

The value of listening

Healthwatch Shropshire
Annual Report 2023–2024



Contents

Message from our Chair	3
About us	4
Year in review	5
How we've made a difference this year	6
Your voice heard at a wider level	7
Listening to your experiences	8
Hearing from all communities	12
Advice and information	14
Volunteering	16
Finance and future priorities	19
Statutory statements	21



"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



Message from our Chair

Building on our successful bid to continue to offer Healthwatch services to the people of Shropshire for another three years, we have undertaken a number of new initiatives to enable us to continue to listen to what those people are telling us.

We seek to act as a 'critical friend' to our local service providers, so they know what people are telling us, often including detail which they don't learn from their own feedback processes.

On page 17, we celebrate 10 years of Healthwatch Shropshire. It is important to keep our board relevant and refreshed, so I am delighted to welcome three new Trustees to our board this year. Their very varied life experiences, and interest in the people of Shropshire and their health and social care needs, offer great scope for Healthwatch Shropshire to develop further.

As well as Healthwatch services, Healthwatch Shropshire has for the last eight years offered support to people who are unsure about how to complain about the healthcare services they have received. This is the Independent Health Complaints Advocacy Service, [Complaints Advocacy Service | Healthwatch Shropshire](#). Drawing on what we have learnt over the years we invited feedback, both on our service and people's experiences in making complaints more generally, which is referenced on page 10. Our findings were shared with local service providers, who did not always understand the difficulties local people experienced when raising concerns and complaints. NHS Shropshire Telford & Wrekin invited our Chief Officer to lead an important group to look at the quality of services and patients' experiences involving people with 'lived experience' as both users of services and their carers.

Vanessa Barrett



"I am delighted to welcome three new Trustees to our board this year. Their very varied life experiences, and interest in the people of Shropshire and their health and social care needs, offer great scope for Healthwatch Shropshire to develop further"

Vanessa Barrett, Healthwatch Shropshire



About us

Healthwatch Shropshire 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.



Our year in review

Reaching out:

1,084 people

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

2,499 people

came to us for clear advice and information about topics such as finding an NHS dentist, 1378 people, and help getting to hospital, 284 people.



Making a difference to care:

We published

13 reports

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

Our most popular report was

Diabetes Care and Support

which highlighted the issues people face accessing the care processes recommended by Diabetes UK.



Health and social care that works for you:

We're lucky to have

20

outstanding volunteers who gave up 102 days to make care better for our community.

We're funded by our local authority.

In 2023 - 24 we received

£144,192

Which represents no increase since 2017





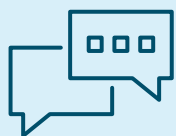



We currently employ

3 (WTE) staff

who help us carry out our work.



How we've made a difference this year

Spring	 <p>We continued to share the report about the patient experience of calling for an ambulance with the key leaders from the health and care system through the Shropshire Health & Wellbeing Board.</p>	 <p>We took the report based on the voice of people we heard from at different markets across Shropshire to decision makers planning the future of health and social care.</p>
Summer	 <p>We published and promoted an Easy Read version of our report into the patchy implementation of the NHS Accessible Information Standard. Highlighting to those who are most likely to be affected what they should expect from health services.</p>	 <p>We gathered leaders from across the health and social care system to join us at our 10-year celebration to thank our volunteers and help embed the role of the patient and service user voice in service developments.</p>
Autumn	 <p>The local NHS was looking at ways that care and support for those with diabetes can be improved. We gathered patient feedback about current care and their suggestions for improvements that could be made..</p>	 <p>We asked people about their experiences of making a complaint about NHS or Social Care services. We shared these with the complaints teams across the services and highlighted the importance of timely communication.</p>
Winter	 <p>To help patients understand the issues around GP access we published an analysis of the data released by NHS Digital about General Practice appointments in Shropshire.</p>	 <p>We launched our call for patient experience of 'Living with cancer' to help inform the work being carried out by the NHS to improve cancer care services</p>

Your voice heard at a wider level

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

This year we've worked with organisations across health, social care and the voluntary and community sector to make sure what you tell us is listened to.



