

# The value of listening

Healthwatch Telford and Wrekin  
Annual Report 2023–2024



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**"Over the last year, local Healthwatch have shown what happens when people speak up about their care, and services listen. They are helping the NHS unlock the power of people's views and experiences, especially those facing the most serious health inequalities."**

Louise Ansari, Chief Executive at Healthwatch England



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# Message from our Chair

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Hello, welcome to our 2023 – 2024 annual report. I am honoured to be able to hold the role of Healthwatch Telford and Wrekin Chair with this being my first year in this vital position, along with other members of our Independent Strategic Advisory Board .

Our local Healthwatch is here to listen to your health and care stories and share these with the people who plan, buy and provide these services, using your truths to seek improvements to care and services you need.

We headed into the year just gone with renewed optimism, the pandemic over with the hope that life and the services we do desperately need would recover as we returned to normality. The war in Ukraine has raged on, energy costs have spiralled impacting so many other things like food costs, ongoing industrial action has impacted on our lives with waiting lists continuing to grow, more shortages of essential services such as dentists and some having to choose between 'heat or eat' during the winter months.

It's essential that Healthwatch continues to reach out to people to hear their stories and truths so that we may take them to people who have to listen to us and hear how their services or lack of them impacts on you. Together we can hope for better times if we continue to highlight the things that matter to people using their truths.

It is impossible to detail all our work in this annual report, so only the highlights are included. If you wish to discuss any aspects of our work, then please do contact our staff team. If our work inspires you, why not volunteer with us, please get in touch for more details.



**"I'm very happy that Healthwatch Telford and Wrekin has continued its tireless work to reach out to reach out to the many wonderful communities that are to be found within Telford and Wrekin. We strive to ensure our delivery model addresses your concerns in the work we undertake, as we listen to many different communities and the concerns they have."**

Sherrel Fikeis – Chair of Healthwatch Telford and Wrekin



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# About Us

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## Healthwatch Telford and Wrekin is your local health and social care champion.

We make sure NHS leaders and decision-makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.

### Our vision

A world where we can all get the health and care we need.



### Our mission

To make sure people's experiences help make health and care better.



### Our values are:

- **Listening** to people and making sure their voices are heard.
- **Including** everyone in the conversation – especially those who don't always have their voice heard.
- **Analysing** different people's experiences to learn how to improve care.
- **Acting** on feedback and driving change.
- **Partnering** with care providers, Government, and the voluntary sector – serving as the public's independent advocate.



# Year in Review

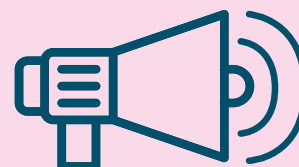
## Reaching out:

**1236 people**

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

**240 people**

came to us for clear advice and information about topics such as mental health and the cost-of-living crisis.



## Making a difference to care:

We published **6 reports**

about the improvements people would like to see in health and social care services.

Our most popular report was

**Interim GP Access Report**

which highlighted the struggles people face on accessing GPs.



## Health and social care that works for you:

We're lucky to have

**8 outstanding volunteers**

who gave up 18 days to make care better for our community.

We're funded by our local authority.

In 2023 - 24 we received

**£100,000**

which is the same as the previous year.

We currently employ

**4 staff**

who help us carry out our work.



# How we've made a difference this year

Spring



**W**e worked with Telford and Wrekin council and other providers around the Ageing Well Strategy. Testing out its objectives with Focus groups.



**T**he feedback we received around GP access, resulted in us making it one of our work projects for this year.

Summer



**W**e did a patient journey from arriving at PRH to go to the department required. We highlighted that signage was not good enough in some areas. It is being rectified.



**W**e have supported the setting up of Veterans and Dementia Cafes, giving our support with information and signposting.

Autumn



**H**earthwatch has carried out Enter and View visits to every GP practice in Telford and Wrekin, assisted by our volunteers, these visits were around access.

WAITING ROOM



**H**earthwatch consulted with local groups around their needs when accessing GP practices. Their contribution assisted with our Enter View visits.

Winter



**W**e assisted ECS with Focus groups and workshops around a new service for young people's wellbeing and mental health. This was commissioned by Barnardo's and the CO-OP.



**H**earthwatch has carried out Enter and View re visits to see if our previous recommendations have been acted upon by the homes manger / owners.

