

A large, abstract graphic composed of various colored shapes (green, blue, pink, purple) that form stylized letters, possibly 'e' and 'h', scattered across the page. The shapes are overlapping and have a soft, blurred appearance.

Health and Well Being
Board
22nd September 2014

Phil Robson
Chair

Len Mackin
Engagement Officer

HWW stands for...

'The people of Warwickshire having an effective voice in improving health and social care across Warwickshire'



In this context -

Reflections on representing Consumers on
our Health and Well Being Board

How can HWW be more effective when
influencing:

- Strategic Issues?
- Service Quality Issues?



Strategic Issues:

- ❖ Commissioners & Providers under Pressure
- ❖ JSNA ✓ ➔ Strategy (Independence/Community Resilience/Integration) ✓ ➔ Delivery?
- ❖ Consumer Interest - What? How? When? Where? - Provision of Service
- ❖ Does the Board Promote Practical Solutions
e.g.
 - Discharge to Assess



Strategic Issues:

- ❖ The Board - Coordinates the complex world of Commissioning BUT
- ❖ Consumers Expect:
 - An effective and positive partnership between Commissioner and Provider

Our Strategy - requires sign up by Providers

- Voluntary Sector and Statutory Sector

? Does our current agenda and membership commit them to delivery when resources are difficult?



Strategic Issues (The Challenge for HWW):

- ❖ Consultation that is real - Engagement Charter
- ❖ Social Care - Domiciliary and Residential
- ❖ Producing Timely & Real Consumer Views
- ❖ Engagement Grants - Engagement Awards
- ❖ Recruiting HWW Champions



Service Quality Issues

❖ Mental Health Services

- Delayed diagnosis, Acute/Crisis beds, Capacity of the service, CAMHS/Transitions, Dementia

❖ Dental Services

- Access, Acute Hospitals, Nursing/Residential Homes, Capacity, Excluded Groups

❖ GP Services

- Access, Seldom Heard, Out of Hours, Capacity, Excluded Groups, Quality of Provision

❖ Carers

- Lack of information, Isolation, Mental Health, Financial Exclusion, Final separation, Young Carers, Access to services



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THANK YOU

For listening AND

For being an active partner

QUESTIONS?

