

For immediate release

### **Service Changes identified as Shropshire's number one Health and Care issue for 2018**

During 2017 Healthwatch Shropshire collected the views and experiences of more than 1600 local residents about Shropshire health and social care services. From analysis of these conversations, Healthwatch Shropshire identified that service change was considered to be the top health and social care priority facing Shropshire.

Jane Randall-Smith, Chief Officer of Healthwatch Shropshire, said: "The more that people share their ideas, experiences and concerns about NHS and social care, the more services can understand when improvements are needed and how good practice can make positive outcomes for consumers. That is why we are encouraging people to take part in the #SpeakUp campaign in 2018 to help make services better for the people of Shropshire".

Nationally, the top five priorities people said that they would like Healthwatch England to look more closely at included: mental health services, especially for children and young people; adult social care, including residential care homes and care at home; service changes, especially Sustainability and Transformation Partnerships (STPs); hospital care, including discharge and A&E services; and access to GP and dental services.

People can let Healthwatch Shropshire know what they think about local services by phone 01743 237884, by email [enquiries@healthwatchshropshire.co.uk](mailto:enquiries@healthwatchshropshire.co.uk) or online [www.healthwatchshropshire.co.uk](http://www.healthwatchshropshire.co.uk).

Healthwatch Shropshire is the independent consumer champion for health and social care in Shropshire. It has a team working in community engagement, plus a volunteer programme, a visit programme to health and social care premises, an advocacy service and an associate membership scheme to involve the public in its work. It also has a signposting service to help people access health and social care services and support.

**ends**

---

**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.

**Contact:**

Jane Randall-Smith, Chief Officer      Tel: 01743 237884

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)