# How we've made a difference this year as part of a bigger family

Healthwatch Telford and Wrekin is delivered by Engaging Communities Solutions CIC (ECS), a Community Interest Company with the vision to inspire change and improve outcomes. At ECS, our mission is to be the voice of the public in the design and delivery of public services. Across England, we deliver seven Healthwatch services, two advocacy services and offer bespoke research, consultation and engagement services. Each year, we look back and reflect at the collective impact our local Healthwatch have had. Here are our highlights in numbers for 2023/24:

## ECS in Numbers 2023/24

ECS are the providers of 7 local Healthwatch services and this shows the overall reach across the whole business.

35,736 people signposted by local Healthwatch.



180,446 website views.



16,238 people engaged with in person.

28,628 Social Media Followers.



200 people took part in additional research projects.



14,872 people engaged with online.

82 Volunteers provided 1111 hours of support.



**Engaging  
Communities  
Solutions**

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# Your voice heard at a wider level

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## We collaborate with other system partners to ensure the experiences of people in Telford and Wrekin influence decisions made about services at the Shropshire, Telford and Wrekin Integrated Care System (ICS) level.

This year we've worked with the following organisations across Telford and Wrekin to:



We worked with Telford and Wrekin Council to promote and raise awareness of our joint concerns regarding access to GP Practices across Telford and Wrekin.

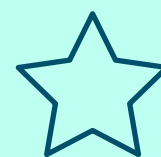
We produced media releases, created video clips and radio interviews to encourage people to have their voices heard on the good, not so good or poor experience of access.

By working in partnership we were able to extend the opportunity for people to share their thoughts regarding their experiences of accessing their GPs services.

We were able to reach out to many people who might not normally be reached. As well as promotion from the council we also were supported by local groups who shared and likewise promoted the opportunity to people using their services.

Find out if it was successful...

In the summer of 2023 Healthwatch Telford and Wrekin were asked by the Public Health team at Telford and Wrekin Council to carry out three focus groups with members of the public to gather their views on the priorities identified for the Health and Wellbeing Strategy.



The three focus groups were arranged for the North, South and Centre of Telford and Wrekin and were attended by 39 people.

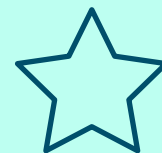
Through the focus groups people were able to identify what was most important to them and if they were able to relate to the priorities contained within the draft Health and Wellbeing Strategy. Those priorities were based on previous workshops and engagement – people's feedback had informed the drafting of the priorities.

Public Health were then able to create a report sharing the views of people that was presented to the Health and Wellbeing Board.



# Your voice heard at a wider level

We have worked very closely with Juniper training, Burton Borough School and Shrewsbury College. We have attended Career Fayres and done presentations to students and presented awards. Healthwatch has had three work experience students this year.



This year Healthwatch Telford and Wrekin were commissioned by the local authority to carry out engagement with young people about health and wellbeing needs. The work was to contribute to the development of the health and wellbeing strategy for children and young people.

We carried out interviews and focus groups with young people via a range of groups that they attend including, the Youth Council, Care Leavers 16+, Voice, Recharge, SEND Shoutout Forum and the Autism Hub; and Young Carers.

We also carried out similar work on behalf of Barnardo's and this also included work with Juniper training.

From the work that we completed for the local authority, we found that young people defined family differently depending upon their circumstances and there was an importance attached to maintaining family connections.

Young people expressed feelings of loneliness and social isolation and sometimes had difficulties with friendship relationships. Being able to mix with young people from different backgrounds on an equal footing was also considered. They also raised concerns about the impact of social media on their lives and how they can safely make use of social media.

Young people also spoke about needing to be able learn basic life skills such as being able to cook for themselves, pay bills and manage their money.

With both projects the reports were shared with the relevant commissioners and the findings are contributing to the development of services and support for young people.

We co-designed our Enter and View focus and approach across Telford and Wrekin GP Surgeries working with local groups that had raised concerns and issues with access. Using the concerns of the groups we were able to highlight to surgery staff where things could be improved on the day of the visit as well as informing the final reports recommendations.





# Listening to your experiences

Services can't make improvements without hearing your views. That's why, over the last year, we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feed this back to services and help them improve.

