

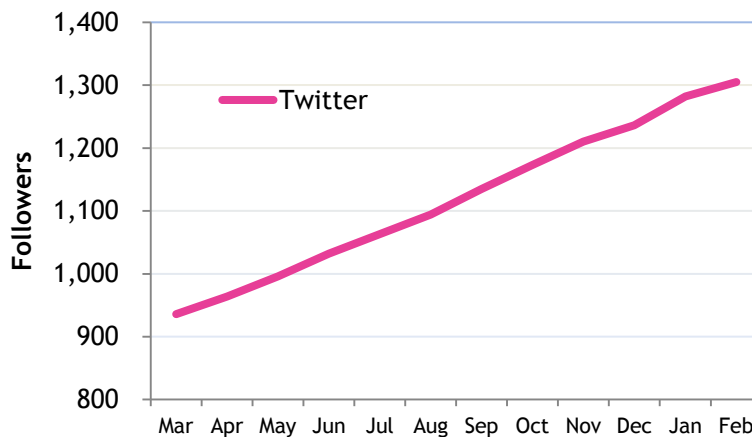


Key Messages

1.	Process underway to recruit a new Chief Executive for Healthwatch Bucks. The aim is to have appointed somebody before the end of March.
2.	The Thames Valley Urgent & Emergency Care Network have chosen patient & public engagement as one of its three priorities for 2016/17.
3.	We delivered our first group Volunteer Induction Session. It went very well with very positive feedback from all participants. This is an important step in developing and broadening our volunteer support base.

Update

1. Awareness



We are continuing to develop the awareness of Healthwatch Bucks among the local population through outreach work, social media, the press and other channels:

- **Twitter growth:** The graph above shows our continued growth of followers on Twitter (1,305 -3 Mar). We continue to average 10% growth per quarter
- **Facebook:** We had a campaign in February to increase our number of Facebook likes. This resulted in a 300% increase (37-145)
- **Outreach:** In February we delivered seven engagement events in libraries, supermarkets and other public spaces. We are currently looking to recruit a team of volunteers to further increase our capacity for engagement work
- **Website development:** We are starting a project to develop the functionality of our website to make it easier for people to access information and provide feedback on services. This will go live by the summer.

2. Voices

Based on the feedback we have received over the past year we have now set priorities for 2016/17. To bring our priorities in-line with how Healthwatch collects data we are prioritising users of specific Service Types, rather than specific groups of people. As an organisation we will always strive to gather the opinions of the seldom heard.

The Service Types

- GP & Dental Services - these are the areas in which we receive by far the most feedback. We will always focus on an area of Primary Care as these are the most commonly used services.
- Mental Health Services - this is an area of interest and concern across both the Board and Panel. There is scope to focus on a number of service user sub-groups.
- Community, Domiciliary and Residential Care Services - Elderly Frail; domiciliary care users; and people with long-term conditions were all identified as priority groups. By focusing on these three components of Social Care we will capture the views of these groups.

Key Themes

The key themes identified from Voices feedback will guide the selection of projects throughout 2016/17. These themes can be investigated across a range of services.

- Transition - there are multiple areas of interest regarding the movement of patients between different service types e.g. discharge, reduction in delayed transfer of care), children to adults services.
- Transformation of the health service - how will services change and adapt in response to the “Five Year Forward View”, the Joint Strategic Needs Assessment and Buckinghamshire Healthcare NHS Trust’s plans e.g. “your community, your care”
- Assessments & Access to Services - particularly in Social Care

3. Operations

We investigate issues raised and bring them to the attention of decision makers. Key recent activity includes:

- **Dignity in Care Visits:** The completion of the 2015/16 programme of visits to Care homes (20) and the collection of voices on domiciliary care. All reports are now published on our website
- **Patient Participation Group Support:** We are working with Chiltern CCG to support the development of Patient Participation Groups. We see the potential of these groups as a key source of grassroots activity.
- **Influencing:** We continue to provide representatives to key meetings including the Health & Wellbeing Board, Health and Adult Social Care Select Committee (HASC), Adult Safeguarding Board, Aylesbury Vale CCG Co-commissioning, Thames Valley Urgent Care Network and the Thames Valley Priorities Committee. We are also currently supporting project groups looking at: Care & Support planning, Non-emergency transport procurement.

*For further information on our work please visit our website
and social media*