

Health and Wellbeing Board

15 September 2020

Healthwatch Annual Report

Recommendation(s)

1. To note and receive the Report

1.0 Key Issues

- 1.1 Changes in Service Delivery

- 1.2 Future Priorities

2.0 Annual Report

- 2.1 The Healthwatch Annual Report was completed and circulated on 30th June 2020 to all key stakeholders including WCC, Healthwatch England, the CQC, and to NHS organisations. The Report included details of all activities undertaken between 1st April 2019 and 31st March 2020 and will be taken as being read by Members

2.2 Changes in Service Delivery

- 2.2.1 On 23rd March 2020 Healthwatch Warwickshire (HWW) received guidance from Healthwatch England that face to face activities, such as Engagement events and Enter and View, should be discontinued due to the Covid-19 pandemic. HWW therefore took the decision to close the offices at 4-6 Clemens Street on 24th March, and to discontinue face to face working with effect from that date.

- 2.2.2 The first priority was to restore services to the public as quickly as possible. By the 1st April HWW had:

- Set up Home Offices for all staff, including IT facilities. Risk assessments were conducted and arrangement for the support and wellbeing of staff had been put in place
- Restored the telephone-based signposting and advice service for the public
- Restored 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
- Contacted all key partners to advise them of the changes in operational arrangements

2.2.3 HWW also conducted a survey of the lived experiences of patients and the public between May and June 2020. The survey sought to gauge public sentiment about the impact that Covid-19 had on the services they were using. The survey received over 1,100 responses in 4 weeks and draft findings indicate that the primary concerns were around mental health and access to services.

HWW was also chosen as a pilot site for an in-depth qualitative report on the accelerated discharge process in operation during the pandemic. That report is now with Healthwatch England and will be available for distribution imminently.

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

2.3 Future Priorities

2.3.1 HWW set up a Lockdown Task Group which explored the ways in which services can be delivered in the future, including arrangements for staff wellbeing, how engagement and outreach services can be safely delivered, and the processes for the restoration of services such as Enter and View.

2.3.2 HWW has submitted a Recovery and Restoration Plan to WCC which is still being considered.

2.3.3 HWW is currently preparing proposals for several projects including:

- Patient Voice arrangements in Integrated Care Systems, with a focus on seldom heard communities and individuals
- The future of Patient Groups post pandemic
- Patient sentiment on the proposals for digital by default services, assistive technology and patient portals
- Several streams of work around discharge arrangements for various patient groups
- A response to the Covid-19 survey finding on mental health

NB The impact on health inequalities is to form a key part of each proposal

2.9 The findings of the Covid-19 survey and the Accelerated Discharge Reports will be shared with key partners by the end of September

3.0 Financial Implications

3.1 None

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

	Name	Contact Information
Report Author	Chris Bain	chris@healthwatchwarwickshire.co.uk Tel: 01926 453964
Assistant Director		
Strategic Director		
Portfolio Holder		

The report was circulated to the following members prior to publication:

Local Member(s):

Other members: