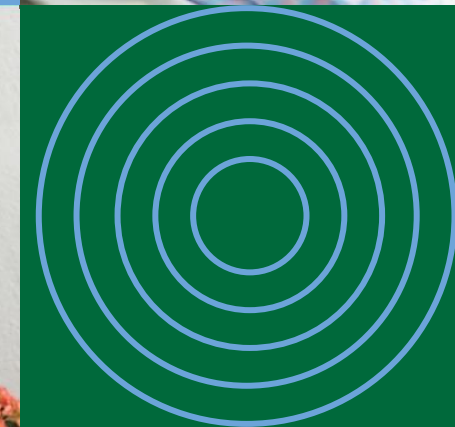
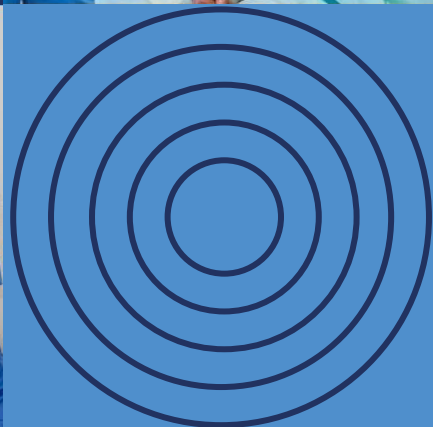


Annual Report Summary

2025/26



Welcome

Welcome to our annual report summary for 2025/26. This past year has been significantly challenging for the NHS in Shropshire, Telford and Wrekin and across the country. Against a backdrop of organisational change, colleagues in our health and care system have worked exceptionally hard to continue improving outcomes for the population we serve.

In March 2025, the UK government announced far-reaching changes to the NHS in England. As part of the reset, the government asked all integrated care boards (ICBs) in England to reduce running costs by an average of 50%.

To meet these requirements, Shropshire, Telford and Wrekin ICB agreed to 'cluster' with Staffordshire and Stoke-on-Trent ICB creating opportunities to share best practice and develop joint strategies to improve healthcare for our residents. Since becoming CEO of the cluster in October 2025, I have been impressed by the commitment and resilience shown by colleagues across the system.

“ I would like to acknowledge the work that has continued over the last year to strengthen relationships between Shropshire, Telford and Wrekin partners – including NHS organisations, local authorities and groups from the voluntary, community and social enterprise sector.

These robust relationships allow us to tackle challenges collaboratively and provide the broader perspectives that help keep the needs of our residents at the centre of our improvement work.

Finally, I would like to thank staff across the ICB for their unwavering commitment during a time of considerable change, and the clinicians and professionals who deliver amazing care, day in, day out, to the residents of Shropshire, Telford and Wrekin.

Simon Whitehouse
Accountable Officer



About us

Our Vision

We want everyone in Shropshire, Telford and Wrekin to have a great start in life and to live healthy, happy and fulfilled lives. We will work together with our communities and partners to improve health and wellbeing by tackling health inequalities, encouraging self-care, transforming services, and putting people at the heart of all we do.

Our Purpose

Our purpose is to improve outcomes and reduce health inequalities by strategically commissioning and shaping health and care services with our communities, focusing on prevention, effective intervention, and better experiences for local people. We convene, assure, and partner across the system to lead transformation, strengthen collaboration, reduce duplication, and act as a responsible local employer and anchor institution supporting the wider economy.

Our Mission Statement

Our mission is to provide our communities across Shropshire, Telford and Wrekin with safe, high-quality services and the best possible experience from a health and care system that is joined up and accessible to all, by:

- Improving outcomes in population health and healthcare
- Tackling inequalities in outcomes, experience and access
- Enhancing productivity and value for money
- Helping the NHS to support broader social and economic development



1 acute hospital trusts
50 GP practices
1 orthopaedic hospital trust
2 local authorities
2 Healthwatch
1 community trust
1 mental health trust
1 ambulance trust
80 community pharmacies
3,500+ voluntary, community and social enterprise

Shropshire, Telford and Wrekin Integrated Care Board (ICB) is responsible for the health and care of **521,175 people**.