## GP Access

Last year Healthwatch Telford and Wrekin had been receiving people's stories regarding their access to GPs across Telford and Wrekin, many of these were negative. Similarly, so have Telford and Wrekin Council. It made sense to work together to promote the GP Access Survey jointly to give as many people as possible from Telford and Wrekin the chance to have their voice heard in relation to their experiences.

You also told us about issues with physical access creating barriers, lack of information and other issues within various surgeries around Telford and Wrekin. We decided as part of this work to undertake an Enter and View visit to each GP Surgery to look at accessibility and information standards.



### Local groups help make a difference

- Due to feedback that we received around GP accessibility we made it one of our work priorities for this year.
- We wanted to know what the priorities were for all patients using the GP practices across Telford and Wrekin. We met with the following groups to help develop our understanding of the barriers people face and to help produce the questions we would be asking as part of the Enter and View visit:
  - Stay; Yellow ribbon; PODS; Challenging perceptions; the mental health forum; Dementia groups; Alzheimer's; Stamma; Sight Loss; Sand; and; Deaf community patients for whom English is not their first language.
- These groups helped us to focus our Enter and View visits to GP surgeries on the areas of concern plus we were also able to highlight to practice staff what patients' concerns were on the days of our visits.

### Groups told us about some changes they would like to see to make their experience at the GP practices better.

We were told that quiet areas for those living with Dementia and Autism would be a great benefit as the experience of a lot of noise and lights can be too much for them to process.

Practice staff who are sat behind screens – so someone with hearing loss can not see their lips if the screens are semi-opaque or dirty plus muffling the staff members volume level making it harder if a person has a small degree of hearing.

Warning flags on the computer records for people that can be easily seen by practice staff, so they know at the beginning of a conversation if any special measures need to be put in place to support the person accessing the surgery and seeing a health professional.



## GP Access – Why an Interim report?

We were receiving more and more responses each day, so we decided it was clear people wanted the opportunity to continue to submit their experiences of access.

We prepared an interim report for the Health and Wellbeing Board in December 2023 to give a highlight of the experiences people were sharing with us regarding accessing GPs.

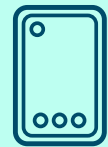


**50+%**

In our interim report for the Health and Wellbeing Board in December 2023 over half of the then 5,395 respondents said their experience of booking previous appointments was poor.

**70+%**

In our interim report for the Health and Wellbeing Board in December 2023 over two thirds of the then 5,395 respondents said they used the phone to book their last appointment.

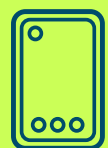


**70+%**

In our interim report for the Health and Wellbeing Board in December 2023 over two thirds of the then 5,395 respondents said it was good or okay regarding the explanation of the care or treatment they needed.

**Varying %**

In our interim report for the Health and Wellbeing Board in December 2023 over a third of the then 5,395 respondents said it was poor having their needs met but another third said it was good.



We left the survey running for another four weeks after writing the interim report for the Health and Wellbeing Board. During the time we jointly issued with the Council a final call out for people you might want to have their say.

When the survey closed, we had **9,201 responses** from the people of Telford and Wrekin regarding GP Access.

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## Intelligence gathering in Telford and Wrekin

### Discharge

Healthwatch Telford and Wrekin is often out and about visiting various services be that at the Shrewsbury and Telford Hospital Trusts Princess Royal Hospital, undertaking Enter and View visits in nursing or residential homes, community organisations or places like the Wellbeing Hubs.

During some visits to the discharge lounge and some wards at Princess Royal Hospital we heard from patients about how they felt they had a lack of information around their discharge plans, some were experiencing long waits for paperwork and then further delays in being given medication that they would need immediately upon their discharge.

We have also heard from people about discharges where people found that no social care support had been put in place for them.

Healthwatch Telford and Wrekin have also received feedback via our webforms, phone calls and when the team are doing outreach and at engagement sessions around the area, which showed that patients were not happy with the discharge process

We have spoken with Care Home Managers about their experiences of the discharge process. We heard about residents discharges back to the homes from hospital, we were told that a lot of residents needed re-admittance to hospital as they were not fit for discharge.

We also heard on occasion that some care homes had not been informed the resident was being discharged to them.

On reviewing this cumulative feedback and information that we collected from doing outreach and community visits led to us making hospital discharge one of our work priorities for the coming year.

