2015 AGM Welcome



Annual Report 2014-15



What is Healthwatch?

We are the consumer watchdog for health and social care services. We were created by the Health and Social Care Act 2012.

Healthwatch is the <u>ONLY</u> INDEPENDENT statutory body for health <u>AND</u> social care.

We're here to ensure adults, children and young people have a say in how services are designed, commissioned and run.

Our Statutory Activities

- Obtaining the views of local people
- Promoting, supporting and enabling local people:
 - in the commissioning, scrutiny and provision of services
 - to monitor the standard of provision
- Formulating views on the standard of provision.
- Making recommendation and reports on how services could be improved.
- Making recommendations and providing evidence to Healthwatch England and the Care Quality Commission
- Providing advice and information.



How do we do it?

Healthwatch North Somerset receives your comments about health and social care.

We might refer you to one of our partner organisations for advice or for help to make a complaint.



All of your comments are added to our database.

We check the database regularly to identify service areas where people are experiencing problems.

We will take immediate action if your comments raise serious concerns.

This could include informing Healthwatch England, NHS England and the Care Quality Commission. We write reports with recommendations on how services could be improved.

We also work with the organisations who design and run services to help change things for the better.



Getting People's Views

4000 people

have spoken with us at community events during 2014/15.

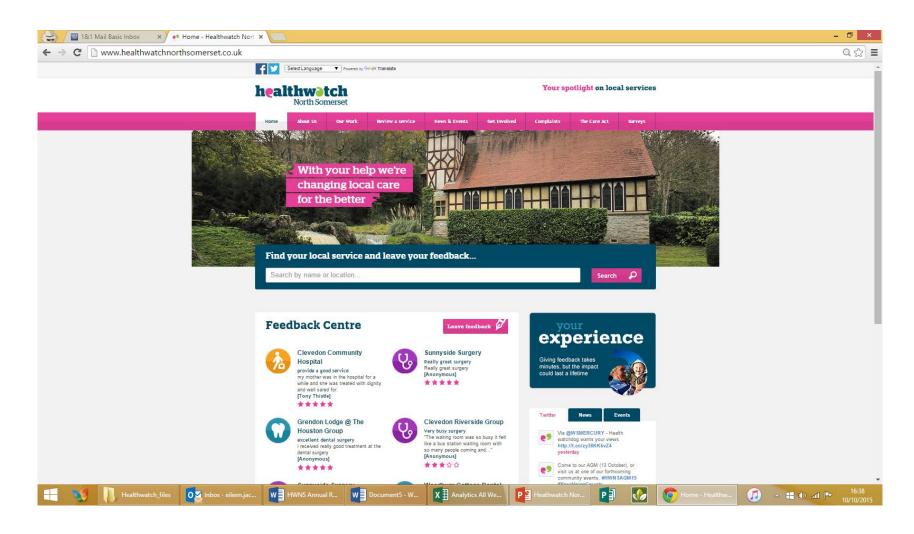
100 events attended including fayres and festivals.

connected with 75 organisations

1000 volunteer hours



Our rate and review website



www.healthwatchnorthsomerset.co.uk

Our rate and review website

From November to March

- 2184 views of our website
- 10,286 page views

Since then - 6688 more views of our website - that's nearly 10,000 in one year

people left 55 reviews of local services
on the website from November to March

healthwatch North Somerset Reaching Hidden Voices

Children & Young People

Reducing the stigma of mental health event

BME Communities

Engaging and liaising with the BME Network

Older People Supporting the Senior Community Link Groups Dementia Conference

Vulnerable People

Working with and partnering with organisations including: Crossroads Care, Key Steps, North Somerset People First Homestart North Somerset Citizens Advice Bureau, Addaction, Springboard Opportunity Group, Our Voice Counts, Vision North Somerset, Supportive Parents plus many more





So what?

What do we do with all the information we receive?

We use it to influence and improve services in the following ways...



Reports and Recommendations

Making a difference

- Report: Young People's Mental Health Services
- Public meeting and report: GP Good Practice
- Report: Dementia Challenge Conference workshop
- Report: Discharge Special Enquiry
- Report: GP Practice's Websites
- Report: Community Transport
- Report: Hospital Discharge



Influencing & Improving Services

Representatives on Boards and Partnerships

We have representatives on key boards and partnerships in North Somerset including:

- People and Communities Board (Health and Wellbeing Board)
- Clinical Commissioning Leadership Group
 - Health Overview and Scrutiny Board
 - Adult Services and Housing Policy and Scrutiny Panel
 - Learning Disabilities Partnership Board
 - etc.

Influencing & Improving Services

Influencing Strategies

We have been involved in developing and influencing:

- North Somerset Community Services Re-procurement
- Dementia Awareness
- People and Communities Board

Improving Services

We monitor the quality of services and push for change through:

- Working at a national, regional, area and local level
- Quality Surveillance Group
- Contributing to the Quality Accounts process



Influencing In Action

Volunteering process

Application

Interview

Training

Choices

Volunteer role



Being a Healthwatch North Somerset Volunteer

How does Healthwatch support volunteers?

Before:

We provide: info from citizens' view point; work updates and progress reports

On the day:

We provide: briefing docs & meeting papers (if needed); feedback form

After:

Volunteer completes feedback form; We check for actions and implications for core Healthwatch work

We ask our volunteers if they need any additional info or support

Priorities for 2015/16

Healthwatch North Somerset priority work areas are:

- Maternity
- GP Services



- Social Care with a focus on Care at Home, and dignity and respect in care homes
- Quality Assurance Framework for engagement

We will also respond as and when appropriate to issues raised by the people of North Somerset.



Challenges

Capacity

We are asked to be involved in many more projects than we are able to contribute to effectively.

Resources

We have a dedicated team of five staff.

Increased volunteer support and involvement will enable us to do more for local people.

Reputational risk

Need to ensure independence and maintain confidence of local people.

Your voice counts

To let us know your views on Health and Social Care services or join, contact the Healthwatch team!

Tel: 01275 851 400 Email: <u>contact@healthwatchnorthsomerset.co.uk</u>

www.healthwatchnorthsomerset.co.uk

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