

Annual Review 2014–15

The year in numbers

- 1** Annual Event organised
- 2** Research Grants awarded
- 3** Healthwatch Shropshire drop-in information sessions
- 4** Healthwatch Shropshire Board meetings held in public
- 32** volunteers
- 53** issues raised with commissioners and providers of services
- 106** people received information and signposting services
- 140** community engagement events participated in
- 232** Associate Members
- 684** comments received about local health & social care services
- 1000** Twitter followers
- 2891** volunteer hours given
- 4000** 'Tell Us' & **4500** 'About Us' leaflets given out

Message from the Chair, Carole Hall



I look back and wonder where this year has gone. In our first year we concentrated on establishing relationships, getting a grip on the complex world in which we operate on behalf of the people of Shropshire, getting our Board in place and recruiting volunteers to ensure that we could deliver our work programme, and establishing our operating policies and procedures. That early work has paid dividends over this last year and has led to requests to expand our work programme and become involved in many more initiatives to ensure that the voice of the people of Shropshire is heard. I wholeheartedly welcome that involvement, even though it is remarkably easy to look at what we have had to say no to, rather than the wealth of what we have done.

There are many people to thank - our small, highly committed team; our Board Members who are so involved in the delivery of our work programmes and the FutureFit programme; our volunteers without whom we would struggle to deliver our core functions. And, of course, our Commissioners - Shropshire Council - who have been true partners from the outset.

We shall be looking to recruit more volunteers and additional Board Members in 2015 and I hope that this annual report will demonstrate just how worthwhile joining Healthwatch Shropshire is and what a privilege it is to represent the people of Shropshire's views.

Message from the Chief Officer



At the end of a successful and very busy second year this is my opportunity to thank everyone who has worked with us to make sure that the people of Shropshire have their voice heard.

We have worked hard to build on our initial achievements, to further develop the organisation and raise our profile across Shropshire. One of the biggest challenges we have faced during the year, but which is also a positive development, is the increasing demand for our input in Shropshire. In addition, as providers work across political boundaries this has increased the importance of working closely with our counterparts out of area and we are also an active participant in regional local Healthwatch meetings and with Healthwatch England.

An unanticipated demand on our resources has also been our active involvement in the major NHS transformation project in the county, NHS FutureFit. Staff, Board Members and volunteers have all contributed to the Programme.

We look forward to the challenges of the year ahead, as there is a lot of change taking place in both health and social care services locally, and we will work hard to ensure that people's voices are heard to influence local service provision.



Who we are and what we do



Healthwatch Shropshire has 5 members of staff and 9 Board Members at the end of March 2015.

For more information about the staff team's responsibilities and the Board Members' backgrounds please see our website under About Us.

Purpose of Healthwatch Shropshire

To be the recognised independent voice of the people of Shropshire in seeking to improve their experience of Health and Social Care services.

Using our statutory powers we have:

Provided information and signposting services to support the people of Shropshire in making choices about health and social care services and how to access them.

Gathered experience and opinions from patients, carers, service users and the wider public about health and social care services across Shropshire, then made sure those views are used to improve services for all. This includes proactively going out into the communities across Shropshire to meet local people.

Visited locations where health and social care services are being delivered for the people of Shropshire, observe what is happening, and report on its findings. We are keen to hear from anybody who is interested in volunteering with us to be trained as a visitor but we also have other volunteering opportunities.

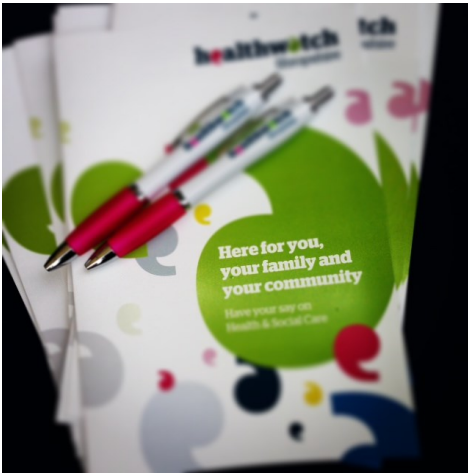
Worked hard to develop relationships with local commissioners and providers of health and social care services in Shropshire.

Awarded two research grants to the voluntary and community sector to explore the reality on the ground for people in Shropshire.

The following pages illustrate our achievements in these areas in more detail.



Information and signposting



The Information and signposting service has further developed during the year and as our profile increased so did the number of contacts. During 2014-15, 106 people who have contacted Healthwatch Shropshire have received information and signposting services.

