

**Healthwatch Telford and Wrekin - Briefing Report to the Telford and Wrekin
Health and Wellbeing Board**
Reporting period: Last 6 months

1. Overview

Over the last six months, Healthwatch Telford and Wrekin has continued to deliver engagement, scrutiny and intelligence gathering activity across health and care services in the borough. Our work has focused on improving patient experience, supporting service development and ensuring community voices are represented in strategic discussions.

We have attended strategic and partnership meetings including the Health and Wellbeing Board, safeguarding forums, and TWIPP. We have also contributed to the pharmacy needs assessment work and discharge pathway discussions with The Shrewsbury and Telford Hospital NHS Trust (SATH).

An outreach officer has been employed to strengthen community engagement and increase accessibility of feedback mechanisms.

2. Engagement and Outreach Activity

Our outreach and engagement programme has included:

- Suicide Prevention Day activities
- Visits to Live Well Hubs and community centres
- Veteran cafes and Calm cafes
- Community venues including Severn Hospice, the Community Diagnostic Centre and Princess Royal Hospital (PRH)
- Faith and community settings including the Baptist Church, Gurdwara, Mosque and interfaith network events

3. Project Work

Veterans Project

- Conducted visits to veteran groups
- Held focus groups with veterans
- Distributed and collected survey feedback
- Report production is currently in progress

Discharge Project

- Visited the discharge lounge on four occasions
- Conducted ward visits at PRH
- Engaged with transport, pharmacy, care home managers, the discharge team and Redwoods
- Report development is underway following engagement activity

Emergency Department Feedback

- Revisited the ED and conducted a patient survey
- Findings have been compiled and are awaiting an action plan response from SATH

4. Engagement Reach and Feedback

- Total residents engaged: **976**
- Feedback received: **155** (in person, telephone and webform submissions)
- Support provided included:
 - Signposting to appropriate services
 - Advice on navigating care pathways

Key themes from feedback

- GP access
- Long waiting times in ED
- Access to NHS dental services
- Care parking at PRH
- Outpatient waiting times

5. Enter and View Visits

- **18 Enter and View visits** were undertaken
- **4 of these were revisits** to monitor previously identified issues and progress

6. Ongoing Work and Next Steps

- Finalise and publish reports for:
 - Veterans project
 - Discharge pathway project
- Receive and monitor action plans from service providers including SATH
- Continue outreach activity to improve representation from priority and underserved communities
- Maintain strategic influence through attendance at partnership and scrutiny meetings

7. Summary

The last six months have seen sustained engagement activity across communities and services, generating valuable insight into patient experience and service performance. Priority areas for the residents of Telford and Wrekin continue to be access to primary care, emergency care waiting times, and dental services.

Healthwatch Telford and Wrekin will continue to work with partners to ensure community voices influence service improvement and planning across the borough.

Healthwatch Telford and Wrekin - Next 6 Month Focused Briefing Plan

Purpose

Over the next six months, Healthwatch Telford and Wrekin will concentrate activity on targeted assurance, monitoring and impact evaluation work.

The focus will be on building on previous engagement and project intelligence.

Short, focused projects will be prioritised to deliver clear and timely impact for communities and services.

The emphasis will be on:

- Rapid intelligence gathering
- Targeted engagement activity
- Prompt reporting and feedback to system partners
- Demonstrating measurable influence on service improvement

The work will support the overall objectives of Healthwatch Telford and Wrekin by ensuring community insight leads to practical outcomes.

Priority Areas of Work

1. Enter and View Programme

- Deliver planned **Enter and View visits** across health and social care settings
- Undertake **revisits** to assess progress against previously identified concerns and recommendations
- Produce follow-up reports to evaluate service improvements and impact

2. Project Monitoring and Impact Assessment

- Review and monitor progress of existing projects and reports
- Assess whether engagement activity has resulted in measurable service or experience improvements

- Track provider responses and action plan implementation with partners including SATH where relevant

3. Domiciliary Care Insight Work

- Utilise existing community contacts and networks to gather intelligence on domiciliary care experience
- Explore service quality, responsiveness and continuity of care within home care provision
- Identify recurring themes affecting service users and carers

4. Pharmacy Access and Consultation Services

- Monitor progress of previous pharmacy-related work
- Assess accessibility of consultation rooms within community pharmacy settings
- Review patient experience regarding privacy and ease of access when using pharmacy clinical spaces

5. Equality and Access Themes

- Examine access to same-sex clinicians when patients request examinations or tests
- Monitor whether services are meeting dignity, privacy and cultural sensitivity expectations
- Capture feedback on barriers to access where identified

6. Thematic Intelligence Monitoring

- Track emerging and recurring themes from community feedback including:
 - Service access
 - Waiting times
 - Patient experience of care pathways
 - Community health service responsiveness

Expected Outcomes

- Strengthened assurance regarding service quality and accessibility
- Evidence of impact from engagement and monitoring work
- Clear intelligence sharing with system partners
- Continued amplification of community voice in Service improvement