



Health and Wellbeing Together

22 January 2020

Report title: Healthwatch Wolverhampton Annual Report
2018 - 2019

Report of: Tracy Cresswell
Manager for Healthwatch Wolverhampton

Portfolio: Public Health and Wellbeing

Recommendation for action:

Health and Wellbeing Together is recommended to:

1. Receive the attached Healthwatch Wolverhampton Annual Report 2018 - 2019 for information.

1.0 Purpose

- 1.1 Health and Wellbeing Together is asked to review the Healthwatch Wolverhampton Annual Report at Appendix 1 to review the progress made against the statutory functions, to comment on the impact of the delivery of Healthwatch services in Wolverhampton.

2.0 Background

- 2.1 Healthwatch Wolverhampton is the consumer champion for Health and Social Care, established as part of the Health and Social Care Act 2012. It is a requirement of local Healthwatch to produce an annual report of its work programme, detailing the projects undertaken, including findings, and recommendations, and the impact of such reports on the delivery of services. The Healthwatch Annual Report must be submitted to Healthwatch England by 30 June each year. Statutory functions of local Healthwatch also include the power to Enter and View NHS and Social Care services and to review the service levels provided, and to deliver Information and Signposting services. In Wolverhampton, Healthwatch also deliver the statutory advocacy service for NHS complaints and details of progress made in this service area is also included within the Annual Report

3.0 Supporting Information

- 3.1 The annual report references the three main reports which Healthwatch completed during 2018 - 2019, namely, GP Communication, a review of Care Assessments and Hospital Discharge. These reports can be found on our website www.healthwatchwolverhampton.co.uk .

4.0 Implications

There are no known implications in relation to this report.

5.0 Schedule of background papers

- 5.1 The background papers relating to this report can be inspected by contacting the report writer:

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www.healthwatchwolverhampton.co.uk