



**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 ONLY  
INDEPENDENT statutory body  
for health AND 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

The screenshot shows the website [www.healthwatchnorthsomerset.co.uk](http://www.healthwatchnorthsomerset.co.uk) in a browser window. The page features a pink navigation bar with links: Home, About Us, Our Work, Review a service, News & Events, Get Involved, Complaints, The Care Act, and Surveys. A main banner image of a building is overlaid with the text: "With your help we're changing local care for the better". Below this is a search bar with the text "Find your local service and leave your feedback..." and a search button. The "Feedback Centre" section displays four reviews:

- Clevedon Community Hospital**: provide a good service my mother was in the hospital for a while and she was treated with dignity and well cared for. [Tony Thistle] ★★★★★
- Sunnyside Surgery**: Really great surgery Really great surgery [Anonymous] ★★★★★
- Grendon Lodge @ The Houston Group**: excellent dental surgery I received really good treatment at the dental surgery [Anonymous] ★★★★★
- Clevedon Riverside Group**: Very busy surgery "The waiting room was so busy it felt like a bus station waiting room with so many people coming and..." [Anonymous] ★★★★★

A "your experience" graphic states: "Giving feedback takes minutes, but the impact could last a lifetime". A Twitter feed shows a tweet from @WSMERCURY: "Via @WSMERCURY - Healthwatchdog wants your views http://t.co/zy36RkKvZ4 yesterday". The Windows taskbar at the bottom shows the time 16:38 on 10/10/2015.

[www.healthwatchnorthsomerset.co.uk](http://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

# 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:** [contact@healthwatchnorthsomerset.co.uk](mailto:contact@healthwatchnorthsomerset.co.uk)

[www.healthwatchnorthsomerset.co.uk](http://www.healthwatchnorthsomerset.co.uk)

**Twitter:** @healthwatchns

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