Holding services to account. This year we have been invited to present all of our reports to the Shropshire, Health and Wellbeing Board. This is a public meeting which is co-chaired by the Chief Executive Officer of NHS Shropshire, Telford & Wrekin and the Council member who is portfolio holder for Adult Social Care, Public Health and Communities. This meeting is attended by senior leaders and decision makers for NHS Trusts, Shropshire Council, Public Health and the VCSE and enables us to follow-up on our recommendations and outcomes.

Influencing. We have a seat at the table at key meetings across health and social care where we can highlight what you tell us about services, the importance of listening to you when evaluating services and looking at impact and the need to prioritise outcomes for people when designing and transforming services. For example, we continue to be involved with the Hospital Transformation Programmes and most recently the Local Care Transformation Programme.



Involving. Despite the increasing need for volunteers across health and social care we continue to attract people who want to be involved in our work as Enter & View Authorised Representatives, Engagement Volunteers to help us to reach out to communities across Shropshire, and Trustees of the Board who help ensure we are fulfilling our duties and statutory functions. We encourage our volunteers and members of the public to get involved in meetings and focus groups to share their views and experiences of services.

Communicating. Healthwatch Shropshire is a member of the Integrated Care System Communication and Engagement Group, working with partners to promote and share information and engage with people across Shropshire. Social media is one of the best tools we have to communicate with large parts of the population, including working people. This year we have seen a 14% increase in followers on Facebook and use of our website to access information continues to grow with over 21,000 hits this year.





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.

Diabetes care and support in Shropshire

Diabetes UK identified Shropshire as the area having the lowest proportion of diabetes patients receiving the recommended care processes in the country. The local NHS were aware of the problem and are working to improve things and we wanted to ensure that the voice of the patient and their suggestions for improvements were at the centre of developments.

Over 200 people got in touch with us. We were told that a significant number of patients were not receiving Diabetes UK 'Care Essentials', for example 23% were not receiving glucose tests or eye screening.

71%

of respondents said they didn't have a written care plan of how services would work with them to manage their condition..



What did patients tell us would make a difference?

There are a variety of lifestyle factors that increase the risk of developing diabetes. We asked people to tell us what support and information would have been helpful for them in reducing the risk:

- 76.8% said healthy weight advice
- 53.6% said physical activity advice

Suggestions for improvements included

- Improving access to specialist staff
- Ability to access psychological support
- Improved regular monitoring of feet and eyes
- More quality information for people to help them manage their diabetes
- Ongoing advice and support with diet and weight loss
- Group support sessions
- Face to Face support
- Improved access to General Practice appointments
- Improved knowledge of the condition amongst the wider medical system

What difference did this make?

- The local NHS told us that the results of this survey would help 'inform how we best design new pathways, with those people with both Type 1 and Type 2 diabetes at the heart of our work'.
- Public Health Shropshire told us: 'We will work with Healthwatch to ensure that this report and its recommendations is received by the Health and Wellbeing Board in Shropshire, and that this Board takes ownership of monitoring actions that are agreed.'
- Adding that the feedback about the lifestyle support needed will 'be used to inform the further development of preventative offers through Primary Care Networks and the Healthy Lives Social Prescribing Service, and action plan of the Healthier Weight Strategy.

Three ways we have made a difference in the community

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

Long term neurological conditions

We had heard from patients with long term conditions such as Parkinson's and Multiple Sclerosis that with changes of the neurological services provider patients felt that continuity of care had suffered and there were problems with accessing support in the community.

We met with the service provider, The Royal Wolverhampton Hospital Trust, and raised the concerns. The trust recognised that there had been some issues but felt that progress had been made in addressing them. They agreed that they would look at the communication with patients to ensure they know how to access the service they need. They also agreed that it would be useful for us to visit some clinics to speak to patients to see if they were still facing issues with their care.



Complaint Information

As part of our project looking at the experience of patients who lodge complaints with health and social care services we noticed that some GP practices provided incomplete or out of date information to their patients about their rights and the process of raising issues.

