

Wiltshire Council

Health and Wellbeing Board

13 July 2017

Subject: Healthwatch Wiltshire Annual Report 2016/17

Executive Summary

Healthwatch Wiltshire is the independent consumer champion for health and social care. The legal requirement to publish an annual report provides an opportunity to demonstrate to local people, stakeholders, and the Wiltshire Health and Wellbeing Board progress which has been made in 2016/17 and to look forward to 2017/18.

Proposal(s)

It is recommended that the Board:

1. note and comment on the content of the Annual Report
2. recognise the progress which has been made during 2016/17 in fulfilling the statutory duties of a local Healthwatch
3. take up the offer for Healthwatch Wiltshire to share the outcomes from its engagement work as appropriate in the future.

Reason for Proposal

Healthwatch Wiltshire has a statutory duty to promote the voice of local people in respect to health and social care services and has the opportunity to influence commissioners on the Health and Wellbeing Board. This opportunity is provided through Healthwatch Wiltshire's membership of the Board. As such it is important that the Board receive Healthwatch Wiltshire's Annual Report in order to make any comment, recognise the work undertaken to date, and confirm its commitment to listen to the voice of patients, unpaid carers and the wider community through Healthwatch Wiltshire.

Chris Graves
Chair
Healthwatch Wiltshire

Wiltshire Council

Health and Wellbeing Board

17 July 2017

Subject: Healthwatch Wiltshire Annual Report 2016/17

Purpose of Report

1. The purpose of this report is to present to the Health and Wellbeing Board the Healthwatch Wiltshire Annual Report for 2016/17 in order to invite any comment, recognise the progress achieved during the last year, and confirm a commitment to listen to and take account of the views of local people in respect to health and social care services.

Background

2. The Health and Social Care Act 2012 established local Healthwatch and Healthwatch England. Healthwatch England is the national body which provides leadership and support to a network of 148 local Healthwatch organisations. Local Healthwatch has an important role, set out in the legislation, to promote and amplify the voice of local people in the design of health and social care services and in monitoring the quality of those services. Commissioners and providers of such services have a duty to listen to that voice.
3. The local authority is responsible for commissioning a local Healthwatch service. In Wiltshire, the Council set up a new and independent organisation (a community interest company (CIC)) to deliver the Healthwatch Wiltshire service in 2013. Wiltshire Council provides core funding through a contractual agreement which is subject to performance reporting. The Council does not direct the work plan of Healthwatch but does require that the service delivers the statutory activities (see appendix 1).
4. Local Healthwatch must prepare an Annual Report by 30 June for the preceding financial year (1 April 2016 to 31 March 2017). The report must be submitted to a number of bodies including Healthwatch England, The Care Quality Commission, NHS England, Wiltshire Clinical Commissioning Group, Wiltshire Council, and Wiltshire's Overview and Scrutiny Committee.

Activity and outcomes in 2016/17

5. The annual report for 2016/17 describes activity across a range of headings including:
 - Dementia

- Integration of health and care services (Wiltshire's Better Care Plan)
- Quality of services
- Involving volunteers
- Information and signposting
- Children and Young People

Healthwatch Wiltshire exists to promote the voice of all local people in health and social care. Throughout the year we have shared the outcomes of our own engagement with commissioners and/or providers to influence on behalf of local people. In all the activity areas described below it is possible to demonstrate where the views and experiences of local people (including children and young people) are making a difference to services.

6. **Dementia**
Healthwatch committed to 'tracking' the life of the Wiltshire Dementia Strategy and does this in collaboration with local charities and with commissioners. Healthwatch last reported on its dementia activity to the Health and Wellbeing Board in May 2017 (focus on primary care and community services).
7. **Better Care/Care Act**
Healthwatch delivered engagement to support the Better Care Plan and implementation of the Care Act. In 2016/17 this has included engagement of service users to find out their experiences of the 'system' (health and social care) which resulted in a report, 'when care is transferred'. Healthwatch also delivered engagement to support the consultation on changes to the Adult Social Care Charging Policy as well as the consultation on the new End of Life Care Strategy.
8. **Quality of services**
Healthwatch has an important role in monitoring the quality of services. This includes its powers to 'Enter and View' health and care services. During 2016/17 extensive engagement was delivered within health and care services (46 visits). Healthwatch also contributes to the work of the Health and Overview Scrutiny Committee as well as the Wiltshire and also NHS England Quality Surveillance Groups (which includes commissioners and CQC). These provide an opportunity to share any concerns or information gathered from the public.
9. **Involving volunteers**
We recognise and value the contribution of lay people volunteering with Healthwatch Wiltshire. During 2016/17 we increased our pool of volunteers to 57. Our volunteers help us to deliver our engagement activity. Currently we are working towards the 'Investing in Volunteers' accreditation from the National Council of Voluntary Organisations (NCVO).
10. **Information and signposting**
Local Healthwatch has an information and signposting role for local people. This role includes a partnership with Wiltshire Council to run the health and care website ('your care, your support Wiltshire'). As well as

the work on the website Healthwatch puts out communications and information through the Area Boards, voluntary sector, and various other mediums.