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### Here and there, everywhere...

Healthwatch Telford and Wrekin is often out and about here and there, everywhere...

- Yellow ribbon ex-offenders charity
- Stay Homeless
- Maninplace Homeless Support and Housing
- Stamma association
- Sight loss
- Deaf n able
- Alzheimer's
- PODS
- SEND
- Sands over 50 LGBT group
- LGBTQ+
- Telford and Wrekin council
- Mind
- Dementia cafes
- Veterans cafes
- Juniper Training
- Burton Borough school
- Shrewsbury college
- Gurdwara
- Severn hospice
- Challenging perceptions
- Diabetic support group
- Rotary Club
- Telford crisis support food and clothing bank
- Forum 50
- Partners in care
- CVS
- Autism hubs
- Carers groups
- Telford's digital inclusion group
- Safer communities
- Public health champions
- Cancer champions
- Tact Telford after care team addictions
- Community café
- Re charge
- Mental health forum
- Maternity voices
- Patient First
- Independent Living Centre



# Hearing from all communities

Over the past year, we have worked hard to make sure we hear from everyone within our local area. We consider it important to reach out to the communities we hear from less frequently to gather their feedback and make sure their voice is heard, and services meet their needs.

**This year we have reached different communities by:**

- Listening to people from all corners of Telford and Wrekin.
- Working with partner organisations to reach groups of people not traditionally heard.
- Working with statutory services to ensure peoples voices are heard and used to influence service and strategy design to meet peoples needs.

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# Ways we have made a difference in the community

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Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.

## GP Surgery implementing a bereavement policy

We received a phone call from a patient who was upset.

They had lost their partner at home after a lengthy illness.

Since their passing they had not had any contact from the GP practice.

They had been trying to get an appointment with the GP who they had been dealing with during their partners illness without success, as they had questions that they would like to have answers to.

They were also concerned that they still had at home the 'just in case' medication they were given at end of life.

Healthwatch Telford and Wrekin contacted the practice manager, an appointment was made, and all their questions were answered.

We received a thank you phone call saying they were happy as they had spent some time with the GP and all their questions had been answered. They were also given an appointment in two weeks' time to check they were okay.

The practice also got in touch with us to let us know they had taken on board that they do not follow up on patients when they have been bereaved.

They are going to use this as a Quality Improvement Project and set up a bereavement team at the surgery to prevent this happening in the future. The practice stated it was a positive thing that they contacted you.



## Healthwatch continuing support of Ageing Well Strategy

Healthwatch has been involved in the Ageing Well Strategy from the very beginning in collaboration with Telford and Wrekin council. We helped to put together the survey and hosted this on our website, we also did engagements collecting the views of the over 50 population in Telford and Wrekin.

Telford has a large ageing population. The Ageing Well Strategy is very important to ensure that older people live well for longer.

We are represented on the board and have been involved in the putting together the strategy from conception. Feeding into various streams around health and wellbeing and the collection of the community views.

We continue to use our engagements and outreach to promote the Ageing Well Strategy. The areas covered in the strategy are:

Transport; Health and wellbeing; Digital, Carers, Deprivation; and; Where we live.



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## Supporting Community Organisations in Telford and Wrekin

**Stay is a charity that provides housing and support services to homeless and vulnerable people in the Telford & Wrekin Borough. Stay has been doing this for over 30 years. Today, Stay support over 1,000 homeless and vulnerable people each year.**



Healthwatch Telford and Wrekin has worked with Stay for some time. We have listened to feedback and given advice and signposting that has been passed on to the residents of Stay.

The staff have given us feedback around social care assessments and the difficulties around mental health assessments, also, how difficult it is now to get an emergency assessment when one of their clients is in crisis, we have fed this back to MFPT.

We have also had feedback on how hard it is to ensure that medication is available, as some medications are in short supply. We continue to have a good working relationship and are there with advice and support.

### Stay's thoughts about our joint working

"We have worked alongside Jan Suckling and Healthwatch Telford and Wrekin over the last 18 months and have always found them to be extremely helpful when I appear to be facing brick walls regarding the health of my clients.

On several occasions they have been able to signpost towards appropriate or alternative support.

