us what you think about
Health and Social care services
in Telford and Wrekin ↓

You are welcome to join us at
our Drop in Hub Tuesdays
10:00am - 13:00

Meeting Point House

Southwater square

Telford

TF3 4HS

01952 739540





Jan Suckling
Lead Officer & Task co-coordinator

Jan has worked for over 30 years in health and social care as a residential care manager. She was brought up with an armed services background. She has family links to the Army and her husband has served in the RAF. Jan has lived in Shropshire for 33 years. She previously worked for Healthwatch Telford & Wrekin as a volunteer for four years before stepping up to board level. She has interest in health and social care, with a particular interest in dementia. She has three children and four grandchildren.

jan.suckling@healthwatchtelfordandwrekin.co.uk

Fiona Doran
Engagement Officer & Task Coordinator

Fiona's background is IT and Project Management. She is currently an elected, Public Governor for Midlands Partnership Foundation Trust for Shropshire, Telford & Wrekin, and also the Co-Chair and Trustee of Mental Health Forum. Fiona is also the Vice Chair and Trustee for Telford & Wrekin Carers Partnership Board.



"I was born in Buckie, Banffshire and I am very proud of my Scottish heritage. I think I still have my Scottish "twang" even though I have lived in Telford & Wrekin for most of my adult life. I am passionate about supporting those with mental ill health and that of their Carers. In my spare time, I enjoy long walks with my dog and spending time with family and friends."

fiona.doran@healthwatchtelfordandwrekin.co.uk

Katie Cook

Communications and involvement officer



Katie is a mom of two beautiful children, and has lived in Telford and Wrekin for 25 years. She grew up in the valleys of South Wales with a strong Welsh family background.

Katie has worked with Healthwatch Telford and Wrekin for 5 years as the Communications and Involvement Officer. Her role ensures voices are heard for those that need it the most, Katie goes out on engagements to gather the feedback of the residents. Before Healthwatch, Katie worked with children and young people for 10 years.

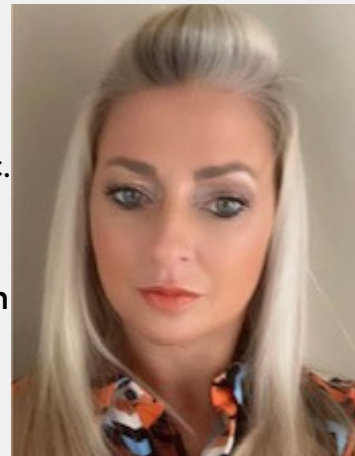
katie.cook@healthwatchtelfordandwrekin.co.uk

Emma Karim **Admin officer**

Emma is a Mom of 3 Beautiful children and juggles a hectic lifestyle around all of their schooling, clubs and social calendars.

Emma has worked in a managerial role for 25 years and specializes in Customer service and enjoys talking and working with the general public. In 2019 Emma created her own VA (Virtual Assistant) Business to help assist people during the initial Covid-19 lockdown period and has continued to operate a successful business that fits in around the children and all of their activities. Ensuring she is available to attend important events to show them all support.

Emma joined the Healthwatch Telford and Wrekin team in November 2022 and assists with general office admin.



admin@Healthwatchtelfordandwrekin.co.uk

VOLUNTEERS

From committee members to authorised representatives, our Enter & View programme is run by staff and volunteers.

The Enter & View committee looks at the evidence we receive from public feedback, and they use it to plan where visits should take place. It consists of four trained representatives, who are elected to their positions once a year by other volunteers.

Authorised representatives are trained staff and volunteers who we have given the authority to take part in visits to publicly-funded health and social care services. They see for themselves how care is delivered, and talk to the people receiving care, as well as their relatives and carers. They then write a report based on their findings.

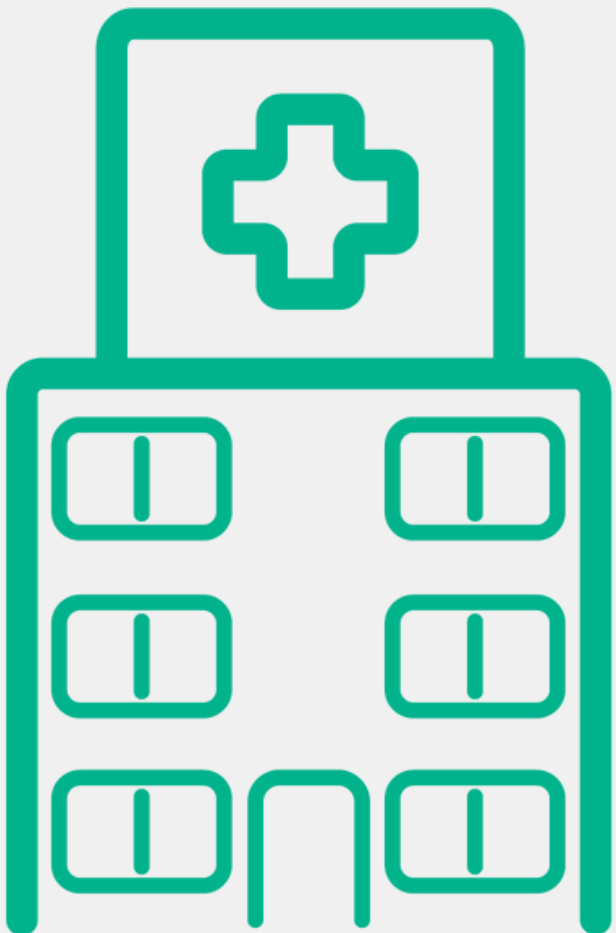
Our Authorised Representatives:

David Bell
Barry Parnaby
Frank Pitt
Denise Morgan
Christine Warren
Katie Cook
Jan Suckling



it starts with
YOU

healthwatch



Interested in volunteering?


healthwatch
Telford and Wrekin

From the satisfaction of helping to shape local health and care services, to learning new skills and meeting new people, volunteering offers so many rewards. Discover the many ways you can volunteer with us.

We offer a variety of volunteer roles, scan the QR code to find out more:



 01952 739540

 info@healthwatchtelfordandwrekin.co.uk

 www.healthwatchtelfordandwrekin.co.uk

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