



Health and Wellbeing Board
31st July 2015

HEALTHWATCH SHROPSHIRE UPDATE

Responsible Officer

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1. Summary

1.1 Healthwatch Shropshire has published its Annual Report for 2014-15 and also undertaken a Reflective Audit (unpublished) to find out how others view its effectiveness so far. The findings will inform the forward work programme for 2015-16.

1.2 Healthwatch Shropshire continues to gather feedback on people's experiences on health and social care services in Shropshire and uses this intelligence to inform its activities. Key reports are published on the website. To stimulate comments, Healthwatch Shropshire has introduced Hot Topics which are launched on a monthly basis.

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

2014-15

5.1 Healthwatch Shropshire has just published its Annual Report for the year ending in March 2015. The [report](#) is written to comply with the requirements of the Charity Commission,

Companies House and also Healthwatch England. The report shows progress made by Healthwatch Shropshire during its second year. A more user friendly Annual Review will be published at the annual event scheduled to take place on 24th September 2015.

5.2 At the end of its second year Healthwatch Shropshire commissioned a Reflective Audit which was undertaken in April by an independent consultant. The aim of the Audit was to understand how a range of Healthwatch Shropshire stakeholders view its effectiveness. The survey questionnaire contained a mix of rating questions and opportunities for more narrative comment. The responses are anonymous. Healthwatch Shropshire's Board is currently considering the findings and the report with the response will be published in September after the board meeting.

2015-16

5.3 The forward work programme for 2015-16 is now [available](#). Healthwatch Shropshire's activities are led by the people of Shropshire and the work programme is expected to evolve during the year. The findings from the Reflective Audit will also influence future activities and will be incorporated into the forward work programme, in due course. A key priority is to increase the number of comments received from people about their experiences of (publicly funded) health and social care services in Shropshire.

5.4 To stimulate comments, Healthwatch Shropshire has launched "Hot Topics". Hot Topics will be promoted on a monthly basis and informed by Healthwatch Shropshire's intelligence (or where we would like to have more feedback) on a particular issue. The first Hot Topic focussed on Dementia services to coincide with Dementia Awareness Week and was followed by Dentistry. Future Hot Topics could include social care, sexual health services (including HIV services), and stroke services. The Health and Wellbeing Board is invited to suggest potential areas for promotion as a Hot Topic and, of course, comments continue to be welcome on all health and social care services.

5.5 Looking forward, capacity at Healthwatch Shropshire is a potential issue as the number of initiatives that Healthwatch Shropshire is invited to contribute to continues to grow. Board Members and volunteers are a valuable resource and there will be recruitment drives later this year. Details will be published on the website and widely disseminated.

5.6 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. In addition it is supporting the engagement programme for the Rural Urgent Care Centres and also the new work programme, Community Fit. The number of volunteer hours spent supporting the programme is 135 since April 2015.

5.7 The third round of the Healthwatch Shropshire's Research Grant Fund is currently open for applications. The themes reflect the intelligence received by Healthwatch Shropshire and joint priorities for projects starting in this financial year are:

Quality and Access

5.8 Applications are invited from the voluntary and community sector with the deadline for receipt of applications being Friday 28th August 2015. The application information is available on the [website](#).

5.9 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. The comments received by Healthwatch Shropshire cover a wide and diverse range of issues and a large number of providers. Comments received are collated

and analysed; trends and hot spots are identified and followed up with providers, commissioners and the regulators, with the relevant data sharing agreements in place. Comments received include both positive and negative experiences and good practice is shared. The comments are published on the [website](#) and those received for the year to end June 2015 show that the five most frequently mentioned topics (all sentiments combined) are

- Quality of Treatment
- Access to a service
- Waiting times
- Staff attitudes
- Appointment booking service.

Publications

5.10 The Enter & View visit programme continues. HWS has 16 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 the visits are available on the [website](#); recent reports include an unannounced visit to [Ophthalmology outpatient services](#) at the Royal Shrewsbury Hospital, [Windsor House](#) and [Old Vicarage](#).

5.11 The third Research Report from the Research Grant 2013-14 has just been [published](#). Undertaken by the Shropshire Rural Community Council the report focusses on the experiences of adults with visual impairment and sight loss of NHS Outpatient Eye Care Services in Shropshire. The main findings focus on issues relating to the environment and communication.

5.12 As part of its regular reporting Healthwatch Shropshire continues to publish its quarterly [newsletter](#) and the six monthly [You Said We Did](#) reports.

6. Additional Information

7. Conclusions

List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)
Cabinet Member (Portfolio Holder) Cllr Karen Calder
Local Member
Appendices