

London Borough of Bromley

HEALTH AND WELLBEING BOARD

Date: Thursday 16th October 2014
Report Title: HEALTHWATCH BROMLEY ANNUAL REPORT 2013/2014
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1. SUMMARY

- 1.1. This report is to give an overview of Healthwatch Bromley, to highlight the work it has carried out, and to present its' Annual Report for 2013/2014.
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2. REASON FOR REPORT GOING TO HEALTH & WELLBEING BOARD

- 2.1. This report and presentation is to inform the Board of the ongoing work of Healthwatch Bromley. Healthwatch Bromley is the independent consumer champion for health and social care and works on behalf of patients and the public to ensure their voice is represented in the setting up, provision and scrutiny of health and social care services in the borough.
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3. SPECIFIC ACTION REQUIRED BY HEALTH & WELLBEING BOARD AND ITS CONSTITUENT PARTNER ORGANISATIONS

- 3.1 The Board is asked to note this item and receive the Healthwatch Bromley Annual Report for 2013/14.
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Healthwatch Bromley Strategy

Related priorities: Priorities: Diabetes, Changes to Local Hospitals, Children and Young People, Mental Health, South London service redesign, GP Access, Residential and Care Homes.

Financial

1. Cost of proposal: Not applicable.
 2. Ongoing costs: Not applicable.
 3. Total savings (if applicable): Not applicable
 4. Budget host organisation: Not applicable.
 5. Source of funding: Not applicable.
 6. Beneficiary/beneficiaries of any savings: Not applicable.
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Supporting Public Health Outcome Indicator(s)

4. COMMENTARY

- 4.1. The Healthwatch Bromley 2013/14 Annual Report can be found in **Appendix 1**, with the presentation to be delivered to the Health & Wellbeing Board at the meeting by Linda Gabriel, Chair of Healthwatch Bromley found in **Appendix 2**.

Introduction

- 4.2. Healthwatch Bromley is the independent champion for health and social care services for children, young people and adults. We work to help improve services for people who live or access services in the borough. We provide information about and signposting to local health care facilities and services.

Vision

- 4.3. To help shape the landscape of local health and social care in the borough to be truly representative of the population's needs and wants. Healthwatch Bromley works hard to ensure the NHS is "more responsive, efficient and accountable," in accordance with the Health and Social Care Act 2012. It offers a network to individuals and organisations to coordinate their response to local health and social care services.

Our first year

- 4.4. Most people have a story to tell about their experiences of Health & Social Care and during our first year we have been trying to hear as many different stories as we can. In addition to setting up, recruiting a Board and our staff this has been our single most important task.
- 4.5. In order to listen to stories and gather the raw data which gives us information about the quality of local services we have gone out into the community to engage with as many residents as we can, directly and indirectly. This has included attending health and social events, community events, hospital visits, establishing web site access, building relationships with voluntary organisations, inviting residents to contact us, promotional events, through the media, using Twitter, Facebook and so on. Altogether, we estimate to have had contact with over 9,000 people during the year.

What impact have we had?

- 4.6. So far Healthwatch Bromley has submitted evidence to the CQC Inspection of the PRUH; developed an award winning collaborative 6 borough South East London Enter and View Programme; through monthly e-bulletins provided health and social care information and opportunities for participation and consultation activities; conducted visits and held three public events.
- 4.7. Some of the things that are changing as a result of Healthwatch Bromley input are a review of Phlebotomy services in the borough; the Beckenham Beacon Urgent Care Centre procurement; improved access to the Oxleas website for service users and the review of ward environment of the Maternity department at the PRUH.

Current Position and next steps

- 4.8. Work gathering the views and experiences of children and young People has been carried out over the summer. We are currently scoping a piece of work on GP Access.
- 4.9. We continue to develop our Enter and View programme and have begun a series of Enter and View visits to Residential Care, Nursing Homes and Extra Care Housing.
- 4.10. As an organisation we will continue to build our capacity and our organisational outreach. A key tool to achieving this will be the recruitment of Healthwatch Connectors and Ambassadors.

4.11. For the year ahead we look to build on a sound start and continue to make a contribution towards improving health and social care services

Non-Applicable Sections:	Financial, legal
Background Documents: (Access via Contact Officer)	None.