

MEETING	B&NES HEALTH AND WELLBEING BOARD
DATE	16/07/2014
TYPE	An open public item

<u>Report summary table</u>	
Report title	Healthwatch Bath and North East Somerset Annual Report 2013/14
Report author	Pat Foster Tel: 0117 9659640
List of attachments	<ul style="list-style-type: none"> Appendix One: Healthwatch B&NES Annual Report 2013/14
Background papers	n/a
Summary	Healthwatch Bath and North East Somerset presents the Annual Report
Recommendations	The Board is being shown the Annual Report for information
Rationale for recommendations	<p>Healthwatch Bath and North East Somerset has sent the annual report to the Secretary of State, the annual report is also with the CQC, Healthwatch England, the Local Authority.</p> <p>As Healthwatch has a statutory place on the Health and Wellbeing Board we are sharing our year 1 report</p>
Resource implications	n/a
Statutory considerations and basis for proposal	n/a
Consultation	n/a
Risk management	A risk assessment related to the issue and recommendations has been undertaken, in compliance with the Council's decision making risk management guidance.

THE REPORT

1. Summary

This paper provides an update for members on the progress of Healthwatch Bath and North East Somerset which was commissioned by Bath and North East Somerset Council in April 2013.

During the last 12 months (to the end of March 2014) operational systems have been set up. New staff have been appointed and the first cohort of volunteers (16) have been inducted and trained. Volunteers have been selected to sit on the Healthwatch Advisory group with 2 volunteers still to be found to complete the group on Equality and Children and Young People.

The governance of Healthwatch Bath and North East Somerset has been devised and agreed.

The project has been working with Healthwatch England to set up good communication and branding. Healthwatch Bath and North East Somerset has used the Bath and North East Somerset Council website supplied to us and branded this as Healthwatch in the Healthwatch England corporate colours. Social media has been set up and is working well, leaflets have been distributed across the area and awareness raising at public events now use the Healthwatch banners. Healthwatch Bath and North East Somerset joined the Healthwatch England Advisory Group to look into how the complaints system have been working to meet the needs of the public and found confusingly that nationally there are 75 different agencies working with public complaints.

A database (Well Aware) of resources relevant to the health and social care needs of people living in Bath and North East Somerset is being used as the information and signposting function of Healthwatch. Well Aware now offers a signposting service to Freephone telephone callers enquiring about services in Bath and North East Somerset. During the first 6 months, a total of 66 calls were made to the service.

The first annual work plan for Healthwatch Bath and North East Somerset has been drawn up using the Joint Health and Wellbeing Strategy, the NHS England and CCG commissioning plans and the JSNA data on health inequalities. The work plan was adopted by the Advisory Group at its December 2013 meeting.

The project has been receiving and recording public concerns relating to health and social care services during the year and there have been 95 to the end of March 2014 (63 of these were recorded in Quarter 4).

Healthwatch Bath and North East Somerset is contributing to the Joint Health and Wellbeing Strategy challenge. Healthwatch contributes to

- Integrated primary, community and mental health services
- Long term conditions
- Urgent Care
- Older People

- Engaging people in decision making about the services they use

2. Issues for consideration / recommendations

Healthwatch has a small staff team and needs the recruitment of volunteers to ensure that Healthwatch is focused on achieving its outcomes. Volunteers in the first cohort have expressed an interest in representing the following groups within the Healthwatch Bath and North East Somerset Advisory Group:

- Older people
- Children and young people
- People with long term conditions
- Carers
- Urgent care
- Transport – particularly in rural areas

A selection of volunteers to the Advisory group is expected to be completed by the end of September 2014 with a view to the volunteers serving as a member of the group for a period of 12 months.

However no one has expressed an interest to date in leading the work on Children and Young People and Equalities.

3. Background

Bath and North East Somerset Council commissioned the Care Forum as a corporate body to provide the Healthwatch service for Bath and North East Somerset using volunteers to carry out the work. There are 3 strands within the Healthwatch contract including:

- Receiving and representing the views and opinions of the public in Bath and North East Somerset about Health and Social Care Services
- Signposting people to Health and Social Care provision in Bath and North East Somerset
- Provision of the NHS Complaints advocacy which in Bath and North East Somerset is provided through referral to SEAP (Support Empower Advocate and Protect)

4. Implications

Progress towards the creation of a body of volunteers enables the project to begin some of the practical work to be carried out. To date volunteers have been requested for the following:

- Bath and North East Somerset Health and Wellbeing Board
- BSWG Quality Surveillance Group
- Health Overview and Scrutiny
- Bath and North East Somerset CCG Quality Group
- Volunteers have also taken part in PLACE inspections at the RUH and have replied to the NHS Trust Quality Accounts

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