Furthermore, last year they were involved in a diabetes campaign which is close to my heart on a personal level, as I have lived with type 1 diabetes since I was 14. They were able to update me on the latest legislation and x 2 of my residents who had previously been diagnosed as type 2, were able to trial a libre sensor and have now been correctly diagnosed as type 1. Amazing work."

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**Yellow Ribbon, established in 2013, is a through-the-gate charity which works with ex-offenders, providing a vital bridge between prison and effective life back in the community. By offering accommodation, one to one mentoring, and helping ex-offenders address issues, they believe that lives can be turned around.**



Healthwatch Telford and Wrekin have joined in meetings with clients and have taken their feedback and concerns around getting appointments when released from prison to a new area and without a prescription.

We are in the same building and have an open door to all yellow ribbon clients so we can give advice when any clients encounter any problems, we often have discussions with staff on issues they have come across.

Engaging Communities Solutions CIC have also donated a couple of tablets so that on release Yellow Ribbon clients have something they can use to support their reintroduction.





## Don't just take our word for it...

Throughout our annual report we share an overview of the past year on that we done within our local community whether its our impacts or volunteering opportunities. We consider it important to reach out to the communities we hear from less frequently to gather their feedback and make sure their voice is heard, and services meet their needs.

Its also very rewarding when we receive comments back about our work.

This year we have received a number of positive comments about our activities.

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# What people say about us

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## Healthwatch Telford and Wrekin



Healthwatch have worked with Juniper training, attended one of their classes where we gave a presentation and did a question and answer session with students as part of their career week.

Healthwatch have also held some focus groups and workshops with the Juniper students on what new service they would like to see in Telford around young people's mental health and well being.

The focus groups and workshop were part of the work Healthwatch undertook for Barnardo's and the Co-op.

## Juniper

"We have worked with Healthwatch Telford and Wrekin since December 2023. Since that time our organisations have worked together and created some amazing opportunities for some of our students.

This includes an amazing placement for one of our students who is looking to pursue a career within the healthcare industry. The student has thrived in the placement under Jan and Tracey's amazing support.

Their approach to working with young people is exemplary, including being caring, understanding, patient and really understanding the value they can bring to a student's work experience such as training the student in all the processes available within the organisation.

We have also hosted student forums, where students have been invited to work with Healthwatch to give their thoughts and opinions on new initiatives for local young people.

The students reported feeling they had been heard and were proud to have been given the opportunity by the team at Health watch Telford & Wrekin.

Our working relationship between Juniper and Healthwatch Telford and Wrekin continues to grow and thrive, and I look forward to continuing working with Tracey and Jan to facilitate more amazing opportunities for our students!

A big thank you to Tracey & Jan from all of us at the Telford Team at Juniper."



# What people say about us

We were asked by a GP practice to speak with patients around what is a Patient Participation Group (PPG) since covid their PPG only had a few members and was not active.



After our visit as part of the GP survey, we had a meeting with the practice manager on how we could help. We were asked to go in and talk about what a PPG is and the benefits that having a patient's voice can bring for the practice, also the role of Healthwatch.

The meeting was originally supposed to be at the practice but due to the large response of over a 100 people the venue was changed to the community hall.

We talked about the independent role Healthwatch Telford and Wrekin plays in being the patient's voice, also the benefits of working with the PPG and the support we could offer.

The practice had a good response and over 30 patients showed an interest on the night in the PPG.

We have had an update on the PPG membership from practice. They have now had 27 patients who have declared an interest and they have contacted them all and were arranging a meeting.

The Practice was pleased with the outcome and for Healthwatch's involvement.



Healthwatch Telford and Wrekin has worked closely with Burton Borough school.

We have attended the career fayre at Burton Borough School, also attended an evening where we gave a presentation about Healthwatch and were privileged to be asked to present one of the student awards.

We have also taken part in a question and answer panel at the school. We have worked closely with the member of staff responsible for work experience and have successfully had a student placed with us.

