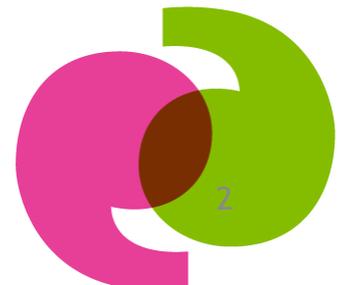


HOSC 5 March 2020

# Healthwatch statutory functions

- Established under the Health and Social Care Act 2012 to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf
- Goal of enabling people to have a voice about their health and social care systems



# Main statutory functions

- Obtain the views of people about their needs and experience of local health and social care services. Local Healthwatch make these views known to those involved in the commissioning and scrutiny of care services
- Make reports and make recommendations about how those services could or should be improved
- Promote and support the involvement of people in the monitoring, commissioning and provision of local health and social care services



# Main statutory functions

- Provide information and advice to the public about accessing health and social care services and the options available to them
- Make the views and experiences of people known to Healthwatch England, helping us to carry out our role as national champion
- Make recommendations to Healthwatch England to advise the CQC to carry out special reviews or investigations into areas of concern



# For us this means

## Informing -

- Provides people with information about their choices and what to do when things go wrong
- Signposts people to information about local health and care services and how to access them

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## Voicing -

- Enables people to share their views and concerns about their local health and social care services and understands that their contribution will help build a picture of where services are doing well and where they can be improved



# For us this means

## Influencing -

- Has a seat on the statutory health and wellbeing board, HOSC and other bodies: ensuring that the views and experiences of patients, carers and other service users are taken into account when local needs assessments and strategies are prepared,
- Can help and support Clinical Commissioning Groups, council and service providers

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## Reporting

- Alerts Healthwatch England, or CQC and/or council scrutiny committees where appropriate, to concerns about specific care providers, health or social care matters
- Gives authoritative, evidence-based feedback to organisations responsible for commissioning or delivering local health and social care service

**Governance** - strong, effective and accountable



# The year to date

- NHS Long Term Plan Survey and Focus Group With Adults With Long Term Multiple Illness and Focus Group With Young Carers - All output from Wokingham, Reading and West Berks was combined and submitted to BOB STP and NHS England
- World Mental Health Day Event - Over 100 local residents attended to hear speakers and try activities related to mental health and wellbeing
- Survey at World Mental Health Day and subsequent report - Being finalized
- Pharmacy Report Published
- Peri Natal Report nearing completion
- Start of project for those with Learning Disabilities to understand key Health & Social Care issues for them. Initial engagement with CLASP group
- In Excess of 80 engagements with groups/public
- Annual Report June 2020



## Next Year

- **20/21 Delivery plan currently being created. Likely priorities:**
  - CAMHS - access to support
  - Mental Health - Crisis Support
  - Learning Disability - Health and Wellbeing
  - Carers - access to support/information
  - Learning Disability - Health Passports
  - Social Care - provision of Information
  - Accessible Information - Digital Exclusion in the age of Digital Healthcare



# Next Year

- Continuation of our Enter and View Programme
- Redevelopment of our Volunteer and “Get Involved” offer
- Continued collaborative work with Berkshire West
- Healthwatch’s and Berkshire West Integrated Care Partnership
- Potential development of Healthwatch Ambassador Programme
- Additional projects as defined by emerging intelligence and patient and public feedback
- Piloting the Healthwatch England Quality Framework

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# Contact us



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“Services can only be improved when they are informed by the needs and experiences of the people who use them”



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