



Engaging  
Communities  
Solutions

**healthwatch**  
Telford and Wrekin

# Healthwatch Telford and Wrekin Work Programme 2024/25

April 2024 – March 2025

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## STATUTORY REQUIREMENTS OF A LOCAL HEALTHWATCH

1. To obtain the views of local residents on health and social care services, to help shape the delivery and improve the quality of the design and commissioning of services.
2. To make recommendations to service providers and commissioners in developing, designing, shaping, and improving the quality-of-service delivery.
3. To support the involvement of local residents in the designing and commissioning of local services.
4. Provide information and advice to inform local residents on choices available to them.
5. To escalate findings to local commissioners and providers and nationally to Healthwatch England along with recommendations for service change.

# Introduction

## About us

Local Healthwatch organisations were established under the Health and Social Care Act 2012 to be a champion for people using health and social care services. Healthwatch Telford and Wrekin is delivered by Engaging Communities Solutions CIC (known as ECS) - a Community Interest Company with a focus on delivering local Healthwatch, Social Research and Advocacy services. ([www.weareecs.co.uk](http://www.weareecs.co.uk))

Healthwatch Telford and Wrekin will champion the interests of people who use health and social care services and ensure that they have an opportunity to speak out about their concerns and health and social care priorities.

We will ensure that the views of the public and people are considered by those who commission and provide services.

## Our responsibilities

By law, all local Healthwatch are required to:

- Provide information and signposting about health and social care services.
- Monitor concerns and complaints.
- Enable people to feed back about their experiences of health and social care services.
- Collate information and compile reports about people's experiences and views.

Local Healthwatch have the benefit of a national umbrella organisation, Healthwatch England, from whom we receive development and support. Healthwatch England collects intelligence from the Healthwatch network, identifying national themes and producing reports on common areas of concern. They can raise issues at a national level. [www.healthwatch.co.uk](http://www.healthwatch.co.uk)

## We will meet our responsibilities by:

Listening to people from all communities in Telford and Wrekin; helping to involve people in decisions about their care and how it is delivered, giving people information to make choices about their health and care and working in partnership to make change happen.

As Healthwatch Telford and Wrekin, we will give critical challenge to highlight where improvements can be made, be the voice of the public, show the impact our work can make and work hard to listen to people throughout the Borough.

## Strategic Aims

**This year, our strategic focus is to:**

- To raise the visibility of Healthwatch Telford and Wrekin to make people aware of our role, and remit and to ensure people know how to feedback on local NHS health and social care services.
- Support more people to have their say and provide clear information and advice to help them take control of their health and care.
- Provide an effective, high-quality local service as Healthwatch Telford and Wrekin, building local partnerships and networks to achieve change together.
- Work together with professionals, providing useful insight to improve the planning, delivery and support of health and social care throughout Telford and Wrekin.
- To increase public awareness (and choice) of local services for residents through an enhanced Healthwatch information and signposting service.

## Priority areas from April 2024 to March 2025

Healthwatch Telford and Wrekin undertook a GP Access Survey project in 2023 to 2024 that received over 9,500 responses highlighting peoples concern with accessing primary care. This is too big an issue to simply issue on report and 'park it'. Following the publication of the overall report...

### **GP Access Report Phase 2: (Q1-Q2)**

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.

### **GP Access Report Phase 3: (Q2-Q4)**

However, rather than just publish our main and individual reports with recommendations and leave it at that 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 to address our recommendations. Where there isn't an active PPG we will offer to support the creation of one issuing joint promotion with the Surgery to recruit people. 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 explore what Surgeries have done to achieve this and use to create a toolbox for other Surgeries to 'dip into'.

### **PPG Forum (Q2-Q4)**

Many GP Surgeries do not have a PPG or an active one. 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 and sentiment regarding service provision.

### **Unsafe discharges (Q2-Q4)**

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 homes representative 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.

### **Add hock briefing / intelligence reports (Q2-Q4)**

HWT&W is aware of the ongoing controversy of the Hospital Transformation Programme (HTP). This is now set in stone since Whitehall referred to an 'independent' panel for high level assurance it was the best option and received a confirmation. More stories are coming out of poor performance currently with people asking how this will change and what faith can they have in the NHS locally. 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.

### Enter and View Programme (Q2-Q4)

Regular Enter and View visits will be undertaken through the year in support of the priorities and in response to intelligence. A particular focus on pharmacies is planned to run through the

### Pharmacy survey (Q2-Q4)

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.

## Measuring Impact

Through a detailed activity plan, we have set clear aims and objectives as our delivery targets to achieve throughout the year to ensure we maximise the impact we have, in addition to our priority project work.

