

MEETING	B&NES HEALTH AND WELLBEING BOARD
DATE	22/07/2015
TYPE	An open public item

<u>Report summary table</u>	
Report title	Joint Healthwatch and Health and Wellbeing Network Update
Report author	Morgan Daly / Ronnie Wright
List of attachments	Appendix 1: Healthwatch Annual Report 2014/15
Background papers	
Summary	An update on how we are working to further the aims of the Joint Health and Wellbeing Strategy
Recommendations	The Board is asked to agree that: <ul style="list-style-type: none"> • The approach taken fulfils the expectations of how local Healthwatch will integrate with the Health and Wellbeing Network • The approach taken complements the aims of the Joint Health and Wellbeing Strategy
Rationale for recommendations	The report clearly demonstrates how our integrated approach is supporting the themes within the Joint Health and Wellbeing Strategy by aligning successful work against the themes to which the work best fits.
Resource implications	None
Statutory considerations and basis for proposal	
Consultation	
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.

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



healthwatch

Bath and North East
Somerset

Healthwatch B&NES and Health and Well Being
Network report to the Health and Well Being Board,
July 2015

INTRODUCTION

This report will demonstrate the progress made by Healthwatch B&NES to promote the needs and views of local people.

Input from the B&NES Health and Wellbeing Network is included alongside the Healthwatch update, to demonstrate how the views of providers, patients and the public are being woven together by local Healthwatch to create meaningful improvements in how health and social care services work into the future. The impact achieved will be discussed under the three themes from the Joint Health and Well Being Strategy.

Healthwatch is the statutory, independent champion for patients, carers and the public. The Health and Well Being Network hosts provider organisations to debate current issues and recommend actions for progress.

THEME 1, HELPING PEOPLE TO STAY HEALTHY

Improved support for families with complex needs

The Health and Wellbeing Network met in February 2015 and discussed the theme of 'Co-production and making it real'. The learning points from this work included the importance of encouraging service users to think about how services should work for them, with a view to putting service users at the heart of decision-making. The 'Making it real' framework emphasises the importance of making sure that service users understand what to expect from services that are truly personalised.

Healthwatch has been supporting a project with Julian House and the Friends, Families and Travellers organisation to produce a card for gypsy, Roma, traveler and boater people. This card - which has now been launched and distributed - allows people from these communities to discretely identify any extra requirements and cultural preferences to receptionists and/or other health and social care staff. By doing so, we are working to encourage people from these communities to feel more confident in expecting their care to be tailored to their specific needs.

HEALTHWATCH

B&NES:

Helping People to

Stay Healthy, by

supporting gypsy,

Roma, traveler and

boater people.

Improving the

Quality of People's

Lives by promoting

and supporting

BEMS+.

Creating Fairer Life

Chances, through our

work to evaluate the

experiences of people

as they progress

through hospital and

back into the

community.



The card also contains Healthwatch contact details, ensuring that the person using the card can feedback on their experiences of services to Healthwatch. This will empower them to speak up about how they feel services should work for them and their families, putting their needs at the centre of their care.

Further to this, the person carrying the card can be quickly and easily signposted to support, including advocacy, via the Well Aware database (which is the statutory signposting function of Healthwatch) by calling the telephone number provided.

THEME 2, IMPROVING THE QUALITY OF PEOPLE'S LIVES

Improved support for people with long term health conditions

In May 2014 the Health and Well Being Network discussed prevention and self-care for frail and older people. The importance of combating social isolation was highlighted, alongside the importance of community engagement.

Healthwatch has been working to build our contacts across local communities to support voluntary and community sector partners who work with isolated people. Further to this, Healthwatch is supporting and publicizing the innovative provision of primary care services for vulnerable patients under the BEMS+ scheme. In 2015, our first open advisory group event showcased this work, and gave local people and community groups the opportunity to give their perspective on BEMS+. We are in discussions with the lead for BEMS+ to identify how we can work to support the evaluation of this intervention, to assess whether progress is being made.

We are also conducting a series of information events at the Royal United Hospital, Bath, which will include information on signposting for those at risk of isolation.

THEME 3, CREATING FAIRER LIFE CHANCES

Increase the resilience of people and communities including action on loneliness

In November 2014, the Health and Well Being Network discussed how to tackle issues of loneliness and isolation, and recommended that all local services, charities and agencies adopt a cross-sector approach of 'making every contact count'. The network recommended that a sub-group of the Health and Well Being Board be set up to plan how to implement this cross-sector approach.

Healthwatch consultation work further confirms a public desire that support needs to be offered at key moments in the lives of people who are at risk of becoming lonely and isolated. This finding is particularly strongly seen in the research we have conducted on people's experiences following hospital discharge. In order to begin to address these issues, Healthwatch is conducting a research study into the experiences of inpatients at the RUH, which will allow us to identify whether there are key points during the patient pathway at which support could and should be offered to minimize the risk of loneliness and isolation as people move from secondary care into their home environment or other supported living arrangement.