



Health and Wellbeing Board

5 November 2014

Report title	Healthwatch Wolverhampton Annual report	
Cabinet member with lead responsibility	Councillor Sandra Samuels Health and Wellbeing	
Wards affected	All	
Accountable director	Sarah Norman, Community	
Originating service	Health and Wellbeing	
Accountable employee(s)	Kathy Roper	Disability Commissioning Team Manager
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Recommendation(s) for action or decision:

The Health and Wellbeing Board is recommended to:

1. Acknowledge the work undertaken by Healthwatch Wolverhampton, the community engagement activity undertaken and the priorities identified for 2014/15.

1.0 Purpose

- 1.1 The purpose of the report is to present the Healthwatch Wolverhampton Annual Report 2013-14 (Appendix A) which outlines the range of community engagement undertaken, how Healthwatch Wolverhampton has influenced local decision making and the priorities for 2014/15.

2.0 Background

- 2.1 The Health and Social Care Act 2012 made provision for the establishment of National and Local Healthwatch. Healthwatch England and Healthwatch Wolverhampton were established in April 2013. The Local Authority is responsible for commissioning Healthwatch Wolverhampton, and for contract monitoring its activities. Healthwatch is an independent organisation that carries out statutory functions, under contract to the Local Authority. Healthwatch Wolverhampton is registered as a Community Interest Company.
- 2.2 Healthwatch Wolverhampton has responsibilities for promoting patient and public involvement and to seek views on services which can be fed back to local commissioners. They also have the right to enter and view provider services, to comment on changes to local services and to signpost people to information about health and social care services.
- 2.5 It is the government's ambition that Local Healthwatch gathers people's views and experiences of health and social care services so that the communities views can meaningfully influence the commissioning decisions made in each area.
- 2.6 The Independent Chair of Healthwatch Wolverhampton is a member of the Health and Wellbeing Board helping to ensure that the consumer voice is integral to the wider, strategic decision-making across local NHS services, adult social care and health improvement.

3.0 Progress.

- 3.1 Healthwatch Wolverhampton's Annual report highlights some clear achievements which has given the organisation a strong basis to build on for the coming year. The priority for the first year was to build effective relationships and establish structures to enable Healthwatch to influence change and gather intelligence to evidence the experience of local people in relation to health and social care services.
- 3.2 Healthwatch Wolverhampton has been welcomed into key structures across health and social care including Wolverhampton Adult Safeguarding Board, the regional Quality Surveillance Group, Wolverhampton Clinical Commissioning Group and meetings with the Royal Wolverhampton NHS Trust. Much of this engagement has resulted in the opportunity to influence decisions and support improvement in a number of areas, including the peer review for the Adult Safeguarding Board, re-consideration for service provision around foot health, contributing to the successful Headstart programme.

- 3.3 Healthwatch Wolverhampton has responded to consultation on the Urgent and Emergency Care Strategy and was able to input the views of local people at the Health and Well Being Board, which contributed to a re-submission of a revised strategy.
- 3.4 The Healthwatch innovative website with its built in Patient Feedback centre provides a platform for the public to share their experiences of services as it takes place. This also gives the opportunity to rate the quality of the service received based on their personal experience. All comments and feedback is moderated and any issues are reviewed and followed up as appropriate. Other Healthwatch organisations have developed similar formats for their websites and we are considering ways to continue to improve the site and how we manage the data collated. The site was successfully launched by our very own Ambassador local and international football legend Steve Bull MBE. This was another first for Healthwatch and provides us with a vehicle for continued promotion.
- 3.5 The signposting service delivered by Healthwatch continues to grow with nearly 250 people contacting the service during our first year. As part of this service we built a Carers Corner into the website which aims to provide information and support to carers and professionals. This was in partnership with a local GP and has had national acknowledgement.
- 3.6 Community engagement and involvement is a significant part of our activities where we actively engage with the public and the community to gather their feedback about services, both positive and negative. During 2013/14 we spoke to over 2000 people about their experiences.
- 3.7 Healthwatch has commenced its Enter and View programme, with 30 volunteers completing the training and used our statutory powers to conduct 2 Enter and View visits during the year.
- 3.8 Our key priorities for 2014/15 are impacted by our ability to build our capacity to respond to local and regional priorities.
- Build Healthwatch Capacity. We aim to increase the number of Healthwatch Champions and volunteers supporting Healthwatch and further develop our business model to improve operational performance and income generation opportunities to enhance our statutory funding.
 - Revise our workplan to reflect current topical areas including the Better Care Fund and the development of the proposals for Cannock Chase Hospital, and therefore improve our influencing role.
 - Revise and implement actions from our Communications and Engagement plan. Build and strengthen relationships, which will enable us to effectively deliver our workplan, including partnership with Wolverhampton University.
 - Further enhance our core offer, including maximising the Signposting service offer, the website capability and information flows.

4.0 Financial implications

The 2014/15 allocation for Healthwatch is £195,000, this is funded by mainline budget of £117,000 and Health Reform Grant of £78,000.
[As/23102014/T]

5.0 Legal implications

- 5.1 There are legal implications associated with this report. The requirement for the establishment and monitoring of a Local Healthwatch is a statutory responsibility as set out in the Health and Social Care Act 2012 This report outlines the council's requirements to commission and monitor Healthwatch Wolverhampton. [RB/20102014/P]

6.0 Equalities implications

- 6.1 There are no equal opportunities implications associated with this report; however there is an exception that Healthwatch Wolverhampton is commissioned to be representative of the local communities.

7.0 Environmental implications

- 7.1 There are no environmental implications associated with this report.

8.0 Human resources implications

- 8.1 There are no human resource implications associated with this report.

9.0 Corporate landlord implications

- 9.1 There are no corporate landlord issues associated with this report.