



healthwatch

Bath and North East
Somerset

Healthwatch B&NES report to the Health and
Wellbeing Select Committee - July 2016

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.

Healthwatch is the statutory, independent champion for patients, carers and the public. The Health and Wellbeing Network hosts provider organisations, in both the statutory and community/ voluntary sectors, to debate current issues and recommend actions for progress.

Healthwatch B&NES annual report 2015-16

The third year of The Care Forum's contract to provide Healthwatch B&NES has been its most successful yet, with an 89% increase in the amount of patient and public engagement work carried out compared to the previous year.

Strong collaboration between staff, partners and volunteers has been the main contributor to the project's success. Although a small project team, the dedication and commitment of its volunteers has enabled us to carry out six Enter and View visits to care homes across the district, and receive over 240 individual comments covering all aspects of health and social care, from GPs to hospital, care homes to community based support. We are pleased to say that last year also saw recruitment of eight new Healthwatch volunteers, increasing the project's volunteer base by around 30%.

In addition the Healthwatch B&NES website has seen an 18% increase in traffic with 11,000 page views and almost 3,500 user visits during the last 12 months. The full annual report can be viewed online W:

<http://bit.ly/29VuRcE>

Healthwatch B&NES priorities 2016-17

The Healthwatch B&NES advisory group met in June to set the priorities for the project during 2016-17. These priorities have been selected in line with the strategic focus established by the B&NES Health and Wellbeing Board, the feedback that Healthwatch B&NES has gathered over the last 12 months and The Care Forum's organisational objectives.

The three priority areas for Healthwatch B&NES this year will be:

- 1) **Mental health** - with particular focus on the new inpatient development at Combe Park; Child and Adolescent Mental Health Services (CAMHS); and the lived experiences of mental health service users and their carers - with the aim that this will feed into the B&NES Mental Health Collaborative Alliance
- 2) **Access to services** - specifically implementation and impact of the Accessible Information Standard legislation
- 3) **Urgent care** - including people's experiences of using three main points of access: NHS 111, community pharmacists and NHS Choices.

In addition to the three work priorities set by the Advisory Group, Healthwatch will also:

- provide continued support to the your care, your way process, including involvement of community champions and dissemination of information to the voluntary sector and wider community
- carry out Enter and View visits to health and social care settings
- continue its formal reporting/representation to various committees, boards and groups across health and social care

Sustainability and Transformation Plan (STP)

Over the last couple of months Healthwatch B&NES has been working in conjunction with Healthwatch Swindon and Healthwatch Wiltshire to explore the role that it can take in supporting development of the B&NES, Swindon and Wiltshire STP.

There is a valuable role for Healthwatch to play in engaging with the public and voluntary sector regarding the STP. In addition to meeting with James Scott, STP strategic lead, and colleagues at NHS BaNES Clinical Commissioning Group, representatives from the three Healthwatch projects across the footprint have also been invited to sit on the STP Board.

At present it is anticipated that engagement around the STP will begin in September. In the meantime Healthwatch B&NES is working closely with partners to ensure that engagement is a key part of this process.

Management restructure at The Care Forum

The Care Forum's board of trustees has completed a restructuring of senior management from five substantive general managers to three directors.

Morgan Daly was appointed as the new Director for Community Services and Jo Stokes was appointed as Director for Individual Services. These staff took up their new appointments on 1 July 2016. No appointment was made to the post of Director for Strategic and Corporate Services so this post has been advertised externally.

The Care Forum's new Chief Executive, Vicki Morris, started work at the end of June 2016 and has been undertaking a busy programme of meeting local partners and commissioners.

Report prepared by Alex Francis, Project Coordinator - Healthwatch B&NES on Thursday 14 July 2016