

HEALTH AND WELLBEING BOARD

20 October 2015

Title:	Healthwatch Annual Report 2014-2015		
Report of the Healthwatch Board			
Open Report	For information only		
Wards Affected: All	Key Decision: No		
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Sponsor: Frances Carroll Chair, Healthwatch, Barking and Dagenham.			
Summary: <p>This report is for the Board to review the work of Healthwatch Barking and Dagenham during 2014 2015.</p> <p>This paper is a summary of the Annual Report of Healthwatch Barking and Dagenham. It outlines the work that has been undertaken by the Healthwatch team during the year and highlights our achievements and challenges. Above all it shows how we interact with the public, capture their opinions and reflect them back to commissioners of both Health and Social Care services.</p> <p>This year Healthwatch have reported the service users view's in 13 areas of service delivery in addition to the 6 Enter and View visits undertaken.</p>			
Recommendation(s) <p>The Health and Wellbeing Board is recommended to:</p> <ol style="list-style-type: none">1. Consider the report, noting the impact that Healthwatch has had in the last year.			
Reason(s) <p>To bring to the attention of the Board trends in public opinion with regard to health and social care services in Barking and Dagenham. To advise the Board of the impact Healthwatch has had throughout the year.</p>			

1. Introduction and Background

- 1.1 This is the second annual report of Healthwatch Barking and Dagenham. The report sets out the work findings, and recommendations of the team. During the year we have looked at 13 areas of service provision, as well as completing six Enter and View visits. Healthwatch have looked at both health and social care services.
- 1.2 All of our reports have received responses from the service providers, with many good outcomes ensuing for the service users.
- 1.3 All the work from last year's annual plan was completed with the exception of one item, the Community Wound Dressing Service. This has now been completed as part of this year's work.
- 1.4 All the work undertaken by the Healthwatch team is driven by public opinion or where we have been asked specifically to look at a service as was the case with BHURT casualty which was requested by the Local Authority.

2. Public Consultation

- 2.1 Healthwatch Barking and Dagenham have a variety of ways in which we advertise our services to the public: ensuring they can make contact with us if they wish to do so. Throughout the year we have had an advert in the local paper each week, as well as two large posters in Vicarage Fields shopping centre.
- 2.2 Healthwatch Barking and Dagenham have a Twitter feed with 619 followers: our followers have doubled since last year.
- 2.3 Healthwatch has a Facebook page with 333 followers
- 2.4 During the year Healthwatch has posted 55 notices on Streetlife, a local on line portal. Streetlife has 3908 contributors. Feedback from Streetlife shows it has been a good channel for consultation, with contributions made on the health appointment system, blood testing services and a hydrotherapy pool for the borough.
- 2.5 This year Healthwatch has undertaken 10 large public events, at which we have engaged with the public.
- 2.6 Through all our engagement activities Healthwatch has made over 272,279 contacts with members of the public. It is from these engagements that we discover what the public is concerned about, and from here we formulate our annual work plan.

3. Networks and Partnerships

- 3.1 Healthwatch Barking and Dagenham are regularly represented on;
 - The Health and Wellbeing Board
 - The Children and Maternity Sub Group

- The Learning Disability Partnership
- The Mental Health Sub Group
- The Safeguarding Adults Board
- The Health and Adult Services Select Committee
- The London Healthwatch Group and Healthwatch England

3.2 Healthwatch Barking and Dagenham has assisted both the local CCG and BHRUT with their public consultation. The team has attended over 300 meetings between them.

4. Mandatory Implications

4.1 Joint Strategic Needs Assessment

When developing our annual plan Healthwatch Barking and Dagenham has been mindful of the content and data of the Joint Strategic Needs Assessment (JSNA) In particular the work completed on Stroke Services reflects the high priority and inequalities associated with this condition for residents of Barking and Dagenham.

4.2 Health and Wellbeing Strategy

All the topics chosen for the Healthwatch work plan fall within the four themes of the four themes of the Health and Wellbeing Strategy.

4.3 Integration

Healthwatch Barking and Dagenham is particularly interested in helping to promote joint working between health and social care service. This is reflected in many of the topics chosen for the 2015/16 work plan such as the Joint Assessment and Discharge Team and the Intensive Rehabilitation Team.

4.4 Financial Implications

Healthwatch Barking and Dagenham is commissioned by the Local Authority and is funded until March 2016.

(Implications completed by: Marie Kearns, Contract Manager for Healthwatch Barking and Dagenham)

4.5 Legal Implications

Under the Health and Social Care Act 2012 local Healthwatch organisations have the authority to undertake announced or unannounced “Enter and View” visits to both health and social care settings.

(Implications completed by: Marie Kearns, Contract Manager Healthwatch Barking and Dagenham)

4.6 Risk Management

All those undertaking Enter and View visits are authorised representatives who have undertaken specific training and have DSB clearance.

4.7 Patient / Service User Impact

The Healthwatch programme is designed to reflect the views of the users of health and social care services in Barking and Dagenham. The main annual report highlights the specific impact that the views of service users have had in each area.

5. Non-mandatory Implications

5.1 Safeguarding

All staff and volunteers of the Healthwatch team are given awareness training on Safeguarding issues. A Healthwatch representative sits on the Safeguarding Adults Board.

5.2 Property / Assets

Healthwatch Barking and Dagenham is based at Harmony House and, therefore, does not rent or own property in its own right.

5.3 Contractual Issues

Healthwatch Barking and Dagenham is commissioned by the Local Authority and is funded until March 2016

5.6 Staffing issues

Healthwatch Barking and Dagenham has a team of two full time equivalent (fte) staff and eight volunteers

Public Background Papers Used in the Preparation of the Report:

None

List of Appendices:

Appendix A - Healthwatch Barking and Dagenham Annual Report 2014/15