

# Annual Strategic Priorities Report

## 2018/19

### Purpose

This report sets out how and why Healthwatch Bucks has chosen its Strategic Priorities for the year. It will help partners and the public understand this.

### Background

***Our mission is to ensure that the collective voice of people using health and social care services is heard, considered and acted upon.***

Our priorities help us understand what areas we will focus on next year. They help us to target our efforts. This includes our engagement with lesser heard groups; engagement with other organisations; which meetings we go to and which individuals we talk to; and what projects we do.

Healthwatch Bucks Priorities need to do a number of things. They should:

- take account of our feedback (what people have said to us so far);
- reflect both health and social care;
- cover both primary and secondary care;
- take account of what is going on more broadly within the Health and Social Care in Buckinghamshire;
- reflect what Healthwatch England is doing; and
- show parity of esteem (so mental health and wellbeing is just as important as physical health and wellbeing);
- allow us to build on our experience as an organisation; and
- let us to focus on areas where we can make a difference to Health and Social Care in Buckinghamshire.

Our priorities in 2017/18 were

- Mental health and Wellbeing
- Prevention and Primary Care
- Transition to and within Social Care

See Appendix 1 for how the projects and marketing that we did last year reflected those priorities.

### Inputs and decision-making process

Appendix 2 shows the different things that feed into how we decide our priorities - in addition to what we have done so far. These are

- Analysis of our Voices (feedback);
- Signposting call topics (what people have contacted us to ask questions about);
- Staff and volunteers views;
- The priorities of other local Healthwatch;
- The Buckinghamshire Oxfordshire and Berkshire West Sustainability and Transformation Partnership;

- Buckinghamshire Integrated Care System Priorities
- Bucks Healthcare Trust Priorities;
- Bucks Health and Wellbeing Strategy; and
- Communities, Health & Adult Social Care Executive Summary Business Unit Plan.

All this is looked at by our decision-making Panel and our Board (the committees that help us make these kind of important decisions). The Healthwatch Bucks Board then finally agree the priorities at our Public Board meeting in March 2018 in time for the start of the financial year on 1 April 2018.

## Priorities

Reviewing the information above, it is clear that there is lots of change going on locally. There is lots of work being done on - how services work together to deliver care that is centred on the patient or service user and helps them lead a better life at home. Improving primary care continues to be important and so does mental health. Healthwatch Bucks will therefore keep the priorities it had last year - putting social care at the top of the list:

- Social Care and Transition (how people move to and from social care from other services e.g. hospitals)
- Mental health and Wellbeing
- Prevention and Primary Care

Healthwatch Bucks works across the whole of health and social care. These priorities will help us decide where to focus our work. We listen to what you have to say; we influence so other people are listening to what you have to say; and we make sure that what you have to say makes a difference.

## Appendix 1 - Reports Published

Approved	Project (publication date)	Mental health and Wellbeing	Prevention and Primary Care	Transition to and within Social Care
Ongoing	PPG Project (n/a)			
Ongoing	Dignity in Care (ongoing)			
2016-17	Partners in Maternity (2017-18)	(secondary care)		
2016-17	Community Transport (2017-18)			
2016-17	Action on Hearing Loss (2017-18)			
2016-17	Learning Disability (2017-18)			
2016-17	1000 voices report			
2017-18	Telecare (2017-18)			
2017-18	Street view – community pharmacy (2017-18)			
2017-18	Hospital pharmacy - enter and view (2017-18)			(secondary care)
2017-18	GP Patient Experience Report Follow up			
2017-18	Dentistry follow up			
2017-18	GP Enter and View			
2018-19	Mystery shopping - No fixed abode (2018-19)			
2018-19	Dignity, respect and self-harm (2018-19)			
2017-18	CAMPAIGN – 1000 voices			
2017-18	CAMPAIGN – Real Stories			

## Appendix 2

### Priority Areas from Voices

In 2017-18 our top three areas of feedback have consistently been:

- GP Appointments
- Staff (receptionist attitudes)
- Quality of care

### Signposting call topics top topics

- Mental Health
- Social Care

### Priority Areas from Board Staff and Volunteers

General feedback was that people felt last years' topics were still relevant but it would be important to have a focus on social care and mental health. There was one piece of feedback that emphasised the need to look at transitions and pathways across services.

