



**Health and Wellbeing Board
20th January 2015**

HEALTHWATCH SHROPSHIRE UPDATE

Responsible Officer

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1. Summary

So far during 2014-15 Healthwatch Shropshire (HWS) has published its first two research reports; held its annual event and published the Annual Review 2013 -14; published You Said We Did for April to September 2014; published 6 Enter & View reports; and published 3 quarterly newsletters.

Healthwatch Shropshire continues to undertake engagement events across Shropshire and is active in the NHS FutureFit programme. The second call for research grant proposals closed in December 2014.

2. Recommendations

2.1 That the Health and Wellbeing Board note the contents of the report

REPORT

3. Risk Assessment and Opportunities Appraisal

(NB This will include the following: Risk Management, Human Rights, Equalities, Community, Environmental consequences and other Consultation)

4. Financial Implications

N/A

5. Background

The last 6 months has been a busy time for Healthwatch Shropshire with all the changes taking place in terms of health and social care services commissioning and delivery.

The scale and rate of change in Shropshire led HWS to invite key speakers to its [annual event](#) in September at which they spoke directly to the audience about the impact of changes. The discussion which followed was challenging but well received by the delegates who appreciated hearing directly about the changes instead of finding out about it through local news media. The [Annual Review for 2013 -14](#) was also launched at the event.

Healthwatch Shropshire continues to have representatives on key work streams and the Programme Board for the NHS FutureFit programme to ensure that the patient voice is heard. The number of volunteer hours spent supporting the programme is 340 to date.

Healthwatch Shropshire has also been involved in the development of the Better Care Fund submission and has participated in different working groups.

A key issue over the summer was the proposed relocation of the Walk in Centre. HWS proactively sought comments on the proposal which were fed into the CCG and also attended the engagement events to ensure that everyone had the opportunity to have their voice heard. HWS also expressed its concern over the proposed change in name to the Urgent Care Centre and has continued to challenge so that the term Walk in Centre is still used as it is widely recognised.

As part of its role in gathering people's views on health services HWS also raised awareness of the Pharmaceutical Needs Assessment and submitted 70 completed questionnaires to Public Health in Shropshire Council.

Research

In July HWS published its [first research report](#) :

Accident and Emergency Department attendance at Shrewsbury & Telford Hospital NHS Trust: a survey of the reasons behind attendance at A&E and awareness and usage of other local urgent care services.

This has been well received and there are recommendations for commissioners and providers of urgent care services, which have been pertinent to this winter's discussions on reducing attendance at A&E.

HWS has also evaluated patient experience of the Integrated Community Service (ICS) prototype project in Shrewsbury and Atcham. The [findings](#) were predominantly positive, with 77% of respondents reporting that the service was the best way of meeting their needs on returning home from hospital. The majority of respondents also felt supported at home from day one, and that both they and their home were treated with respect by staff.

The first of the initial four research projects funded by Healthwatch Shropshire has now been completed and has been [published](#) on the Healthwatch Shropshire website. This first report is by Autonomy, a self help and social group for people with Asperger Syndrome:

MIND THE GAP" - Summary

A Report on Health and Social Care Access Issues for Adults with Asperger's Syndrome and High Ability Autism in Shropshire

The main objective of the survey was to identify problems with access to healthcare provision for residents of Shropshire who have Asperger's syndrome or high ability autism. A further objective was to explore problems with access to social care provision for the respondents and whether or not they were offered their statutory rights. The survey found that most of the respondents who are adults with autism/Asperger's syndrome in Shropshire were not aware of

their legal right to healthcare and support. The survey identified an unmet need and gap in health and social care provision for people with high ability autism/Asperger's syndrome in Shropshire.

The second call for research project proposals closed in December 2014. The proposals are currently in the process of being assessed and the panel will meet in early February.

Regular activities

As part of its regular reporting Healthwatch Shropshire has continued to publish its quarterly [newsletters](#) and the [You Said We Did](#) reports are now six monthly to reflect the increased number of comments being received. Engagement activity across the county continues and not only raises the Healthwatch profile but also enables people to share their experiences directly with the Healthwatch Shropshire team. Comments received are collated and analysed and have been shared with the Care Quality Commission and local partners.

The Enter & View visit programme is now fully established. HWS has 13 Authorised Representatives, the volunteers who are fully trained to visit publicly funded health and social care establishments to see for themselves how care is provided and to hear about user experience. Reports of [6 visits](#) are available on the website.

The comments received by Healthwatch Shropshire cover a wide and diverse range of issues and a large number of providers. Comments are both positive and negative; Healthwatch Shropshire shares its concerns with commissioners, providers and regulators and good practice is reported. The most common five themes (all sentiments combined) are quality of treatment, waiting times, staff attitudes, access to a service, access to information.

6. Additional Information

N/A

7. Conclusions

As per above

List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)

Annual Review and Annual event report

Accident and Emergency Department attendance at Shrewsbury & Telford Hospital NHS Trust

Report on Feedback from ICS prototype patients

You Said We Did – April to September 2014

Newsletter – Autumn 2014

Cabinet Member (Portfolio Holder)

Karen Calder

Local Member

N/A

Appendices