



## Development and delivery - Healthwatch Update

# Role of Healthwatch

Gather patient opinion and experience of Health, Social Care and Public Health services

Provide information, advice and signposting support to members of the public

Recruit volunteers to support identification of key priorities from public insight and stakeholder discussion - Healthwatch Advisory Board

Build meaningful relationships with strategic partners and stakeholders

Develop and undertake series of Enter and View visits



## Current position

- Recruitment of Healthwatch Advisory Board
  - Recruited 4 HAB members and HAB Chair
  - First HAB meeting held on 25<sup>th</sup> September
- Staff team
  - Staff TUPED across - Micheal Smith, Gillian Jillet and Gemma Barrow
  - Staff recruited - Louise Hall, currently recruiting 2 Outreach leads
- Enter and View
  - Completed visits to Hunters Lodge Care home, Laytham House Practice and Springfield Road



## Current position

- Access to GP services
  - Public and Patient survey over last few months - 210 completed
  - Report published in November
- Maternity services
  - Working with the Local Maternity Services Board
  - Supporting the Maternity Voices group



## Strategic Priorities

- Health
  - Real life impact of cancellations
- Social Care
  - Multi Healthwatch project of delays of discharge from hospitals
- Public Health
  - Getting ready for winter - Effectiveness of winter health campaigns



# Community Outreach

In addition to attending community events and groups, a series of drop in clinics have been arranged and held for -

## City

- Council Ward meetings
- GP surgeries

## County

- Care Homes
- Parish Council meetings



# Meaningful partnerships

## CCG

- Governing Board and PCCCC
  - Procurement Panels
    - IUEC Board

## City and County Councils

- Health and Wellbeing Boards
- Overview and Scrutiny Boards
  - Safeguarding Boards
- Working with the Quality Teams

## LPT and UHL

- Governing Board
- All Age Transformation group



# Meaningful partnerships

## NHS England

- Quality Surveillance Group
  - Local Dental Network

## CQC

- Information sharing meetings
- Regional Healthwatch meetings

## Healthwatch England

- Regional Healthwatch meetings

## Better Care Together

- PPI group
- Community Services Redesign
  - Out of Hospital Board





## Next Steps

Substantive Strategic Priorities - Deliverable work plan and research approach

Enter and View - Domiciliary Care

Working with the VCS

Insight reporting

Volunteering recruitment



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