11. **Children and Young People**
During the year Healthwatch worked with Youth Action Wiltshire to deliver an innovative approach to engagement with young people. The 'Young Listeners' project has been shortlisted for two national awards. The outcomes from the project were presented to the Health and Wellbeing Board in May 2017. We were pleased to have the opportunity to work in partnership with the Council, NHS Wiltshire, and the Police and Crime Commissioners' Office on the first Wiltshire Youth Summit (held in February 2017).

Organisational change

12. In March 2017, the name of the company was changed from Healthwatch Wiltshire CIC (community interest company) to Evolving Communities CIC. This change is part of the wider development of the organisation and was decided by the Board of Directors following consultation with stakeholders including Healthwatch England, Wiltshire Council, and NHS Wiltshire CCG.
13. The organisation's main purpose continues to be delivering high quality local Healthwatch services which is what we have been doing in Wiltshire since 2013 and in Gloucestershire from April 2017. The organisation also delivers the following activities on a 'paid-for' basis: independent service evaluation, consultations, engagement, and research.
14. As part of the changes to the organisation it has been necessary to review the governance arrangements. It is important to us, and our commissioners, that the Healthwatch services we deliver benefit from the involvement of local people. To this end we are currently developing a new governance model which will see the creation of a local steering group for Healthwatch Wiltshire (as well as Healthwatch Gloucestershire).

Priorities for 2017/18

15. The priorities for 2017/18 have been identified in response to what local people and stakeholders have told us are important:
 - Children and Young People. Building on the success of the Young Listeners project as well as working more closely with commissioners to influence health and care services. 2017 sees the launch of 'YouthWatch Wiltshire'.
 - How health and care services work together. We have an extensive engagement programme planned to support the Better Care Plan which includes listening to patients and unpaid carers in a range of health and

care settings.

- We are working closely with our counterparts at Healthwatch Swindon and Healthwatch BANES to ensure that there is public involvement in the Sustainability and Transformation Plan.

- Reaching local communities in Wiltshire. We plan a 'road-show' in September instead of an annual event in order to make Healthwatch Wiltshire more accessible to the wider public. This will help us to reach out through Wiltshire's communities and build on our engagement programme.

- Dementia and mental health. Engaging with people living with dementia to ensure they are receiving services as laid out in the Wiltshire Dementia Strategy.

16. Healthwatch Wiltshire is grateful for the continuing cooperation and support of the Wiltshire Health and Wellbeing Board including its member organisations. This has helped Healthwatch Wiltshire to be effective in its role. For example, the Acute Trusts have given us access to their patients and service users and commissioners have invited us to carry out engagement so the voices of local people can influence decision making. Healthwatch Wiltshire would not be able to undertake its role without local people sharing their views and experiences with us. We are very grateful for their contributions.

Report Authors:

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Healthwatch Wiltshire

Appendices:

Appendix 1: The Statutory Activities of Local Healthwatch

Appendix 2: Healthwatch Wiltshire Annual Report 2016/17

Link to annual report: <https://www.healthwatchwiltshire.co.uk/wp-content/uploads/2017/06/HWW-Annual-Report-2016-17-FINAL.pdf>

Appendix 1

The statutory activities of local Healthwatch¹:

1. promoting and supporting the involvement of local people in the commissioning, the provision and scrutiny of local care services.
2. enabling local people to monitor the standard of provision of local care services and whether and how local care services could and ought to be improved
3. obtaining the views of local people regarding their needs for, and experiences of, local care services and importantly to make these views known
4. making reports and recommendations about how local care services could or ought to be improved. These should be directed to commissioners and providers of care services, and people responsible for managing or scrutinising local care services and shared with Healthwatch England.
5. providing advice and information about access to local care services so choices can be made about local care services
6. formulating views on the standard of provision and whether and how the local care services could and ought to be improved; and sharing these views with Healthwatch England.
7. making recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews or investigations (or, where the circumstances justify doing so, making such recommendations direct to the CQC); and to make recommendations to Healthwatch England to publish reports about particular issues.
8. providing Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.

¹ Section 221(2) of The Local Government and Public Involvement in Health Act 2007