Shropshire, Telford and Wrekin has a diverse healthcare system, comprising both urban and rural areas, as well as being one of the least diverse areas in the UK.

93% of Telford and Wrekin residents live in areas that are classed as urban.

58% of Shropshire residents live in areas that are classed as rural.

2025/26 at a glance

Our budget for 2025/26 was:

£1,559.5 million

The ICB spent:

£1,559.4 million

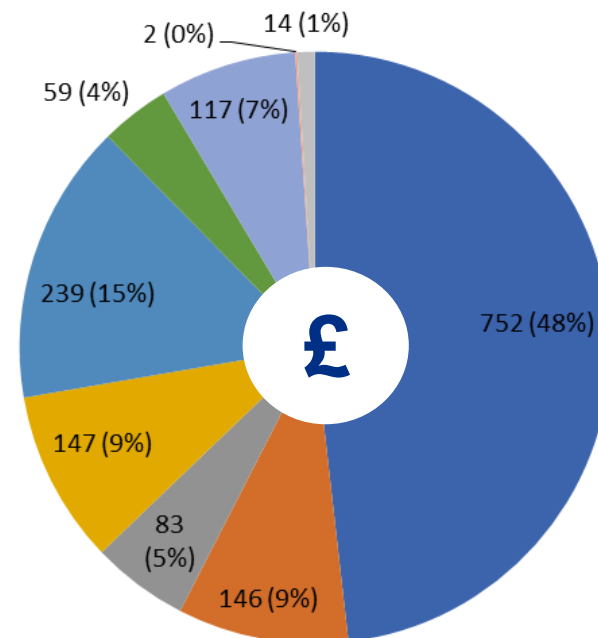
Leaving the ICB with a surplus of

£0.1 million



How we spent our budget:

- Hospital Services
- Community Services
- Individual Commissioning
- Mental Health Services
- Primary Care Services
- Pharmacy, Optometry & Dental
- Specialised Commissioning
- Other
- Running Costs



Mental health spend:

All ICBs are expected to increase the proportion of their spend of their overall allocation each year on mental health services.

ICBs demonstrate this through the Mental Health Investment Standard (MHIS) each year.

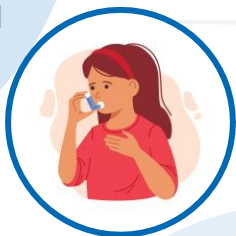
The target expenditure on MHIS for 2025/26 was: **£104.4 million.**

The ICB has spent **£106.0 million.**



Our Highlights (1 of 4)

We involve children, young people and families in reviewing services and safeguarding arrangements, helping us understand what matters most to them. Their feedback helps us improve care and ensure services better meet the needs of local children and young people.



Progress has been made in improving care for children and young people with asthma and epilepsy through new care pathways, staff training and specialist support. The **Asthma Friendly Schools scheme** was also relaunched and expanded.

We delivered **online asthma support sessions** to schools, improving confidence and consistency in asthma management. As a result, Tier 1 training increased from 601 in April 2025 to **3,732** in January 2026.

In May 2025 we established a **Learning Disabilities and Neurodiversity Partnership Group**, strengthening oversight, sharing learning and bringing partners together to identify trends and solve problems together.



The **Early Language Support for Every Child (ELSEC)** initiative has supported young children with speech, language, and communication needs in **59** primary schools and nursery settings across Shropshire, Telford and Wrekin, delivering training, coaching, and support to education staff and parent carers.

Maternity and neonatal staffing remained stable, supporting safe care and one-to-one labour support. Training compliance stayed strong, helping to maintain safety, quality and future readiness.



Our Highlights (2 of 4)

In 2025/26, we completed a **review of autism and ADHD services** across all age groups, working closely with service users, carers and professionals. The findings will help shape a redesigned pathway from 2026/27, improving access to support and ensuring services better meet people's needs.

