

## Bath & North East Somerset Council

MEETING/ DECISION MAKER	<b>Policy Development &amp; Scrutiny Panel Committee</b>	
MEETING/ DECISION DATE:	<b>21.2.14</b>	
TITLE:	<b>Healthwatch Bath and North East Somerset update</b>	
WARD:	All	
<b>AN OPEN PUBLIC ITEM LIKELY TO BE TAKEN IN EXEMPT SESSION</b>		
<b>List of attachments to this report:</b> Please list all the appendices here, clearly indicating any which are exempt and the reasons for exemption		

### **1 THE ISSUE**

1.1 Update report from Healthwatch Bath and North East Somerset

### **2 RECOMMENDATION**

### **3 RESOURCE IMPLICATIONS (FINANCE, PROPERTY, PEOPLE)**

### **4 STATUTORY CONSIDERATIONS AND BASIS FOR PROPOSAL**

### **5 THE REPORT**

# healthwatch

## Bath and North East Somerset

### Report to the Wellbeing Policy Development and Scrutiny Panel 21<sup>st</sup> February 2014

#### Healthwatch Advisory Group meeting 30.1.2014

- Heard a report from Jon Poole re JSNA and feeding information into the new format
- Agreed Healthwatch Advisory Group Terms of Reference
- Agreed the Healthwatch Communication Strategy
- Agreed the Healthwatch Community Engagement Strategy and Action Plan
- Scope of the Health and Wellbeing Strategy, NHS England priorities, CCG priorities, JSNA, Health inequalities to inform the Healthwatch work plan – actions to be agreed at the next meeting on 27.2.2104 at Saltford Hall
- Once the Healthwatch plan actions are agreed a programme of enter and view visits can be planned
- Asked for nominations for chair and vice chair of the Healthwatch Advisory group and there will be a vote at the next meeting

#### Local Authority Meetings

- Healthwatch attended and fed into the Local Authority Peer review meetings on 27.1.2014 and 30.1.2014
- Had a contract monitoring meeting on 10.2.2014
- Healthwatch volunteer attendance at the Health and Wellbeing Board on 29.1.2014

#### Healthwatch England

- Healthwatch Bath and North East Somerset attended a regional meeting on 29 1.2014 to discuss the proposed Healthwatch England consumer rights. These are out for consultation, visit them at [www.healthwatch.co.uk](http://www.healthwatch.co.uk)

#### Health and Wellbeing network

- The Health and Wellbeing Network on 29.1.2014 for voluntary and community groups discussed the issues of Domestic Violence and feedback from the meeting was taken to the Health and Wellbeing Board meeting on the same day. This was difficult and now we are negotiating how we can feedback from the network to the board. The next Health and Wellbeing meeting is in March and will be on the CCG five year plan.

#### Community Engagement

- Continue to work in partnership with the Village Agents and attended a session at West Harptree to hear issues and concerns
- Attended the Keynsham and Chew Valley Multi Agency meeting
- Agreement with pharmacies to take 'Patient Story' leaflets
- Attended the Community empowerment Fund meeting made good contacts for future work to reach the LGBT community in Bath and North East Somerset
- Attended the Market Place event at the Guild Hall
- Met with Diversity Trust to begin to scope how to work together to reach LGBT community

- Attended a CQC listening event for inspection of OOH and GP
- Healthwatch volunteer attending the CCG Quality meetings has been asked to extend his remit and attend meetings of the Mental Health Collaborative group which is being reinstated to look at issues around mental health at the RUH

### **Communication – 70% of engagement through social media Dec 2013 figures**

- 4637 website page views
- 106 visits from social media
- 237 visits to 'Your Stories' page
- 115 friends on Facebook
- 681 Twitter followers
- 287 tweets with 77 retweets with a potential reach of 326,078
- February e bulletin sent out
- Healthwatch wrote a statement for the RUH following the CQC report on their visit in December

### **Issues and Concerns**

- Healthwatch have given the NHS England local team a reminder that our question needs to be answered within the statutory 20 days. We are asking if a parent has the right to appeal if the treatment required for her child with asphergers is not a funded service, particularly as there is a national strategy on children's vision that states that therapeutic services should be considered.

Pat Foster  
 General Manager - Healthwatch  
 The Care Forum

## **6 RATIONALE**

## **7 OTHER OPTIONS CONSIDERED**

## **8 CONSULTATION**

## **9 RISK MANAGEMENT**

9.1 A risk assessment related to the issue and recommendations has been undertaken, in compliance with the Council's decision making risk management guidance.

<b>Contact person</b>	<b>Pat Foster – General Manager</b>  <b>The Care Forum</b>  <b>Tel: 0117 9589344</b>  <b>Email: patfoster@thecareforum.org.uk</b>
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**Background papers**

*List here any background papers not included with this report because they are already in the public domain, and where/how they are available for inspection.*

**Please contact the report author if you need to access this report in an alternative format**