

## Press Release

Embargoed until 11am on Monday, 29<sup>th</sup> October 2018

### New Chief Officer for Healthwatch Shropshire

Healthwatch Shropshire has announced the appointment of Lynn Cawley as its new Chief Officer. Ms Cawley has worked as the Enter & View Officer for the organisation for the past 3 years following a career in social work and the education sector.

Vanessa Barrett, Chair of Healthwatch Shropshire, said: "We are delighted that we have been able to appoint internally, which allows us not only to continue to build on the knowledge within the team but which serves to demonstrate the strength and quality of our staff. Lynn brings a wealth of experience and insights about the health and care sector in Shropshire to her new role. The staff and Trustees are looking forward to working alongside her to support the people of Shropshire."

Lynn Cawley takes over as Chief Officer from Rachael Allen who wants to return to her first love of providing direct care to patients with complex needs.

Ms Barrett thanked Ms Allen for all that she had done for Healthwatch Shropshire. "We are very grateful for Rachael's work in leading Healthwatch Shropshire during the time she has been with us and we wish her every success as she moves on to take up new opportunities."

Healthwatch Shropshire is the independent champion for health and social care in Shropshire. It gathers people's views and experiences of services including hospitals, GPs, mental health services, and residential care. It also has statutory powers that it can use to influence service provision by encouraging improvements.

Ends

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#### Notes for Editors:

**Healthwatch Shropshire** is one of a network of 148 Local Healthwatch in England. It is supported by a national organisation, Healthwatch England.

It has a team working in community engagement, a volunteer programme, an associate membership scheme to involve the public in its work and a signposting service to help people access health and social care services and support.

**The Enter & View visit programme** looks at whether a service works for the people using it. Specially trained volunteers visit health and social care premises, make observations, collect people's opinions and produce a report. Enter & View visits can be announced or

unannounced. The responsibility to carry out such visits was given to local Healthwatch in the Health and Social Care Act 2012.

Healthwatch Shropshire also provides the Independent Health Complaints Advocacy Service (IHCAS) for Shropshire. The IHCAS service provides information, advice and, if necessary, can support people through the NHS complaints process.

**Contact:**

Healthwatch Shropshire

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

Tel: 01743 237884    Email [enquiries@healthwatchshropshire.co.uk](mailto:enquiries@healthwatchshropshire.co.uk)

Website [www.healthwatchshropshire.co.uk](http://www.healthwatchshropshire.co.uk)

Facebook: <https://www.facebook.com/HealthwatchShropshire/>

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