Activity		Aims and objectives
<b>Enter and View Programme</b>	<p>The annual programme is determined by intelligence received, follow-up actions from previous Enter and View visits and our standard programme of work.</p> <p>The focus on the Enter and View Programme for 2024/25 will be care homes and acute NHS Trusts.</p>	<p><b>Aim:</b> To carry out twelve Enter and View visits from April 2024 to March 2025.</p> <p>We will aim to analyse findings and report within 10 days to the provider and publish our report and recommendations on the Healthwatch Telford and Wrekin website 20 days after the visit has taken place.</p>
<b>Public Feedback</b>	<p>We will continue to encourage the public to feedback their experiences</p>	<p><b>Aim:</b> To collect the experiences of 1,000 people between April 2024 and March 2025 using</p>

	<p>of using local health and social care services. This feedback will form part of our regular reports to the Healthwatch Independent Strategic Advisory Board (ISAB) and be used to identify any themes and trends in local services.</p> <p>This feedback will also form part of reports sent to service providers, commissioners, and stakeholders.</p>	<p>multiple platforms, including Snap Surveys, Virtual Voices, the Healthwatch Telford and Wrekin website feedback portal, hardcopy paper surveys, interviewing and outreach activities and through working with third-party organisations.</p>
<b>Reporting</b>	<p>Healthwatch Telford and Wrekin will conduct independent reviews on various health and social care services. Reports will be published based on the intelligence we receive from members of the public and sent to the relevant Boards, commissioners and contract monitoring Officers.</p>	<p><b>Aim:</b> To publish intelligence/insight reports on a quarterly basis.</p>
<b>Promotion</b>	<p>We will ensure our services are widely available and promoted in a range of formats. Our website, Facebook, X (Twitter), Instagram, and other social media platforms will provide live updates on engagement topics, service delivery changes and enable networking with other organisations.</p>	<p><b>Aim:</b> To see an increase in engagement numbers through Facebook, Instagram, and Twitter followers.</p> <p>To ensure that the website is updated regularly with relevant topics and issues.</p> <p>To create a Tiktok account to meet the needs of the younger population.</p>
<b>Strategic Influencing</b>	<p>Healthwatch Telford and Wrekin is represented on a wide range of Strategic Boards that oversee health and social care including Telford and Wrekin Health and Wellbeing Board and the Health Overview and Scrutiny Committee. Our remit is to work with these</p>	<p><b>Aim:</b> To ensure Healthwatch Telford and Wrekin remains a strong public voice in strategic decision making.</p>

	<p>partnerships to ensure the voice of the public, patients, service users and carers are heard, and to provide advice, guidance, and assurance on how to achieve this.</p>	
<p><b>Healthwatch Independent Strategic Advisory Board (ISAB)</b></p>	<p>Develop a well-balanced ISAB with a complimentary skill set and culture that allows collaborative working to enable effective decision making, and a platform in which the ISAB will formally agree and implement a plan of work.</p>	<p><b>Aim:</b> To grow the number of ISAB members.</p> <p>To ensure the ISAB receives necessary training and support to fulfil its role during the year.</p>
<p><b>Volunteers</b></p>	<p>Volunteers play an essential role in the delivery of Healthwatch Telford and Wrekin. They add value and support us to achieve our mission and strategic objectives. By having an effective volunteer programme, Healthwatch Telford and Wrekin will provide opportunities for social inclusion, skills and confidence development and support routes into employment.</p>	<p><b>Aim:</b> To develop a wider range of opportunities for people to volunteer with Healthwatch Telford and Wrekin, including work experience placements for students and young volunteers.</p>
<p><b>Additional funded projects</b></p>	<p>Healthwatch Telford and Wrekin will look at opportunities to take on additional funded projects or pieces of work that are aligned with our mission and values.</p>	<p><b>Aim:</b> To generate additional income of 11% of the contract value to help sustain the current contract delivery and enhance the delivery offer.</p>
<p><b>Community Engagement</b></p>	<p><b>Face-to-face:</b> Our staff and volunteers will visit a range of community groups and outreach events to seek patient and public opinions and views. We will ensure our engagement activities focus on Telford and Wrekin’s diverse</p>	<p><b>Aim: Face-to-face:</b> To undertake at least 120 outreach activities from April 2024 to March 2025.</p> <p><b>Virtual engagement activities:</b></p> <p>To undertake a series of virtual focus groups and discussions</p>



communities and continue to earn their respect.

We will also continue to seek the views of people, who in the past, have been in the minority in intelligence gathering, e.g., people with learning disabilities and/or Autism Spectrum Disorder (ASD), people living with mental illness and people with sensory impairment.

online from April 2024 to March 2025.