

Date: 22 July 2021

Title: Healthwatch Bucks Annual Report 2020/21

Author and/or contact officer: Jenny Baker, Chair; Zoe McIntosh, Chief Executive

Report Sponsor: Cllr Angela Macpherson

Report for information/decision or approval: For information

Related: Health and Wellbeing Recovery Plan (Bucks Council); Live Well, Stay Well, Age Well JHWBS Action Plan.

Recommendations: Key recommendations for the Board and its members are:

- to note the work and achievements of Healthwatch Bucks in 2020/21
- to note Healthwatch Bucks plans and priorities for 2021/22
- to consider how Healthwatch Bucks can further help the Health and Wellbeing Board and health and social care providers ensure the residents' voice is well represented in decisions made about health and social care during recovery from Covid-19 and beyond.

Executive summary

1.1 This is an annual presentation designed to give insight to the Health and Wellbeing Board on the work of Healthwatch Bucks, providing an update on key elements of our performance and impact in 2020/21 and our plans and priorities for the year 1 April 2021-30 March 2022.

Content of report

1.2 This recently published Annual Report covers the organisation's outcomes and impact during the pandemic including delivery of the first year of our new 3+2 year contract with Bucks Council. The presentation will reflect the need for continued collaboration across the system to address the health inequalities that Covid 19 has brought to the forefront. Below is a summary of how we are taking forward the next phase of our work:

- Healthwatch Bucks continues to provide core Healthwatch activity (as defined in the Health and Social Care act 2012) plus the Independent Health Complaints Advocacy services via our subcontractor, The Advocacy People (previously known as 'seAp')
- We also undertake distinct Community Engagement work as additionally contracted by Bucks Council.

- Additional work on behalf of BHT and the CCG, the latter to support development of Patient Participation Groups within PCNs
- Priorities for current year: Covid 19 Response and Recovery in Health and Social Care, Primary Care and Mental Health- with cross-cutting themes of lesser heard voices and integrated care.
- Our Enter & View work was paused during the pandemic but we are looking to restart this when safe to do so, potentially on Day Opportunities services.
- We will build on our work to ensure voices of underrepresented groups are heard, with strong focus on BAME groups and those living in social deprivation.
- We will continue to represent the patient/service user voice at all levels, both locally and regionally through the ICS and ICP.

Consultation and communication

1.3 Community engagement and consultation is central to our work as a local Healthwatch. Our findings are published in reports disseminated widely across the county and nationally via Healthwatch England and the Care Quality Commission. Our year's work is also summarised in this Annual Report and a shorter Impact report, both of which are widely circulated.

Next steps and review

No further action required.

Background papers

To access our just published Annual Report 2020/21 visit:

[Annual Report 2020-21 — Healthwatch Bucks](#)

Our project reports from 2020/21 please visit:

[Results Archives — Healthwatch Bucks](#)