

# Healthwatch Swindon Update – Winter 2016

Health and Wellbeing Board

Date: 15<sup>th</sup> March 2017

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Wards: All

Locality Affected: All

Parishes Affected: All

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## 1. Purpose and Reasons

- 1.1 The purpose of the report is to provide the Health and Wellbeing Board with an update on the activities of Healthwatch Swindon during the period October to December 2016.

## 2. Recommendations

The Board is recommended to:

- 2.1 Note the report and the work completed by Healthwatch Swindon during October to December 2016.
- 2.2 Provide comments on the emerging work priorities and suggest any further areas of work for the future to be considered by the Healthwatch Swindon advisory group.

## 3. Detail

Background

- 3.1 Healthwatch Swindon gives children, young people and adults across Swindon a powerful voice locally and nationally and works to help people get the best out of their local health and social care services through influencing their delivery and design. As part of the contract Healthwatch Swindon offer a NHS complaints advocacy service. The current contract was awarded on April 1st 2016 and is a project delivered by The Care Forum.

### 3.2 Work plan and activities

3.2.1 Priorities for 2016/2017 – Healthwatch Swindon work plan priorities have included:

- New community health services procurement
- Children and young people – mental health and re procurement of services
- Diabetes and healthy weight

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## 3.2.2 Governance and Advisory group

Healthwatch Swindon launched a new advisory group on 23 June 2016. The board and executive function sits with The Care Forum in Bristol. The local advisory group acts as a steering group for the work plan and performance of the service. The advisory group currently meets monthly and is a meeting in public.

The advisory group is made up of organisation representatives from advocacy, (Swindon Advocacy Movement), advice (Swindon Citizens Advice), carers (Swindon Carers Centre) and five volunteer representatives from Healthwatch Swindon – these roles are currently being developed and will include leads for equality, quality, older people and children and young people.

## 3.2.3 Engagement and Collaboration

During quarter three, Healthwatch Swindon received 436 contacts of which 142 were recorded as comments/feedback about local services.

A new reporting tool is being developed called Feedback Feed Forward which will be published quarterly.

Healthwatch Swindon has continued to be represented at over 38 boards, committees and groups during the quarter. Healthwatch has re-established presence during quarter three at the Swindon Care Forum (Mental Health) and has joined the SEND Participation and Engagement group.

Healthwatch Swindon in partnership with Healthwatch Wiltshire and Healthwatch Bath and North East Somerset are represented on the new Sustainability and Transformation plan (STP) board. The three Healthwatch wrote to the STP Leader in December 2016 to raise concerns about engagement, mental health and resources to deliver the plan.

Healthwatch Swindon facilitates the Patient Participation Group (PPG) Forum. The forum met on 2 December 2016 with 19 attendees representing 13 practices. The meeting discussed how best PPG members could work with practices to maximise communications with patients to greatest effect.

Healthwatch Swindon were invited to participate on a community radio show with Swindon 105.5 FM on Tuesday 8 November.

Healthwatch Swindon coordinated a Christmas campaign called the '12 days of Sanford' which promoted the range of services offered from the building and my care my support using the Twitter social media platform.

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Healthwatch Swindon attended engagement events during the quarter including a falls event at the Swindon Fire Station, Neuro Centre launch, Old Town PPG, Hep C 5th Birthday event, presentation to New College students and met with Priory Manor residents.

## 3.2.4 Planned Activities

Healthwatch Swindon have started discussions with the Alzheimer's Society about carrying out a survey for those who have been recently diagnosed with Dementia and their experience of support in Swindon.

Healthwatch Swindon have started discussion with Developing Health and Independence and are developing a questionnaire for personal budget and direct payment users. The plan is to host and analyse the survey in quarter four.

Healthwatch Swindon are working with the Dementia Pathway Overview and Scrutiny Task group and will host a network event on 17 March 2017 on the subject of Ageing Well in a Dementia Friendly Swindon.

Healthwatch Swindon are working with the Learning Disability Partnership board and will deliver engagement activities around 'Healthy Friendships' in quarter four to inform a forum event in 2018.

Healthwatch Swindon will carry out a customer and stakeholder survey in March 2017.

Healthwatch Swindon will complete Enter and View visits to West Swindon and Eldene Health Centres in February 2017. A summary report will then be published.

## 3.2.5 NHS Complaints Advocacy – cases and enquiries

Healthwatch Swindon offers a free, confidential and independent complaints advocacy service which includes supporting patients to make a complaint about NHS funded services. 13 cases were supported during quarter three.

## 3.2.6 Volunteer Recruitment

Healthwatch Swindon has recruited and trained a total of 16 volunteers. During quarter three volunteers represented Healthwatch Swindon at CCG PPI Forum, LD Partnership Board forum, VAS AGM, Carers Rights Day, Dementia event, PHWE research event, GWH Nutrition steering group, Autism Partnership Board and supported procurement for GP services.

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Volunteers carry out a range of functions including providing feedback, supporting and facilitating events and complete an engagement report after each event. Volunteers have also commented on JSNA documents.

## 3.2.7 Emerging priorities 2017/2018

The Healthwatch Swindon advisory group has been asked to consider the following work plan priorities:

Sustainability and Transformation Plan – making it real for Swindon

Young People – mental health and wellbeing

Ageing Well

New Community Health contract

## 4. Alternative Options

4.1 This report updates the current activities and outcomes achieved.

4.2 Healthwatch Swindon welcomes comments on the emerging work priorities and suggestions for any further areas of work for the future.

## 5. Implications, Diversity Impact Assessment and Risk Management

### Financial and Procurement Implications

5.1 There are no financial or procurement implications as a result of this report. The delivery and performance is monitored against the contract performance indicators.

### Legal and Human Rights Implications

5.2 There are no legal and human rights implications resulting from this update.

### All Other Implications (including Staff, Sustainability, Health, Rural, Crime and Disorder)

5.3 Healthwatch Swindon give children, young people and adults across Swindon a powerful voice. Healthwatch Swindon work with local and national health and social care commissioners and regulators to influence and drive up quality.

### Diversity Impact Assessment

5.4 None undertaken for this report. Healthwatch Swindon works across the Borough and seeks to monitor equality and diversity data including protected characteristics through its work.

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## Risk Management

5.5 None undertaken for this report.

## **6. Consultees**

6.1 The Corporate Director, Resources and Transformation (Section 151 Officer) and Director of Law and Democratic Services (Monitoring Officer) are consulted in respect of all reports.

## **7. Background Papers**

7.1 None.

## **8. Appendices**

8.1 None.