The all-age **24/7 Crisis Text Service**, launched in Autumn 2025, provides immediate, confidential support for people experiencing mental health distress.

During 2025/26, we strengthened support for people living with dementia and their carers, including access to specialist nurses and dedicated support workers. This helps people remain independent for longer, improves quality of life and reduces the need for crisis care.

We worked with local people to identify how services can better support adults with a learning disability and autistic adults. This work has involved significant engagement with local people and will underpin clear commissioning and delivery plans from 2026/27 onwards.



Mental Health Support Teams are helping more children and young people access support earlier, improving emotional wellbeing and reducing waiting times. The teams now work with around **68%** of schools and colleges across Shropshire, Telford and Wrekin, providing practical support and promoting positive mental health.

Midlands Partnership University NHS Foundation Trust's Talking Therapies service continues to support people experiencing depression, anxiety, stress and other emotional difficulties. In 2025/26, the service received more than **11,500 referrals** and provided support to over **5,800 people**.



Our Highlights (3 of 4)

As part of the Shropshire Telford and Wrekin early cancer diagnosis programme, and supported by the West Midlands Cancer Alliance, a **cancer bus tour** was run in 2025/26 to raise awareness of cancer screening programmes, educate the population on early signs and symptoms of cancer and encourage individuals to seek support from their GP if they were concerned about their health.



Demand for diagnostic tests continues to increase each year. To help meet this demand, we have reviewed **diagnostic services** across the system, introduced a **digital dashboard** to monitor performance in real time, and improved care pathways to make services more efficient and consistent for patients.

Since autumn 2025, nine **Health Inequalities 'lunch and learn' sessions** have been delivered to more than 65 staff, covering topics including Core20PLUS5, Greener NHS and health literacy.

In September 2025, Shropshire was chosen as one of 43 sites to participate in the [National Neighbourhood Health Implementation Programme \(NNHIP\)](#).



A **new referral pathway** was introduced for women who develop **diabetes** during pregnancy, helping them access support sooner after diagnosis and strengthened joined-up maternity care.

Performance against the six-week diagnostic standard improved to **86.5%** (February 2026), compared to 58.4% (December 2024).

Significant progress has been made in prevention through increased **blood pressure checks**, community diagnostic testing, lung health checks and community eye care services.

During 2025/26, all providers across the system have worked hard to reduce waiting times for patients requiring planned care. For the vast majority of patients, across all specialities, the wait for treatment is now **under 52 weeks**.

Progress in reducing health inequalities has been supported through the **'Everyone Belongs Here'** campaign and targeted programmes for migrant communities, people with learning disabilities and other underserved populations.



Our Highlights (4 of 4)

Between April and December 2025, a total of **2,338,301** GP appointments were delivered – an increase of 0.5% compared to 2024/25.

More people received care at home through expanded services such as Virtual Wards and Urgent Community Response. Improvements in Emergency Department streaming and the extended Care Transfer Hub also helped patients leave hospital sooner with the right support in place.



Patient flow has improved through initiatives such as the Care Transfer Hub, Integrated Community Front Door, expanded urgent community response services, additional hospital beds, and enhanced frailty and Same Day Emergency Care services.