We carried out an audit of the information provided on all GP websites in Shropshire to establish if the issue was widespread and found that many sites did not provide the necessary information to meet best practice guidance. We compiled a report indicating the issues and provided recommendations on the information that should be provided. We sent this to the local NHS so that practices could improve their communication with patients.



Involving the public in monitoring services

Change takes time. We often work behind the scenes with services to consistently raise issues and bring about change.

In 2022 Healthwatch Shropshire agreed to work with NHS Shropshire, Telford & Wrekin to create a sub-group of the Integrated Care System Quality Group to be made up of people with 'lived experience' either of using health and care services or as a carer to identify areas for system focus/improvement. With service providers having their own panels of service users it will take some time to bring people together whose experiences cover the whole health and care system, including physical and mental health. Membership is likely to change and grow over time. Following our first meeting with members of the public in early 2023 we have begun to co-produce our aims and priorities for the group. *Get in touch If you are interested in being involved.*



There's a summary of other outcomes we've achieved this year in the Statutory Statements section at the end of this report.



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:

- Going to speak to people face-to-face, either in the community or at the point of receiving services
- Expanding our use of social media to engage on a range of issues, promote local activities and raise awareness (e.g. local and national campaigns)
- Supporting Public Health to develop the Shropshire's Joint Strategic Needs Assessment of the current and future health and wellbeing needs of the local population.

Reaching out to our market towns

The size and rurality of Shropshire means that people's experiences of using services can differ drastically across the county. We wanted to capture the voice of people from different parts of Shropshire and see how their experiences varied.

Early 2023 we visited markets in Shrewsbury, Ludlow, Oswestry, Wem and Much Wenlock to speak to people who might not otherwise have reached out to us. Of the 112 people we spoke to, 90% told us they were particularly concerned about one or more local services.

As a result of what people shared, Shropshire Public Health and NHS Shropshire Telford & Wrekin have committed to:

- Use the 'lived experience' of residents to 'see beyond the data and the real impact' of delays to receiving services and use these experiences as part of the evidence base when developing the Joint Strategic Needs Assessment, which will inform the commissioning of services to meet needs of the local population
- Ensure 'the findings from the Healthwatch report will be fed into the NHS Joint Forward Plan and will continue to inform service improvement plans in the coming five years.'

Experiences of care of older people

Healthwatch Shropshire works with Shropshire Council, the Care Quality Commission and NHS Shropshire, Telford & Wrekin to ensure we understand and share the experiences of older people receiving care at home or in a residential setting.

We do this by:

- Attending regular meetings to share reports and feedback we receive and identifying services where there is a lack of feedback across the system so we can prioritise hearing from people using these services
- Attending local groups, including Carers Support Groups to hear the views and experiences of carers
- Working with our volunteers to conduct Enter & View visits to services providing care to older people, speaking to people about their experiences of those services (if they are able to communicate) and making observations of care environments.

In 2021 as the country was coming out of the pandemic, we heard that the CQC and local authority were visiting care homes less frequently than before unless there was an identified problem or risk. Healthwatch Shropshire identified a clear role for us in ensuring that residents and their families/carers, as well as staff, have the opportunity to share their views and experiences. We are independent and can use our powers to highlight underlying issues that need to be addressed.

We are arranging visits to care homes on a rolling programme and this year our volunteers visited five care homes across Shropshire (including Ditton Priors, Wem and Whitchurch) speaking to a total of 38 residents, eight visitors and 31 members of staff. We also visited three hospital wards at Royal Shrewsbury Hospital which predominately or often care for older people speaking to a total of 25 patients, 16 visitors and 22 members of staff - 140 experiences.



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 access the Independent Health Complaints Advocacy Service we provide or signposting to their local service.

Helping people find the services they need

Finding NHS dental treatment is a challenge faced by many across Shropshire.

We often hear about the problems people face in finding NHS dental treatment for themselves and their families. Through the year it consistently ranked as one of the issues people contacted us most frequently about and we supported them by providing signposting and information.



“I took up your suggestion and contacted the Dental Practice in Bridgnorth. They responded very promptly; my daughter and I have appointments there next week!”