*Good Morning, I just wanted to say a big thank you for your support with the year 11 conference on Friday. I am just going through the staff and student evaluations, and once again the feedback is extremely positive.*

*Students have seen a real value in the whole experience. It couldn't be achieved without people like you, so we are extremely grateful.*

*I hope you will be able to support again in the future.*

*Kind regards, Burton Borough school Newport*



## Advice and Information

**If you feel lost and don't know where to turn, Healthwatch is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding an NHS dentist, making a complaint or choosing a good care home for a loved one – you can count on us.**

**This year we've helped people by:**

- Providing up-to-date information people can trust
- Helping people access the services they need
- Helping people access NHS dentistry
- Supporting people to look after their health during the cost-of-living crisis

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## Digital Inclusion

Healthwatch Telford and Wrekin receives a lot of feedback around Digital exclusion. We are working with Telford and Wrekin council digital inclusion team to improve this and attend their meetings. We collate feedback when people tell us about the barriers they face. We then pass on the feedback we have received to the digital inclusion team. This has helped highlight areas that need to be looked at

We are aware that a lot of health and social care requests for services, such as GP practices moving towards online services for people to order their prescriptions or book appointments as self-service options which is okay if you are familiar with using the internet and have access. We are concerned that this puts some patients at a disadvantage whether they are not able to, chose not to or are unable to have data.

We do signpost people that may be interested in developing their skills and knowledge to the digital inclusion teams support sessions when appropriate.

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## Wellbeing Hubs Network

The Wellbeing Hubs Network has been set up to improve people's health and wellbeing.

Healthwatch Telford and Wrekin are regulars at the weekly wellbeing hub that has been set up in The Anstice in Madeley. Healthwatch attend every 4 to 6 weeks alongside other partners. This is to provide advice and signposting as well as taking peoples feedback and story's. It is also a great opportunity to get the name of Healthwatch out in the public domain and raise awareness of the role Healthwatch has as the champion for people using health and social care services.

We have collected lots of people's stories and have signposted people to other services, all feedback collected has been used to influence service provision and decision makers.

This is also a part of a collaborative effort with other local partners who attend these hubs on a regular basis. These hubs have proved very popular, and more are being opened in Telford and Wrekin, to provide advice and support. The Wellbeing Hubs are a great asset in promoting health and wellbeing within the communities they serve. More hubs have now been established and Healthwatch Telford and Wrekin regularly attends as many as we can.

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## Hospital Transformation Programme

Telford and Wrekin Hospital as part of Shrewsbury and Telford Hospital NHS Trust (SaTH) is undergoing major changes with the hospital transformation programme (HTP). This is causing a great deal of concern within the community around what people see and say is their Accident and Emergency services in light of the plans to move the service to the Royal Shrewsbury Hospital. Healthwatch Telford and Wrekin have received a lot of feedback while out on engagements and outreach with the public voicing their concerns over the plans.

We have met and worked with the HTP to ensure that we have a good understanding of what it will mean for the people of Telford and Wrekin. It is clear the communications and information from SaTH and the Shropshire, Telford and Wrekin Integrated Care Board (STW ICB) has not reassured people as to the aims and objectives in what people see as their Accident and Emergency service being taken away.

Healthwatch Telford and Wrekin are aware that other statutory and non statutory organisations are equally concerned about the potential impact this will have on Telford and Wrekin. Healthwatch, as the peoples champion will continue to gather views and make these known to the HTP, SaTH and STW ICB so that they are taken into account as well as urging clearer information to be made available.



# Volunteering

**We're supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.**

## **This year our volunteers:**

- Visited communities to promote Healthwatch Telford and Wrekin and what we have to offer
- Collected experiences and supported their communities to share their views
- Carried out enter and view visits to local services to help them improve



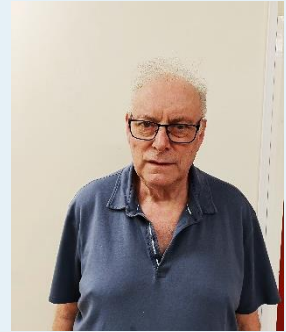
**"We first became aware of Healthwatch Telford and Wrekin (HWT&W) some 10 years or so ago when they came to one of the support groups my wife and I belonged to. The aims of Healthwatch sounded good so we became involved.**

**We did our initial training, which introduced subjects like Mental Capacity, Deprivation of Liberties, and Safeguarding, other elements were common sense.**