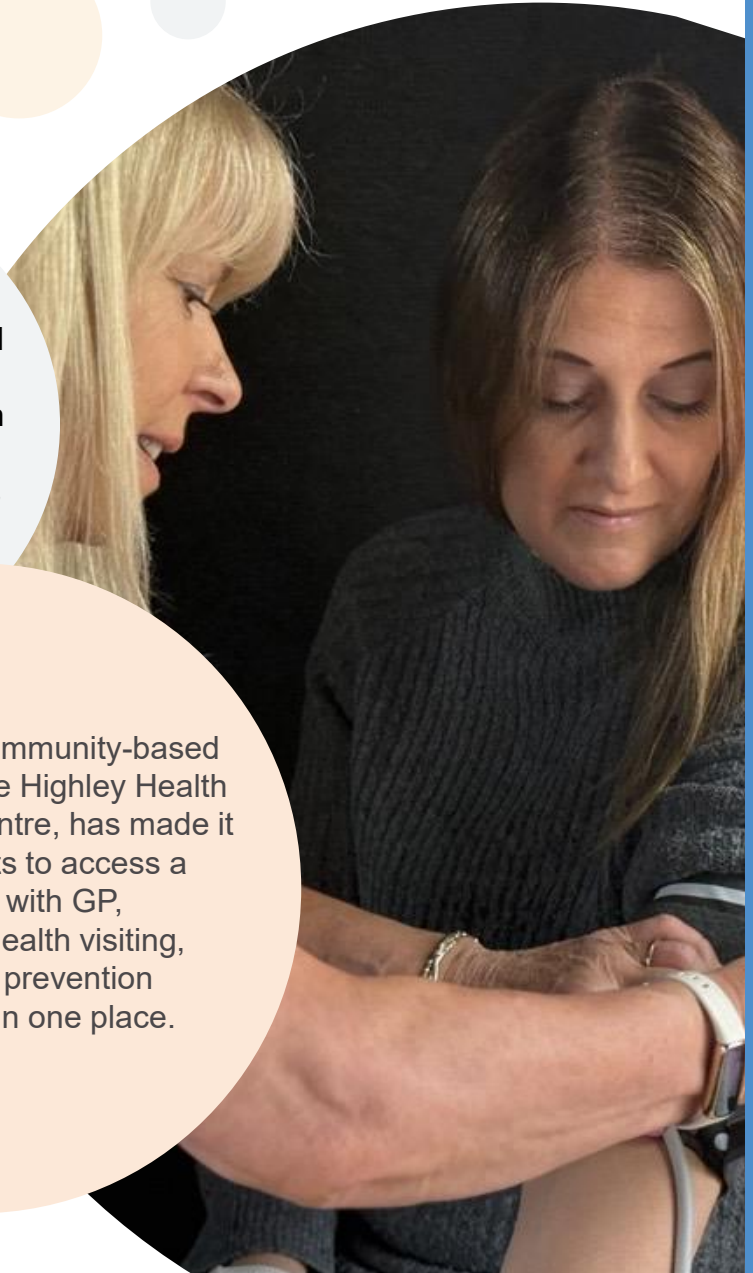
More people are using digital services to access general practice, with **358,050** online consultations delivered between April and November 2025 in Staffordshire and Stoke-on-Trent. By January 2026, **69%** of people aged 13 and over were registered for the NHS App.

The Medicines Value Programme exceeded its savings target, delivering **£4.2 million** in savings by January 2026 against a planned £4.0 million, with £4.9 million forecast by year-end.

We have commissioned **7,408** additional urgent dental appointments this year, representing a 24.7% increase on last year.

This year we celebrated the second anniversary of Pharmacy First, which has delivered almost **160,000** consultations since launch.

The opening of community-based hubs, including the Highley Health and Wellbeing Centre, has made it easier for residents to access a range of services, with GP, women's health, health visiting, sexual health and prevention support available in one place.



Contact us



If you would like to receive this Annual Report in another format – such as audio, Easy Read, British Sign Language, interpreter services, large print, or Braille – please speak to any member of the Administration team at Shropshire, Telford and Wrekin NHS Integrated Care Board:

Call 01952 580 300
or email stw.generalenquiries@nhs.net

Alternatively, use the Next Generation Text Service for deaf and hard-of-hearing patients, carers and staff: www.ngts.org.uk
We want our patients, carers, staff and partner organisations to be able to understand our information in the format that is most accessible to their individual needs. This includes identifying and reasonably removing barriers for people accessing our information, services, premises, and any employment or engagement opportunities.



Please note, this is a summary report. The full Annual Report and Accounts can be found on our website:

www.shropshiretelfordandwrekin.nhs.uk/about-us/how-we-are-run/annual-reports-and-annual-accounts/