

## **Healthwatch Update to Buckinghamshire HASC, June 2014**

**Annual Report:** Draft of this due to go to the next Board Meeting. Plan is for an annual report launch event in September.

**Outreach work:** Our outreach workers continue to gather stories and raise the profile of Healthwatch with the public. This includes visits to libraries, womens groups, ethnic minority groups, shopmobility, GP surgeries and children centres.

**Survey Mapping:** We are conducting a survey of existing and planned schemes to gather the opinions, experiences and suggestions of Buckinghamshire residents who are users of health and/or social care services. This will assist us in determining the most productive role that we can perform on behalf of Bucks citizens in relation to the gathering, aggregation or usage of data from service users and carers.

**Projects:** Projects with Talkback and Action4Youth have been completed and the reports will be sent to the Health and Wellbeing Board, and will be publicised. Next steps for the Board is to consider how best Healthwatch Bucks manages the process of tracking activities and recommendations which result from our work so that we can ensure we are making a difference.

- **Transport** - aim is to get the views of a wide range of people about their transport issues and to use the information to discuss solutions with key decision makers. Engagement activity will take place in six local areas which have been identified as likely to have difficulty accessing health services (i.e. rural with limited public transport and community transport, and concentrations of older people). We have also interviewed people on transport and access at a series of Community Impact Bucks events on community transport, and have run a questionnaire on our website which we have publicised. We have also surveyed people attending appointments in hospital outpatient departments, and are having further discussions with key local organisations including community transport providers. We are considering holding a conference when the report is published.
- **Urgent Care** - Final preparations are in hand for the assessment of patient experiences of using A & E, the MIU, NHS 111, GP surgeries and community pharmacies for minor injuries and illnesses throughout Bucks. This hopes to include patients in the south and north of the county using Wexham Park and Milton Keynes Hospitals. This survey should complement the urgent care report from the HASC. A meeting will be held with all involved in this project on 18<sup>th</sup> June to confirm project plans, dates and responsibilities.
- **Wexham Park** - Meeting with Bucks County Council Head of Hospital Social Work, Wexham Park Head of Discharge and the Integrated Care Director (Lesley Perkin) to discuss this project.

**Engagement and Involvement:** CEO (Alex Hannaford) spoke at Bucks 50plus forum recently, as well as at the Action4Youth Annual Conference.

Shade Adoh (Healthwatch Bucks & HASC Member)