

<b>Report title</b>	Healthwatch Wolverhampton Annual Report	
<b>Cabinet member with lead responsibility</b>	Councillor Hazel Malcolm Health and Wellbeing	
<b>Wards affected</b>	All wards	
<b>Accountable director</b>	Elizabeth Learoyd, ECS Executive Director	
<b>Originating service</b>	Healthwatch Wolverhampton	
<b>Accountable employee(s)</b>	Susan Eagle	Commissioning Officer
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<b>Report to be/has been considered by</b>	Health Scrutiny Panel	

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**Recommendation(s) for action or decision:**

The Health and Wellbeing Board is recommended to:

1. Review the Healthwatch Wolverhampton Annual Report and provide feedback on the work programme conducted during 2017/18.

**Recommendations for noting:**

The Health and Wellbeing Board is asked to note:

1. The work programme priorities to be undertaken by Healthwatch during 2018/19 and provide any comment or supplementary service areas to be reviewed by Healthwatch Wolverhampton.

## **1.0 Purpose**

- 1.1 The Health and Wellbeing Board is asked to review the Healthwatch Wolverhampton Annual report to review the progress made against the statutory functions, to comment on the impact of the delivery of Healthwatch services in Wolverhampton, and to identify areas of focus within the identified work programme priorities set for 2018/19.

## **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 delivery 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 Progress**

- 3.1 The Healthwatch Wolverhampton Annual Report details the work undertaken throughout 2017/18. The work programme has been set for 2018/19 following a survey of 400 residents, referred to as a 'listening tour of Wolverhampton residents' to help identify key work priority areas. The progress made against the work programme will be updated throughout the year and a full analysis of the year will be presented at the next Annual Report review.

## **4.0 Financial implications**

- 4.1 Not applicable.

## **5.0 Legal implications**

- 5.1 Not applicable.

## **6.0 Equalities implications**

- 6.1 None.

## **7.0 Environmental implications**

- 7.1 Not applicable.

**8.0 Human resources implications**

8.1 Not applicable.

**9.0 Corporate Landlord implications**

9.1 There are no implications for the Council's property portfolio.

**10.0 Schedule of background papers**

10.1 Not applicable.