“Thank you so much for your help. I have successfully registered today for NHS treatment with the Dentist you suggested.”

Members of the public

GP referrals and access

Nationally Healthwatch has been hearing about patients struggling to access General Practice and the affect this had when they needed a referral to more specialist care.

We asked about patients experience of seeking a referral from their GP in Shropshire; findings and recommendations are here, [Because we all care – GP referrals | Healthwatch Shropshire](#)

The findings of this indicated that patients at different practices had different experiences of accessing their GP. As part of our role in helping people understand NHS services we thought it would be helpful for patients if we analysed the data released by NHS Digital about General Practice appointments in Shropshire, [GP access in Shropshire | Healthwatch Shropshire](#)



“I would just like to draw your attention to a very valuable piece of work ... an important addition to our understanding of the pressures faced by General Practice.”

Sir Neil McKay, Chair of the Shropshire, Telford & Wrekin Integrated Care Board [GP access analysis report]



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 their local Healthwatch and what we have to offer
- Collected experiences and supported their communities to share their views
- Helped us to plan and carry out Enter and View visits to local services to help them improve
- Represented us at meetings and events across the Shropshire, Telford & Wrekin Integrated Care System
- Attended volunteer meetings and shared their views and suggestions on our work and future activities
- Completed internal and external training to support them in their role

Celebrating our volunteers

In 2023 we celebrated 10 years of providing Healthwatch services in Shropshire. As a small charity we rely on our volunteers to help us to perform our role as Champion for the people of Shropshire using health and social care services.

On 14th September 2023, along with Healthwatch Shropshire staff, past and present, senior leaders from across the Integrated Care System, the Director of Public Health and Chief Executive Officer of NHS Shropshire, Telford & Wrekin joined us to celebrate the achievements of our volunteers.

Mandy Thorn, the High Sheriff of Shropshire and previous Board member of Healthwatch Shropshire, presented our Healthwatch Hero Awards.



Healthwatch
Heroes

George Rook – Former board member and active campaigner, for his passion and determination in highlighting the needs of people with Dementia and their carers.

Jane Randall-Smith – Former Healthwatch Shropshire Chief Officer, for establishing the trusted brand that is Healthwatch Shropshire and laying the groundwork for its continued success.

Vanessa Barrett: – One of our longest standing board members, for her dedicated service and support to Healthwatch Shropshire as both a volunteer and Chair of the Board.

Do you feel inspired?



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

🌐 www.healthwatchshropshire.co.uk/volunteer

☎ 01743 237884

✉ enquiries@healthwatchshropshire.co.uk

Our volunteers, our community



In the last 10 years our volunteers have: participated in focus groups, website research, NHS PLACE assessments, attending Patient Experience Committees for NHS providers and reading their patient leaflets and providing feedback to make sure it is clear and easy to read and understand. Helped us with data analysis and raising awareness of Healthwatch Shropshire in their local communities. They've supported our events and contributed to training new volunteers.

Over the last 10 years, with the help of our volunteers we have gathered over **9,500** patient and service user **experiences**

We have provided **Information and signposting** to over **40,000** people



Published **91** reports

62 Authorised Representatives have been involved in Enter & View visits

Since 2019 we've spoken to over **250** people on visits and made **89** recommendations.




Our volunteers come from Atcham, Bridgnorth, Church Stretton, Clun, Coalport, Ellesmere, Ludlow, Market Drayton, Much Wenlock, Shrewsbury and Oswestry – **Join us to represent YOUR community!**



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 (HWS only)	
Annual grant from Government	£144,192	Expenditure on pay	£105,341
Additional income	£17,808	Non-pay expenditure	£22,757
		Rent and premises	£12,732
Total income	£162,000	Total expenditure	£140,830

Additional income:

- £17,808 received from Shropshire Council to provide the Independent Health Complaints Advocacy contract.

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

Our top three priorities for the next year are:

1. Inequalities and their impact on access to services, experience and outcomes (including rural inequality)
 2. Carers and social care
 3. Ill health prevention and raising awareness of conditions, and the range of help and support available
-



Statutory statements

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

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

The way we work

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

Our Healthwatch Board consists of 8 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 full Board met four times and made decisions on matters such as agreeing our priorities for 2024/25 and the budget.