Considerable effort has been put into identifying and making contact with the wide range of providers and support organisations delivering services across Shropshire.

This has been in order to best understand these organisations to inform our provision of information and signposting for the public.

Feedback received about information and signposting service

“That info is hugely helpful- thank you very much.”

“Thanks, this is far more complex than I'd realised!”

We have been working with POhWER (NHS Complaints Advocacy service), A4U (local disability advocacy service), SIAS (local mental health advocacy service) and AgeUK Shropshire, Telford & Wrekin to ensure that we optimise how we assist people by signposting to these services when appropriate.

We have also been proactive in promoting awareness of the range of services and support organisations available. This has included information on the availability and most appropriate choice of services over holiday periods.

We have also used social media to regularly raise awareness of services available to assist choice.



Gathering experiences and opinions

Healthwatch Shropshire has worked hard to obtain views from local people and 684 comments have been received up to the end of March 2015, from 563 contacts (some people commented on more than one provider in the same contact, which has been recorded as separate comments).

We have a variety of ways local people can tell us of their needs for and experiences of local health and social care services.

-  Telephone
-  Email
-  Online form on our website
-  Social media (Twitter and Facebook)
-  Tell Us leaflet
-  Community engagement events
-  Via partnership working with the voluntary and community sector.

We have developed processes for collecting, collating and analysing the wide range of comments and continue to develop processes for determining prioritisation and action. As our profile increases so does the number of comments we are receiving.



You Said We Did

We have taken forward 53 issues as a result of the comments received about local health and social care services. These have been directed to both commissioners and providers of services, as well as bodies with a scrutiny function.

The comments have been about social care, acute care, primary care, community services, ambulance services and other general areas of health and social care.

For the details of the actions we have taken please see our six monthly You Said We Did reports, which are available on our website at:

<http://www.healthwatchshropshire.co.uk/documents>

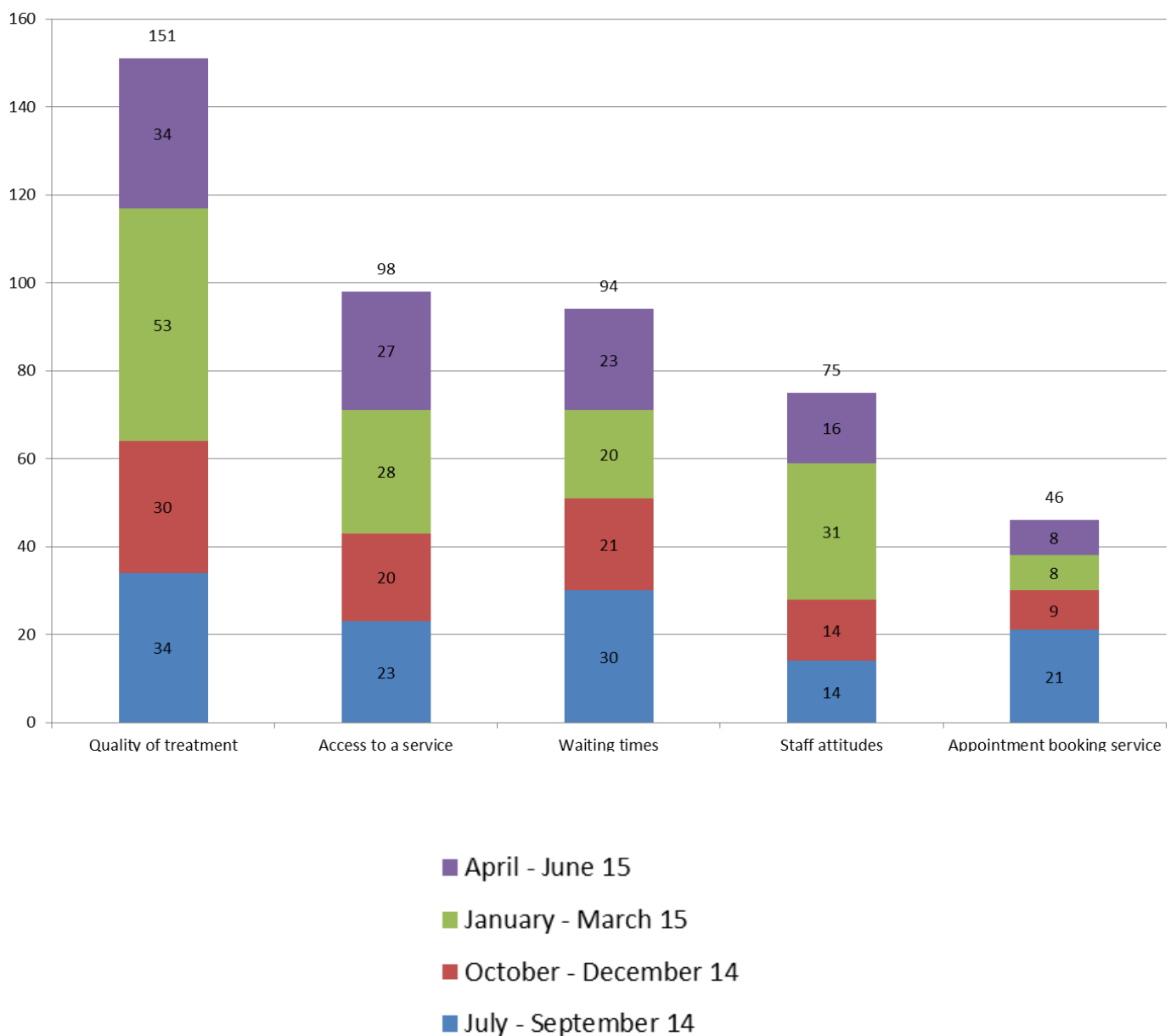


Comments top topics

We carry out quarterly analysis of our intelligence to identify trends and patterns which may need further investigation.

We publish charts on the website which show what information we are receiving. These are available at: <http://www.healthwatchshropshire.co.uk/documents>

Below is an example of one of the charts, showing the five most frequently mentioned topics, across all sentiments, from July 2014–June 2015.



Community engagement



“Thank you so much! I really enjoyed the afternoon, and learned a fair amount too”
Annual Event September 2014

We have:

- Attended over 140 events including local groups, forums and community events, e.g. carers’ groups, housing groups and senior citizens groups.
- Held our annual Healthwatch Shropshire event.
- Participated in local networks to share and gather experiences e.g. Shropshire Together, the Voluntary and Community Sector Assembly, the Voluntary Sector Health and Social Care Forum, the Voluntary Sector Mental Health Forum, Shropshire Older People’s Assembly, Shropshire Patients’ Group.
- Encouraged people to get in touch about their experiences via the website, phone, email, Tell Us leaflet or social media.
- Our community presence will continue to grow in 2015-16 so look out for us in your local area.

Associate Membership

Associate members are people of Shropshire who are interested in the work of Healthwatch Shropshire but do not wish to be as actively involved as volunteers. At the end of March Healthwatch Shropshire had 52 Organisation Associate Members and 180 Individual Associate Members.



Volunteers

A robust and rigorous recruitment and training programme for volunteers is in place and at the end of March 2015 we had 32 volunteers approved by the Board.

Our team of volunteers supports our work programme in many ways and two main roles are available.

-  Enter & View Volunteers - Authorised Representatives
-  Healthwatch Shropshire volunteer

Over the year, a total of 2891 hours of volunteer time was given as a contribution to Healthwatch Shropshire. Of these hours, over 314 hours reflect the hours contributed by Board members in their governance role.

Our volunteers have also been involved in Patient Led Assessment of the Care Environment (PLACE) visits to local NHS Trusts:

Shrewsbury & Telford Hospital NHS Trust
The Robert Jones & Agnes Hunt Orthopaedic Hospital NHS Foundation Trust
Shropshire Community Health NHS Trust
South Staffordshire & Shropshire Healthcare NHS Foundation Trust

Volunteers have also assisted with Healthwatch Shropshire's response to the NHS Trusts' Quality Accounts for the above listed Trusts as well as for the West Midlands Ambulance Service NHS Foundation Trust. The final Accounts, which include Healthwatch Shropshire's responses, can be found at:

<http://www.healthwatchshropshire.co.uk/news/nhs-trusts-quality-accounts>.

Board Members and volunteers have also contributed a large amount of time in representing Healthwatch Shropshire in the NHS FutureFit programme looking at hospital services. This has involved representing the patient voice as well as ensuring the public have an opportunity to have their say at engagement events.

Training opportunities for volunteers

-  Induction, covering Data Protection & Confidentiality, Equality & Diversity (mandatory for all volunteers)
-  Enter & View training (mandatory for all Enter & View volunteers)
-  Safeguarding (mandatory for all Enter & View volunteers)
-  Mental Capacity Act
-  Deprivation of Liberties



Enter & View

‘Enter & View’ is Healthwatch Shropshire’s opportunity to see and hear for ourselves how health and social care services are provided. We believe that Enter & View is an opportunity for positive change. We pass on the views of service users, carers and relatives to providers to help them improve the services or share good practice.