**We started doing Engagements and Enter and View for HWT&W. Engagements have included attending events to promote HWT&W and collect passers-by views and comments, to attending support groups to update them on HWT&W. With Enter and View we would visit care homes or the hospital and talk to the residents, patients and staff. We did not go to inspect as we are not qualified to inspect but could make general observations as a lay person for example blocked fire exits. Talking to residents and patients gives us an inside to the home or ward, sometimes the feedback is not good, which we would feedback to the relevant authority, other time we receive positive feedback which again we feedback as I feel all too often staff only hear criticism, I think the positive feedback is the best part of the role.**

**I am now an Enter and View Lead, so will liaise with the managers and write the initial reports. I have also assisted with collating data from the dental survey we did a couple of years ago.**

**I find the experience rewarding as I hope our feed back makes improvement to the healthcare services provided and get praise to those who deserve it."**



Frank –  
Healthwatch Telford  
and Wrekin



### **Do you feel inspired?**

We are always on the lookout for new volunteers, so please get in touch today.

 [www.healthwatchtelfordandwrekin.co.uk](http://www.healthwatchtelfordandwrekin.co.uk)

 **01952739540**

 [info@healthwatchtelfordandwrekin.co.uk](mailto:info@healthwatchtelfordandwrekin.co.uk)



# Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

## Our income and expenditure

Income		Expenditure	
Annual grant from Government	£100,000	Expenditure on pay	£68,034
Additional income	£9,942	Non-pay expenditure	£20,363
		Office and management fees	£18,116
<b>Total income</b>	<b>£109,942</b>	<b>Total expenditure</b>	<b>£106,513</b>

**Additional income is broken down by:**

- £9,942 - Barnardo's / Co-op for work on a project.



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## Next steps

**Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.**

We will focus on how we can improve the issues that concern local people the most, including GP access, Hospital Transformation, A&E experiences and Unsafe discharges.

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

**Out top priorities for the next year are:**

**1. GP Access Report Phase 2:**

Healthwatch Telford and Wrekin will produce an individual report for each GP surgery from the main overall report and the supporting survey responses. This will be focused and include full details of all peoples comments.

**2. GP Access Report Phase 3:**

Rather than just publish our main and individual reports with recommendations, we will be offering to work with each GP Surgery and their PPG (Patient Participation Group) to address the findings of their individual report to develop an action plan addressing our recommendations. Where there isn't an active PPG we will offer to support the creation of one. The aim is to address the areas people identify as poor and find common ground with the Surgery directors / senior partners to address and improve services thereby improving Patient/Primary Care relationships. Or in cases of good areas of satisfaction to create a toolbox for other Surgeries to 'dip into'.

**3. PPG Forum**

Many GP Surgeries do not have a PPG or an active one. Healthwatch Telford and Wrekin (HWT&W) will create an independent forum for all PPGs to attend to share common barriers or effective ways of working with Surgery directors. Plus encouraging effective feedback from PPGs to provide HWT&W with ongoing intelligence.

**4. Unsafe discharges**

HWT&W have heard from different care homes of times when discharges to them from hospital have been unsafe in their opinions. This is becoming more prevalent. We aim to work with care homes to explore this in more detail with a survey and focus groups for care home representatives to jointly identify areas of stress within the system that leads to unsafe discharges and the impact of these. We will also promote this to the public to seek individual experiences of unsafe discharge and seek any similarities between the two to combine into one report with recommendations for improvement.

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## Next steps continued...

### 5. Add hock briefing / intelligence reports

HWT&W is aware of the ongoing controversy of the Hospital Transformation Programme (HTP). This is now set in stone since it was referred to an 'independent' panel for high level scrutiny, who confirmed it was the best option. More stories of poor performance continue to emerge. We need to stand ready with sufficient capacity to run mini call outs and present publicly people's views and experiences to attempt to ensure the delivery of the HTP does provide better services.

### 6. Pharmacy survey

We will be doing a survey at all pharmacies in the Telford and Wrekin area. This will be volunteer led with support from staff. Our work experience student will be assisting with this piece of work. The survey will be asking patients what they understand of the services now offered by the pharmacies such as the Pharmacy First service. We will also be asking staff about training and the support staff receive. We will be looking at how Dignity and Privacy is maintained when patients are being seen by the pharmacist, location of consulting rooms. The Survey has been co-produced with a volunteer, work experience student and staff.

**Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.**

**To support our work over the forthcoming year we have developed our Healthwatch Citizens Involvement Charter.**



This charter recognises and promotes the importance of the people of Telford and Wrekin having their voices heard and used by policy-makers, commissioners and providers of services within the NHS, social services and public health services.

