

1) Are we hearing the voices of children and young people?

This year one of our priorities has been to broaden Healthwatch representation for children and young people, to ensure that they are able to have a voice around health and social care too. We are delighted to have recently recruited two volunteers – young people themselves - from the University of Bath to help engage with the student body and raise awareness of the independent voice and influence that people can have via Healthwatch. One volunteer has a real interest in mental health and primary care so we have been working with them around the community mental health review; the other is interested in pharmacy services and is helping us to spread the word about the current Pharmaceutical Needs Assessment consultation.

We have approached Bath Area Play Project, who oversee the B&NES Children and Young People's Network, to help us identify a representative for the Healthwatch advisory group. We are also liaising with the participation team at Bath College to look for opportunities for students in Bath and Radstock to engage with Healthwatch projects. We will be visiting both sites during January and February to speak to students and raise awareness of our work.

In addition to recruiting volunteers, we have also attended children and young people's groups to hear their views on local services. Through the use of an activity titled 'pants and socks' we have gathered feedback about the services that make young people feel 'warm and fuzzy' (the socks) and the services that young people think are 'a bit pants'. Although intended as a bit of fun, this activity has provided valuable insight into a wide range of services from primary care to hospitals, mental health services and social care.

We are in the process of finalising our most recent report following a visit to the Keynsham Now youth group in December. We will share the themes from the feedback received with commissioners and providers, and hope to bring it to the next committee meeting in March.



2) Enter and view visits

Our team of authorised enter and view representatives have been very busy over the last few months. During October and November we carried out three visits to local health and social care settings to observe the delivery of services first-hand and speak to patients, their families and staff about their experiences. So far over the course of 2017-18 Healthwatch B&NES has visited six local health and social care settings.

In October we visited two care homes: Bridgemoor House and St. Philips and St. James. In both cases the team observed good care and - based on the observations and feedback that they recorded during the visits - could not fault the services that the homes were providing. This feedback and the reports from the visits have been shared with the providers, B&NES Council, the Care Quality Commission and Healthwatch England. They are also available in the public domain via the Healthwatch B&NES website.

In November Healthwatch visited Paulton Memorial Hospital. The report from this visit is currently with the service provider. As part of our enter and view process Healthwatch gives providers 20 working days to correct any factual inaccuracies included in our reports and offer the opportunity for them to produce a response to any recommendations that we have made. Once received, enter and view reports, including any responses providers make, are shared with the relevant commissioners, the Care Quality Commission, Healthwatch England and made available online.

To read our reports and find out more about Healthwatch's power to 'enter and view' please visit our website **W:** www.healthwatchbathnes.co.uk/about-us/enter-and-view/

3) Sustainability and Transformation Partnership (STP)

Our commitment to representing the patient and public voice in the STP continues. In the autumn, Healthwatch B&NES was involved with the process to appoint the new Senior Responsible Officer (SRO) for the B&NES, Swindon and Wiltshire STP. We sat on the communications and engagement panel which asked candidates about the approach that they would use to inform, involve and engage the public and wider stakeholders in this process. We, together with the other panel members, were reassured by the approach and commitment that the newly appointed SRO, Christopher Bown, gave.

Since his appointment, Healthwatch B&NES together with colleagues from Healthwatch Swindon and Healthwatch Wiltshire have met with Chris to share our views on the process so far, including the areas that we feel need to be improved. Our concerns were heard and understood by the project team and we are hopeful that information regarding the STP will gain momentum and continue to improve during 2018.

Information and updates are now being shared regularly by the project team via social media and the Stop Press newsletter. Healthwatch helps to disseminate this information through its network and other media channels. For further information view the STP website **W:** <http://www.bswstp.nhs.uk/news/>

This report was prepared by Alex Francis, Team Manager, Healthwatch B&NES and Healthwatch South Gloucestershire, on Thursday 18 January 2018.