Authorised Representatives are required to complete an initial training programme and have the opportunity to attend additional supplementary training. They receive ongoing support from a dedicated Volunteer & Involvement Officer.

Feedback on being an Enter & View authorised representative

**“It is good to
work with like-
minded
colleagues”**

During the year we have published 12 Enter & View visits including those which were part of a programme of visits to learning disability facilities.

Completed reports are available on our website at:

www.healthwatchshropshire.co.uk/documents

We have also updated our Enter & View Policy which is available on our website at

www.healthwatchshropshire.co.uk/documents

Come and talk to us if you learn that a visit is taking place at a service that you or someone you know uses. Look out for our posters and leaflets.



Partnerships and networking

During our second year Healthwatch Shropshire has invested considerable time in understanding the local health and social care economy and in developing relationships with key partners, including our regular meetings with

Shrewsbury and Telford Hospital Trust,

the Shropshire Clinical Commissioning Group and Shropshire Council. We also contribute to Shropshire Council's Health Overview and Scrutiny Committee meetings.

We also work closely with Healthwatch Telford & Wrekin, which is our neighbouring Local Healthwatch.



As part of our involvement with the Health & Wellbeing Board, we took part in their Peer Challenge. The outcome was that Healthwatch Shropshire was described as a well established and credible Healthwatch.

“This is just what we were looking for so thank you very much for working on this so speedily.”

Feedback from Shropshire CCG on Healthwatch Shropshire's contribution to their A&E work.



Research

Healthwatch Shropshire has published two major pieces of research during the year:

Accident & 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, July 2014

Report on feedback from Integrated Community Services (ICS) prototype patients, November 2014

These are available at: <http://www.healthwatchshropshire.co.uk/documents>

Research Grant

Healthwatch Shropshire was fortunate to be able to offer research grant funding for the voluntary and community sector in Shropshire.

We launched the second Healthwatch Shropshire Research Grant funding scheme to investigate the experiences on the ground of the people of Shropshire and approved two projects.

Community Education in Death Awareness and Resources CIC (CEDAR Education) is an educational organisation that teaches people how to understand, accept and respond to death appropriately. It will use the grant to explore whether death education works and how people can become less fearful of talking about death.

Shropshire Parent and Carer Council (PACC) will explore the experiences of parents and carers of disabled children in their role as multiple service users, including any barriers they face and the impact that being multiple services users has on the health and emotional wellbeing of the family.

Applications for the 2015-16 grant scheme closed on 28th August 2015 and the successful recipients will be announced in the autumn. The theme is access to and quality of services.



HEALTHWATCH SHROPSHIRE
(A company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating Income and Expenditure Account)
FOR THE YEAR ENDED 31 MARCH 2015

	Note	Unrestricted funds 2015 £	Total funds 2015 £	Total funds 2014 £
INCOMING RESOURCES				
Incoming resources from charitable activities	2	209,842	209,842	203,487
TOTAL INCOMING RESOURCES		209,842	209,842	203,487
RESOURCES EXPENDED				
Charitable activities		195,822	195,822	173,301
Governance costs	4	3,642	3,642	4,227
TOTAL RESOURCES EXPENDED	7	199,464	199,464	177,528
MOVEMENT IN TOTAL FUNDS FOR THE YEAR - NET INCOME FOR THE YEAR		10,378	10,378	25,959
<i>Total funds at 1 April 2014</i>		<i>25,959</i>	<i>25,959</i>	<i>-</i>
TOTAL FUNDS AT 31 MARCH 2015		36,337	36,337	25,959

BALANCE SHEET
AS AT 31 MARCH 2015

	Note	£	2015 £	£	2014 £
CURRENT ASSETS					
Debtors	10	9,427		360	
Cash at bank		55,327		41,340	
		64,754		41,700	
CREDITORS: amounts falling due within one year	11	(28,417)		(15,741)	
NET CURRENT ASSETS			36,337		25,959
NET ASSETS			36,337		25,959
CHARITY FUNDS					
Unrestricted funds	12		36,337		25,959
TOTAL FUNDS			36,337		25,959



Want to know what's happening in Shropshire's health and social care services?

Interested in volunteering?

Need information or signposting?

Want to share your experience of health and social care services?

Get in Touch!

01743 237884

enquiries@healthwatchshropshire.co.uk

www.healthwatchshropshire.co.uk

Healthwatch Shropshire

4 The Creative Quarter, Shrewsbury Business Park,
Shrewsbury, Shropshire. SY2 6LG



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