

# Health and Wellbeing Board

15 September 2022

## Healthwatch Annual Report

### Recommendation(s)

1. To note and receive the Report

### 1.0 Key Issues

- 1.1 Service Delivery

- 1.2 Future Priorities

### 2.0 Annual Report

- 2.1 The Healthwatch Warwickshire Annual Report was completed and circulated on 30<sup>th</sup> June 2022 to all key stakeholders including WCC, Healthwatch England, the CQC, and to NHS and voluntary organisations. The Report included details of all activities undertaken between 1<sup>st</sup> April 2021 and 31<sup>st</sup> March 2022 and will be taken as having been read by Members.

Today's Report to the Health and Wellbeing Board will also refer to initiatives that have developed in 2022 after the period covered by the published Annual Report.

### 2.2 Service Delivery

- 2.2.1 Throughout the period between 1<sup>st</sup> April 2021 and 31<sup>st</sup> March 2022 Healthwatch Warwickshire (HWW) has continued to comply with guidance issued by Healthwatch England, Public Health England and NHS E/I. The guidance initially stipulated that face to face activities, such as public engagement events and Enter and View, should be discontinued due to the Covid-19 pandemic. The Guidance continues to be reviewed and updated and HWW has adapted its activities to remain compliant with it

The offices of HWW at 4-6 Clemens Street, Leamington Spa have, on the whole, remained closed since 24<sup>th</sup> March 2020, but normal face to face activities have gradually been reintroduced.

- 2.2.2 The top priority always has been to continue the delivery of a full range of services to the public. Since the 1<sup>st</sup> April 2021 HWW has continued make provision for:

- Home based office working for all staff. The arrangements have included providing the full range of mobile IT facilities and carrying out the

necessary risk assessments. This has given staff the option to work from Home or to work from the Offices.

- Arrangements for the support and wellbeing of staff (including the adoption of 'Thrive at Work' practices and principles).
- The delivery of the telephone-based signposting and advice service for the public
- The continued development and improvement of the facility on the website for the public to express concerns
- Established a space on the website to give the current advice and information from the Government, WCC and NHS providers. The information on the website is updated on a daily basis
- Regular contact with all key partners to keep them advised about developments in our operational arrangements

2.2.3 HWW has published 10 reports relating to the improvements people would like to see to health and social care services. These have included highlighting local people's experiences relating to South Warwickshire Community Beds, hospital discharge, NHS Dentistry, living with diabetes, and the rights of people who are deaf or living with hearing loss.

All published reports are available on HWW's website and have been used to try and ensure that decisions about health and social care provision are properly informed by the lived experiences of patients, carers, and other residents.

For example, as part of HWW's involvement in the Diabetes Strategy Group views on what support technology can offer were gathered. As a result of HWW's work there are now plans in Warwickshire to trial the rollout of wearable technology for diabetic patients.

HWW are also named partners in national reports such as the Newton/CCN report on the Reform of Adult Social Care and a range of projects being developed by the University of Warwick Medical School.

2.2.4 All statutory and regulatory requirements such as the Annual Accounts, GDPR compliance, and Companies House Returns have been completed and signed off ahead of time.

## **2.3 Future Priorities**

2.3.1 To continue and further develop HWW's work to find out more about the lived experiences of people needing or using health and social care services.

2.3.2 Helping to ensure that the lived experiences of those people and communities who are seldom heard are properly considered by those who commission and provide health and social care services

2.3.3 HWW will continue to engage positively with the Integrated Care System at all levels to ensure that voice of patients continues to be properly heard across the whole system.

HWW is already working pro-actively with the Integrated Care Board, the Integrated Care Partnership, and the Care Collaboratives.

This is clearly of great significance to Patients and Public, however our focus will very much remain on Place, Neighbourhood, and local levels where people most directly connect with health and social care services.

We are also working with colleagues in Healthwatch Coventry to try and ensure there is an effective Healthwatch Service across the whole system.

2.3.4 HWW are extending the focus of existing projects and developing new projects on:

- Carers and the impact of events such a hospital discharge on their health and wellbeing
- Barriers to accessing health & care services experienced by those living with deafness or hearing loss
- Gaining a better understanding of the experiences of those from LGBT+ communities
- The lived experiences of those accessing services such as people living with eating disorders or learning disabilities
- Access issues relating to NHS Dentistry

### **3.0 Financial Implications**

3.1 The current range and quality of reports and activities cannot be sustained from within the current contract payment. This has necessitated the carefully planned use of reserves for non-recurring project based expenditure.

HWW are required to maintain a level of reserves to secure an orderly shutdown or contract novation in the event of the Healthwatch Contract not being renewed. The reserves position will therefore be kept under careful review by the Board of Directors which may have some implications for future project working.

### **4.0 Environmental Implications**

4.1 None.

### **5.0 Timescales associated with the decision and next steps**

5.1 Paragraph 1.

### **Background papers**

1. Presentation

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