

Title	Healthwatch Bucks Update
Date	19 March 2019
Report of:	Healthwatch Bucks Annual Update
Lead contacts:	Jenny Baker, OBE, Chair, Healthwatch Bucks

Purpose of this report:

This report is designed to update the Health and Wellbeing Board on the work of Healthwatch Bucks.

Summary of main issues:

This is an annual presentation designed to give the Health and Wellbeing Board an insight into the work of Healthwatch Bucks. The presentation will provide an update on key elements of performance for this financial year and sets out our proposed service model and activities for next year, having just been awarded a new three-year contract by Bucks County Council. Below is a summary of how we intend to take forward the new phase of our work:

- Healthwatch Bucks awarded new contract to provide core Healthwatch activity plus subcontract to seAp for Independent Health Complaints Advocacy
- Additional work on behalf of BHT and the CCG, the latter to support development of GP Patient Participation Groups
- Priorities for next year: Social Care, Primary Care and Mental health – alongside cross-cutting themes of digital technology and service access
- Care home visit programme to continue, with expanded scope to include GP surgeries and day opportunity centres
- We will build on our work to ensure voices of under- represented groups are heard, including veterans, the LGBTQ+ community, BAME groups, travellers, etc
- We will continue to represent the patient/service user voice at all levels, both locally and regionally, as the ICS develops

Recommendation for the Health and Wellbeing Board:

Consider how Healthwatch Bucks can help you by:

- making sure the user voice is front and centre of decision making
- showing you what people really think about their health and social care services
- listening to underrepresented groups about difficult issues
- providing independent user-led recommendations to improve services

Consider how you can help Healthwatch Bucks by:

- promoting us to your users and staff – and we can share the work you do

- encouraging your communities to participate in Healthwatch activity, feeding back on services or through volunteers capturing views
- collaborate with us – we can deliver independent engagement for you
- prioritising health and social care in emerging community boards, informed by intelligence gathered by Healthwatch from local service users
- listen to and act on the insights that we bring
- keep in touch - sign up for our newsletter and come to our next annual report launch

Background documents:

To access our current reports, please visit our website - <https://www.healthwatchbucks.co.uk/category/results/>

To see our new operational plan and priorities for next year, please access the most recent board papers, to be found here:

<https://www.healthwatchbucks.co.uk/2020/01/board-meeting-26-february-2020/>