

1) **Non-emergency patient transport**

During quarter two, BaNES Clinical Commissioning Group (CCG) approached Healthwatch to ask if we would be interested in undertaking some joint work around the non-emergency patient transport service provided by Arriva Transport Solutions. Healthwatch agreed as this is a service that we regularly receive feedback about, and have raised concerns with the CCG about in the past due to the quality of service that people have reported.

A joint visit was carried out in early August between Healthwatch and the CCG, which included a 'ride-along', which allowed us to experience patient transport first-hand. During the ride-along staff spoke to patients and drivers about their experiences of using and providing the service. The visit also included an opportunity to speak to patients that had arrived at, or were waiting to be collected from, the Royal United Hospital, Bath.

All of the feedback gathered during the visit has been pulled together into a joint report. The CCG has shared the report with Arriva for comment.

2) **B&NES community mental health review**

In August, Healthwatch met with commissioners and staff from B&NES Council, BaNES CCG and Virgin Care to discuss the community mental health review that is currently underway **W:**

<http://bit.ly/2wag1IH>

During this meeting Healthwatch shared all of the feedback that it had received regarding community mental health services, both from people that use these services, and also their carers or relatives. This feedback would also have been shared through Healthwatch's quarterly Feedback Feed Forward reports, which can be found online **W:** www.healthwatchbathnes.co.uk

An options paper outlining the themes and proposals for community mental health provision in B&NES is expected to be released in the autumn. Healthwatch has offered to run a public meeting for people to discuss the options in more detail, and also a Health and Wellbeing Network meeting so that voluntary, community and social enterprise (VCSE) colleagues can have their say. Details of these events will be shared widely once confirmed.

3) **Working with Virgin Care**

Having positive working relationships with local service providers and commissioners is key to Healthwatch's work. Whether we are sharing praise and compliments for a service, or suggestions of how things could be improved, it is vital that Healthwatch is able to have a frank and honest conversation with key members of staff and organisations to discuss what we have heard and explore how things can progress.

In early September, Healthwatch met with Joanna Scammell, Director of Transformation, and Martha Cox, Patient Experience Manager, both at Virgin Care. This was a positive meeting and, as

a result, Healthwatch hopes will ensure regular communication between the two organisations, particularly around:

- the ongoing programme of transformation and service reviews
- opportunities for public involvement, engagement and consultation
- the sharing of, and responding to, feedback that Healthwatch gathers on both the services that Virgin Care provides, and those that it commissions.

4) Safeguarding adults

Healthwatch is a member of the Local Safeguarding Adults Board; we are currently working closely with B&NES Council, BaNES Clinical Commissioning Group, Avon and Somerset Police and other partners to undertake three safeguarding adults' reviews.

Healthwatch aims to provide a lay perspective on each case; asking questions about how local safeguarding policies and procedures have been implemented, and helping to establish how effectively local organisations have worked together to safeguard the individuals concerned. Once complete, the findings of these reviews will be published, including recommendations for the future and any key learning to ensure best practice is implemented.

5) Sustainability and Transformation Partnership (STP)

In August, Healthwatch B&NES and Healthwatch Wiltshire met with the new STP Programme Director and Programme Manager to discuss Healthwatch's role in the revised governance arrangements, and review the communications and engagement approach that has been in place to date. Local Healthwatch reiterated the need for communication to improve, and engagement with patients, the public and the voluntary, community and social enterprise (VCSE) sector to increase.

In July, NHS England carried out a progress assessment of STPs across the country through which the B&NES, Swindon and Wiltshire STP was rated 'advanced'. The STP Board recognised this as an assessment of their work together so far, rather than how effective they have been at delivering quality improvements and efficiencies. Moving forwards, the Board endeavours to improve communication and engagement with the local population regarding STP. Local Healthwatch wholeheartedly supports this and has committed to continue to act as a 'critical friend' to the process.

There is an STP stakeholder event taking place on Friday 20 October, 9.30am – 12.30pm at Bailbrook House, Bath. To find out more and book a place **W:** <http://bit.ly/2fFLRXC>

Report prepared by Alex Francis, Team Manager, Healthwatch B&NES and Healthwatch South Gloucestershire, on Friday 22 September 2017.