Following a Board Development Session in January 2024 the decision was made to condense the committees of the Board from four to two.

- Intelligence and Engagement Committee (including Enter & View)
- Governance and Assurance Committee.

Both committees include members of the Board and Healthwatch Shropshire volunteers who are interested in steering and monitoring our work. There is a formal process for the committees to report to and escalate issues to the full Board.

We ensure wider public involvement in deciding our work priorities by:

- inviting input from our volunteers during Volunteer Meetings;
- using the feedback we receive from the public throughout the year, and information and signposting enquiries, to identify issues or services we would like to focus on in the coming year;
- drawing on data gathered by partners as part of their own engagement activity throughout the year, e.g. Public Health engagement around the Join Strategic Needs Assessment.

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 also attend local events and have regular stands at Royal Shrewsbury Hospital and Robert Jones and Agnes Hunt Orthopaedic Hospital.

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 promote its publication with a link on our social media channels.

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 Shropshire Health and Wellbeing Board and Partnership Boards as appropriate, e.g. Carers Partnership Board, Mental Health Partnership Board. Our work on the NHS Accessible Information Standard and Easy Read Report published this year was discussed at the Making it Real Board. We also attend the Shropshire, Telford Provider Information Sharing Meeting and share feedback on care homes and domiciliary care providers.

We also take insight and experiences to decision-makers in Shropshire, Telford & Wrekin Integrated Care System. For example, we present reports to the Shropshire Integrated Place Partnership Board and System Quality Group. We attend the Integrated Care Board and Quality & Performance Committee. We also share our data directly with providers, the CQC and with Healthwatch England to help address health and care issues at a national level.

Enter and view

This year, we made eight Enter and View visits. We made 23 recommendations as a result of this activity.

Location	Reason for visit	What you did as a result
Care homes		
Arden Grange Nursing and Care Home	<p>Shropshire Council and the CQC have agreed that where they receive information which doesn't meet their threshold for involvement they will share this information with us to inform our programme of visits.</p> <p>Adult social care at Shropshire Council suggested we visit Arden Grange in Bridgnorth on this basis. HWS have not visited this home previously and have no contemporary feedback on this provider.</p>	<p>Visit completed by two Authorised Representatives</p> <p>Spoke to the Manager, staff, residents and visitors to see how the service was being delivered, make observations of the home environment and see how people's choice, independence, dignity and privacy were being promoted.</p> <p>The report was positive regarding the care provided. We made three recommendations, two about investing in the environment. We received no response from the provider.</p> <p>Arden Grange Nursing and Care Home Enter and View visit report Healthwatch Shropshire</p>
Jubilee Villa Care Home	As above, visit to support system monitoring of local services and hear the views of residents, visitors and staff.	<p>Visit completed by two Authorised representative. As above,</p> <p>The report was positive regarding the care provided. We made three recommendations, including two about the environment. The provider told us they addressed these after our visit.</p> <p>Jubilee Villa Care Home Enter and View visit report Healthwatch Shropshire</p>
Greenfields Care Home	As above, visit to support system monitoring of local services and hear the views of residents, visitors and staff. We previously visited in 2017 but had received no further feedback.	<p>Visit completed by four Authorised Representatives. As above.</p> <p>The report was positive regarding the care provided. Some residents asked for more activities. We made four recommendations and the home responded positively about their plans to address the points raised, including extending access to activities across the two units.</p> <p>Greenfields Care Home Enter and View Visit Report Healthwatch Shropshire</p>
Normanton Retirement Home	As above, visit to support system monitoring of local services and hear the views of residents, visitors and staff.	<p>Visit completed by three Authorised Representatives. As above</p> <p>The report was positive regarding the care provided. We made three recommendations, The home gave a detailed response to the report and recommendations and explained their approach to security.</p> <p>Normanton Retirement Home Enter and View Visit Report Healthwatch Shropshire</p>

