

**Wiltshire Council**

**Health and Wellbeing Board**

**12 July 2018**

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**Subject: Healthwatch Wiltshire Annual Report 2017/18**

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**Executive Summary**

Healthwatch Wiltshire is the independent consumer champion for health and social care. We have a legal requirement to publish an annual report and this gives an opportunity to demonstrate to local people, stakeholders, and the Wiltshire Health and Wellbeing Board the progress which has been made in 2017/18 and to look forward at our plans for 2018/19.

**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 2017/18 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 with regard 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.

**Emma Leatherbarrow**  
**Director of Partnerships**  
**Help and Care**

**Stacey Plumb**  
**Interim Manager**  
**Healthwatch Wiltshire**

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**1 Purpose of Report**

- 1.1 The purpose of this report is to present to the Health and Wellbeing Board the Healthwatch Wiltshire Annual Report for 2017/18 to invite comments, recognise the progress achieved during the last year, and confirm a commitment to listen to and take in to account the views of local people about health and social care services in Wiltshire.

**2 Background**

- 2.1 Local Healthwatch and Healthwatch England were established in 2012 as part of the Health and Social Care Act 2012. Healthwatch England is the national body which provides leadership and support to the Local Healthwatch network. There is a Local Healthwatch organisation in each upper tier authority area of England. Local Healthwatch has an important role to listen to and share 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 these services have a duty to listen to that patient and public voice.
- 2.2 Healthwatch Wiltshire was set up in 2013 to deliver the statutory activities of a local Healthwatch service (see appendix 1). Wiltshire Council provides core funding to Healthwatch Wiltshire through a contractual agreement. It is important to recognise that the Council does not direct the work plan of Healthwatch Wiltshire but contracts the organisation to deliver the statutory activities.
- 2.3 Local Healthwatch must prepare an Annual Report by 30 June for the previous financial year (1 April 2017 to 31 March 2018). The report must be submitted to several bodies including Healthwatch England, The Care Quality Commission, NHS England, Wiltshire Clinical Commissioning Group, Wiltshire Council, and Wiltshire's Overview and Scrutiny Committee.
- 2.4 Following a recent tender process, the Healthwatch Wiltshire contract was awarded to a new provider, Help and Care. The new contract began on 1<sup>st</sup> June 2018. The contents of this Annual Report relate to work carried out under the previous provider, Evolving Communities.

### **3 Main Considerations**

3.1 The Healthwatch Wiltshire Annual report looks at a range of the activities that were undertaken during 2017/18 including:

- Dementia and mental health
- Children and young people
- Primary care
- How health and social care services work together
- Involving volunteers
- Monitoring the quality of services

3.2 Dementia and mental health

Healthwatch Wiltshire is committed to monitoring the Dementia strategy in partnership with other local organisations and commissioners. Healthwatch Wiltshire has produced two reports focussing on support for people with complex needs and an analysis of community support services. These reports have been presented and discussed at the Dementia Delivery Board. Their findings are being used in the ongoing development of Wiltshire's dementia support services.

3.2 Children and young people

During the year Healthwatch Wiltshire worked with Youth Action Wiltshire on the second year of the Young Listeners project, this time based in a school environment and focussing on accessing support for mental health and school nurses. This project has been shortlisted for a Healthwatch England award at the national conference to be held in October of this year. Healthwatch Wiltshire also worked with a local secondary school to deliver their PSHE sessions to Year 8 students for one term. Young Listeners are also members of the Youth Safeguarding Board (a sub-group of the WSCB).

3.4 Primary care

During September 2017, Healthwatch Wiltshire's annual event took place in the form of a road show. This enabled us to reach every community area in Wiltshire and over the course of 2 weeks we gathered over 1000 reviews of services. Much of the feedback received was about primary care services.

3.5 How health and social care services work together

Healthwatch Wiltshire has been supporting the Better Care Plan by engaging with service users, patients and carers to find out their experiences of the health and social care. This has involved talking with patients and unpaid carers in hospitals, care homes, and in their own homes. During 2017/18 this has included evaluating the Home first service, engagement about information provision for those with long term conditions and an evaluation of early supported discharge for fractured neck of femur patients at Salisbury Foundation Trust.

3.6 Involving volunteers

It is important to recognise the contribution of Healthwatch Wiltshire volunteers. During 2017/18, 67 volunteers gave 3740 hours of their time to help us to deliver our engagement activity. Healthwatch Wiltshire were also pleased to be awarded the 'Investing in Volunteers' accreditation from the National Council of Voluntary Organisations (NCVO), although unfortunately this wasn't able to transfer over to the new organisation.

### 3.7 Monitoring the quality of services

Healthwatch Wiltshire has an important role in monitoring the quality of health and care services. This includes the power to 'Enter and View' any publicly funded health and care service. During 2017/18, widespread engagement was delivered and we carried out three unannounced Enter and View visits, making several recommendations that were positively received by the providers. Healthwatch also contributes to the local and regional Quality Surveillance Groups (which includes commissioners and CQC). These give us the opportunity to share any views or concerns gathered from the public.

## 4 Next Steps

4.1 Our priorities for 2018/19 have been identified based on what we have been told by local people. It is our intention to continue with these locally identified priorities with further work to be undertaken during the year, following the change in provider. Our priorities are:

- Mental health - engaging with people with mental health issues to find out specifically what issues they encounter and continuing to monitor the Wiltshire Dementia Strategy to ensure it delivers in practice what it sets out to do
- Children and Young People - engaging children and young people to ensure their views are listened to and heard
- Social Care - engaging with patients, their carers and staff to find out their experiences of receiving and delivering care and to monitor the impact of changes to Wiltshire Council's Charging policy
- Primary Care – ensuring that local people are involved with and informed on plans for the development of primary care services.

4.2 Healthwatch Wiltshire is grateful for the continued cooperation and support of the Wiltshire Health and Wellbeing Board and 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. Finally, Healthwatch Wiltshire would not be able to carry out its role without local people sharing their views and experiences with us. We are very thankful for their contributions.

**Stacey Plumb  
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Healthwatch Wiltshire**

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**Appendix 1** The statutory activities of local Healthwatch

**Appendix 2** Healthwatch Wiltshire Annual Report 2017/18

## **Appendix 1**

The statutory activities of local Healthwatch<sup>1</sup>:

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.

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