The charter is for organisations, community groups and grassroots collectives to commit to the same values and work with Healthwatch Telford and Wrekin, the independent champion for people who use health and social care services.



# Statutory Statements

**Healthwatch Telford and Wrekin, Meeting Point House, Southwater Square, Telford TF3 4HS.**

**The contract to provide the Healthwatch Telford and Wrekin service is held by Engaging Communities Solutions CIC, Meeting Point House, Southwater Square, Telford TF3 4HS.**

**Healthwatch Telford and Wrekin uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.**

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# The way we work

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## Involvement of volunteers and lay people in our governance and decision-making

Our Healthwatch Board consists of 5 members who work on a voluntary basis to provide direction, oversight and scrutiny of our activities. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2023/24, the Board met 3 times and made decisions on matters such as our priority projects for the year 2024 to 2025 in line with the relevant decisions Advisory Boards should take.

We ensure wider public involvement in deciding our work priorities.

## Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services. During 2023/24, we have been available by phone, and email, provided a web form on our website and through social media, as well as attending meetings of community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website and ensure that it is promoted thoroughly across all social media platforms and to our newsletter subscribers.

## Responses to recommendations

We had no providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to Healthwatch England Committee, so no resulting reviews or investigations.

## Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insights and experiences that have been shared with us.

In our local authority area, for example, we take information to the Health Overview and Scrutiny Committee to which the Healthwatch Chief Executive is a co-optee on the committee in addition to the Joint Health Overview and Scrutiny Committee between Telford and Wrekin and Shropshire Councils as well as the Health and Wellbeing Board for Telford plus the Telford and Wrekin Integrated Place Partnership.

We also take insight and experiences to decision-makers like the Shropshire, Telford and Wrekin Integrated Care Board. For example, in direct liaison meetings or attendance at a variety of sub systems meetings looking at a range of topics including transformation, MH, LD&A Inpatient Quality Transformation and Culture of Care Programme as some examples of the range of meetings we attend.

## Enter and view

This year, we made 23 of Enter and View visits, 19 as part of our GP Access project. We made 47 recommendations or actions for the Care Homes and Hospital E&V as a result of this activity.

Location	Reason for visit	What you did as a result
Bennett House	Feedback we had received around maintenance of the building and outside spaces.	Wrote a report with recommendations – the service followed up on these and developing a refurbishment plan.
Morris Care Centre	Feedback we had received around care and medication.	Wrote a report with recommendations – the service followed up on these with info on how it was going to use them.
St George's Park	Feedback we had received around care and medication.	Wrote a report with recommendations – the service followed up with a six page detailed response, some agreeing with recommendations others not so, providing rationale as to why not.
Princess Royal Hospital	To map the patient journey from arrival to end point.	Wrote a report with recommendations – We did a return visit to see the actions that had been taken regarding the recommendations.

## Healthwatch representatives

Healthwatch Telford and Wrekin is represented on the Telford and Wrekin Health and Wellbeing Board by Simon Fogell, Chief Executive. During 2023/24 our representative has effectively carried out this role by representing the views of people and ensuring people's views were sought to inform service outcomes

Healthwatch Telford and Wrekin is represented on Shropshire, Telford and Wrekin Integrated Care Partnership and Shropshire, Telford and Wrekin Integrated Care Boards by Simon Fogell, Chief Executive.

## 2023 – 2024 Outcomes – a selection


Project/activity	Outcomes achieved
Working with a GP Surgery – raised issues concerning a patient who was recently bereaved.	The surgery had no process to support people so used this as a Quality Improvement Project and set up a bereavement team at the surgery.
Partnership working with Stay.	Healthwatch Telford and Wrekin over the last 18 months – have always found them to be extremely helpful when I appear to be facing brick walls regarding the health of my clients.
Partnership working with Juniper – provided placement for a student who is looking to pursue a career within the healthcare industry.	Their approach to working with young people is exemplary, including being caring, understanding, patient and really understanding the value they can bring to a students work experience.

# healthwatch

Telford and Wrekin

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Healthwatch Telford and Wrekin is a hosted Healthwatch, delivered by Engaging Communities Solutions CIC (ECS)

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