Enter and view

Continued

Location	Reason for visit	What you did as a result
Landona House Care Home	As above, visit to support system monitoring of local services and hear the views of residents, visitors and staff.	<p>Visit completed by three Authorised Representatives. As above.</p> <p>The report was positive regarding the care provided. Our four recommendations included suggestions about how to address the challenges posed by a listed building. The provider response included details of their redecoration plans.</p> <p>Landona House Care Home - Enter and View visit report Healthwatch Shropshire</p>
Hospital		
Acute Medical Floor, Royal Shrewsbury Hospital	The Acute Medical Unit at RSH was mentioned in the service response to our Ambulance report and is one of the service developments introduced to improve flow within the hospital. As it is a new service we have not had any feedback about it yet and wanted to hear the patient experience of the care and treatment in this new unit.	<p>We arranged for four authorised representative to speak to the Managers and staff of the Acute Medical Assessment (AMA) area and the Acute Medical Unit (AMU) to see how this new service was being delivered and to engage with patients and their visitors about their experiences whilst on the Acute Medical Floor.</p> <p>The report was largely positive regarding the patient experience and most of our six recommendations were about the environment. The Trust provided a detailed action plan identifying what had been completed in response to our recommendations and work ongoing.</p> <p>Acute Medical Floor, RSH - Enter and View visit report Healthwatch Shropshire</p>

Responses to recommendations

There were no issues or recommendations escalated by us to Healthwatch England Committee, so no resulting reviews or investigations.

Healthwatch representatives

Healthwatch Shropshire is represented on the Shropshire Health and Wellbeing Board by Lynn Cawley, Chief Officer. It meets five times a year. During 2023/24 our representative has effectively carried out this role by:

- Delivering a presentation on our report [Calling for an ambulance in an emergency | Healthwatch Shropshire](#) on 20th April 2023 and asking each member of the Board to provide a formal response to the report and recommendations
- Delivering a presentation on our report [Your Care Your Way-Meeting Communication Needs | Healthwatch Shropshire](#) highlighting local implementation of the NHS Accessible Information Standard on 15th June 2023
- Delivering a presentation on [NHS and Social Care Complaints Report | Healthwatch Shropshire](#) on 16th November 2023 prompting discussions on the ICS approach to managing complaints.
- Attending Board development sessions and meeting 1:1 with Board members to continue discussions triggered by information shared by HWS within the formal meetings regarding public feedback on services.

Healthwatch Shropshire is represented on Shropshire , Telford & Wrekin Integrated Care Partnership and the Shropshire, Telford & Wrekin Integrated Care Board by Lynn Cawley, Chief Officer with support from Vanessa Barrett, Chair of the Board, as required.

2023 – 2024 Project update

Project/activity	Outcomes achieved
Domiciliary Care	In July 2023 we followed up our 2020 work on gathering peoples' experiences of accessing and receiving domiciliary care in order to ensure the public voice informs the ICS Local Care Transformation Programme and Care at Home Transformation. We joined 17 coffee morning and carers support groups and visited people in their own homes to find out what is working and how things can be improved. Due to staff changes and shifting system priorities this report was delayed and will be published in 2024.
Living Well with Cancer	In January 2024 we began a major project to hear from as many people as possible living with cancer across Shropshire to inform the implementation of the local Cancer Strategy. In February we launched an online survey and social media campaign and began to attend Cancer Champion meetings and support groups including at Severn Hospice. Engagement will be completed in 2024-25. We look forward to sharing what you have told us.




“Thank you for doing a focus on cancer. It’s great to work with you to hear about what people think and what we could change.”

Cancer Lead at Shrewsbury and Telford Hospital NHS Trust

healthwatch Shropshire

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

 www.healthwatchshropshire.co.uk

 01743 237884

 enquiries@healthwatchshropshire.co.uk

 [Facebook.com/HealthwatchShropshire](https://www.facebook.com/HealthwatchShropshire)

 [@HWSShropshire](https://twitter.com/HWSShropshire)

 [@healthwatchshropshire](https://www.instagram.com/healthwatchshropshire)

 [healthwatch-shropshire](https://www.linkedin.com/company/healthwatch-shropshire)