### Healthwatch England Priorities across Healthwatch published December 2017

- Mental health services
- Social care services
- Services working better together
- Hospital care
- GP and dental services

[https://www.healthwatch.co.uk/news/public-set-top-health-and-social-care-priorities-2018?mc\\_cid=430596f300&mc\\_eid=f0158dc836](https://www.healthwatch.co.uk/news/public-set-top-health-and-social-care-priorities-2018?mc_cid=430596f300&mc_eid=f0158dc836)

### Buckinghamshire Oxfordshire Berkshire West Strategic Transformation Partnership Priority Areas

- **Prevention** - Improving the wellbeing of local people by helping them to stay healthy, manage their own care and identify health problems earlier
- **Organising urgent and emergency care** so that people are directed to the right services for treatment, such as the local pharmacy or a hospital accident and emergency department for more serious and life threatening illnesses
- Improving **hospital services**, for example making sure that maternity services can cope with the expected rise in births
- Enhancing the range of **specialised services**, such as cancer, and supporting Oxford University Hospitals NHS Foundation Trust as a centre of excellence
- Developing **mental health services**,
- **Integrating health and care services** by bringing together health and social care staff in neighbourhoods to organise treatment and care for patients

- Working with **general practice** to make sure it is central to delivering and developing new ways of providing services in local areas
- Ensuring that the amount of money spent on **management and administration** is kept to a minimum so that more money can be invested in health and care services for local communities
- Developing our **workforce**, improving recruitment and increasing staff retention by developing new roles for proposed service models
- Using **new technology** so patients and their carers can access their medical record online and are supported to take greater responsibility for their health.

<https://bobstp.org.uk/what-is-the-stp/priorities/>

### **Integrated Care System Priorities**

- Improving 24 hour access to urgent primary care
- Introducing better, simpler models of care for people with diabetes
- Delivering a new streamlined approach for people with musculoskeletal problems
- Integrated Community teams and Community Hubs: Piloting new ways of joining up

<https://democracy.buckscc.gov.uk/documents/s97988/Health%20and%20Social%20Care%20Integration%20Slides.pdf>

### **Bucks Healthcare Trust Priorities**

- Quality
- People
- Money

[https://democracy.buckscc.gov.uk/documents/s97987/Intro%20to%20BHT%20HASC\\_June17.pdf](https://democracy.buckscc.gov.uk/documents/s97987/Intro%20to%20BHT%20HASC_June17.pdf)

[http://www.buckshealthcare.nhs.uk/Downloads/About--Policies-and-Strategies/Bucks%20NHS%20BHT%20Way\\_FIN.pdf](http://www.buckshealthcare.nhs.uk/Downloads/About--Policies-and-Strategies/Bucks%20NHS%20BHT%20Way_FIN.pdf)

### **Clinical Commissioning Group priorities**

6 Clinical Priority areas:

- Mental Health
- Dementia
- Learning Disabilities
- Cancer
- Diabetes
- Maternity

<https://democracy.buckscc.gov.uk/documents/s97986/CCGs%20Intro%20for%20HASC%20Jun%202017%20final.pdf>

### **Adult Social Care and Public Health**

Our vision: People lead their own lives and fulfil their potential in safe, healthy and thriving communities

- help people to help themselves, promoting wellbeing and self-reliance at all stages of their

- lives
- support vulnerable people to be safe and in control, making choices about how they live
- support communities to be strong, healthy, safe and resilient

Key Adult Social Care and Public Health work strands:

- Prevention - Supporting people to remain healthy, safe and independent for longer and reducing and delaying demand on services
- Health and social care integration
- Supporting the sustainability and diversity of suppliers
- Modernising social care
- Improving transition for young people from children's to adult services

[https://democracy.buckscc.gov.uk/documents/s97985/Adult%20Social%20Care%20and%20Public%20Health%20intro%20for%20HASC\\_13%20June.pdf](https://democracy.buckscc.gov.uk/documents/s97985/Adult%20Social%20Care%20and%20Public%20Health%20intro%20for%20HASC_13%20June.pdf)

## Health and Wellbeing Strategy 2016-2021

- Give every child the best start in life
- Keep people healthier for longer and reduce the impact of long term conditions
- Promote good mental health and wellbeing for everyone
- Protect residents from harm
- Support communities to enable people to achieve their potential and ensure Buckinghamshire is a great place to live

<https://www.buckscc.gov.uk/media/4509402/jhws2017april.pdf>

If you require this report in an alternative format, please contact us.

Address: Healthwatch Bucks

6 Centre Parade,  
Place Farm Way,  
Monks Risborough,  
Buckinghamshire  
HP27 9JS

Phone number: 0845 260 6216

Email: [info@healthwatchbucks.co.uk](mailto:info@healthwatchbucks.co.uk)

Website URL: [www.healthwatchbucks.co.uk](http://www.healthwatchbucks.co.uk)

Twitter: @HW\_Bucks

Facebook: HealthWatchBucks

Governance: Healthwatch Bucks Ltd. is a company (Registration number 08426201) which is a wholly owned subsidiary of Community Impact Bucks a Charity (Registration number 1070267).

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

© Copyright Healthwatch Bucks 2018

