

Bath & North East Somerset Council

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| MEETING: | Health and Wellbeing Board |
| MEETING DATE: | 18 th September 2013 |
| TITLE: | Healthwatch Bath and North East Somerset - Update |
| AN OPEN PUBLIC ITEM | |
| List of attachments to this report: None | |

1 THE ISSUE

- 1.1 This report provides an update on key Healthwatch Bath and North East Somerset progress during its implementation phase over the last 5 months as well as planned next steps.

2 RECOMMENDATION

- 2.1 The Board is asked to:

- Note the Healthwatch B&NES update

3 THE REPORT

- 3.1 During the implementation phase over the last 5 months we have been setting up operational systems and have a full staff compliment now in place. We have been working with Healthwatch England to set up the communication and branding using the national branding guidelines and have a website with social media, leaflets and information banners. We have joined the Healthwatch England Advisory group looking into complaints and are working closely with the organisation SEAP (Support, empower, advocate and promote) to ensure we can signpost any complaints received through Healthwatch to them.
- 3.2 The Healthwatch governance is well on its way and the first two meetings of the Healthwatch Advisory group have taken place. The Advisory group will set the strategic agenda for Healthwatch and will include new volunteers.
- 3.3 Volunteer recruitment and induction has begun and volunteer training is being planned with enter and view training being set up for September.
- 3.4 During the implementation phase it has been important to engage with the emerging NHS structure as Healthwatch will only be effective in improving services from the point of the service user and communities if it is embedded in and engages

with individuals and communities at different levels and in different ways. We have met with NHS England, the NHS B&NES CCG, the Local Authority including Public Health and the NHS Trusts to establish a relationship where Healthwatch can influence commissioning at both a strategic level and commissioning plans for particular services.

- 3.5 Wellaware is the information and signposting service for Healthwatch, which is a new function within Healthwatch to provide a service to the public. We have been in discussion with other services so that we can build relationships and don't duplicate.
- 3.6 As a staff team we have been planning the engagement strategy which will allow us to reach individuals and communities including children, young people and adults who are seldom heard or seldom involved to hear their health and social care issues and concerns.
- 3.7 The Healthwatch B&NES launch event will be on 23rd September at Somerdale Lodge and Claire Pimm, a committee member from Healthwatch England, and Cllr Simon Allen, Chair of the Health and Wellbeing Board, will be joining us. The launch will give an update to stakeholders and volunteers. Using the media we will also be reaching out to alert the general public to Healthwatch Bath and North East Somerset and stressing that their views on health and social care underpin everything that Healthwatch Bath and North East Somerset does.

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