

# Health & Wellbeing Board

## Buckinghamshire

### Healthwatch Bucks Annual Report and update

**Date:** 21<sup>st</sup> September 2023

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**Report Sponsor:** John Meech, Chair, Healthwatch Bucks

**Consideration:**       **Information**       **Discussion**  
                                   **Decision**               **Endorsement**

Please indicate to which priority in the Joint Local Health and Wellbeing Strategy, [Happier, Healthier Lives Strategy \(2022-2025\)](#) your report links to.

Start Well	Live Well	Age Well
<input type="checkbox"/> Improving outcomes during maternity and early years	<input type="checkbox"/> Reducing the rates of cardiovascular disease	<input type="checkbox"/> Improving places and helping communities to support healthy ageing
<input type="checkbox"/> Improving mental health support for children and young people	<input type="checkbox"/> Improving mental health support for adults particularly for those at greater risk of poor mental health	<input type="checkbox"/> Improving mental health support for older people and reducing feelings of social isolation
<input type="checkbox"/> Reducing the prevalence of obesity in children and young people	<input type="checkbox"/> Reducing the prevalence of obesity in adults	<input type="checkbox"/> Increasing the physical activity of older people

None of the above? Please clarify below:

Healthwatch Bucks is your local health and social care champion. We make sure NHS leaders and other decision makers hear your voice and use your feedback to improve care.

### 1. Purpose of report

1.1 Healthwatch Bucks is the Local Healthwatch for Buckinghamshire. We are one of over 150 Independent Local Healthwatch organisations set up by the government under the Health and Social Care Act 2012. Our role is to ensure that health and social care services put the experiences of people at the heart of their work. The report outlines the projects we have been working on over the last quarter.

### 2. Recommendation to the Health and Wellbeing Board

2.1 Not Applicable

Start Well	Live Well	Age Well
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### 3. Content of report

## Healthwatch Bucks update

September 2023

**This paper summarises recent project work we have undertaken in relation to health and social care services, as aligned with the priorities of the Joint Health & Wellbeing Strategy.**

### Live Well

#### Annual Report 2022–23

**We've published our annual report for 2022–23 – a document that pulls together information about the work we did on behalf of Buckinghamshire residents last year.**

As the local health and social care champion, we've spent the past 10 years making sure that the voices of local people are heard by those who commission, deliver, and make decisions about services.

We share feedback with the right people so it can make a difference, improving health and social care for the whole community.

#### Our year by numbers

In 2022–23, Healthwatch Bucks...

- Listened to **1,328** health and social care experiences that were shared with us by local people.
- Provided help and support to people who asked for it through **159** signposting requests.
- Published **7** reports on local health and social care services.
- Attended **232** meetings with key stakeholders to represent the interests of Buckinghamshire residents.
- Benefited from the support of **21** generous volunteers who gave **1,910** hours to help us make health and social care better for people in our community.

Download and read the report [here](#).

## ‘What are pharmacies for?’ Our report on the role of community pharmacies in primary care

In 2017, we asked:

- What people knew about the services offered by their community pharmacy.
- What services they used – and, just as importantly, why they might not use them.

In 2023 and beyond, there are plans to expand the services that pharmacies can offer as part of a plan to improve access to primary care.

We wanted to find out if people were more aware of the services that are available five years after our original investigation and following the Covid-19 pandemic.

### What we did

Healthwatch Bucks developed a survey which was online from 5 April to 13 June 2023. We also collected responses directly from the public at four libraries and by visiting seven other community spaces, groups, and events.

We looked at data across several different demographics. We considered whether respondents live in what are often referred to as ‘levelling up’ wards. In Buckinghamshire, there are 10 levelling up wards, defined as areas “where residents experience a combination of inequalities.”

### Key findings

In 2017, the number of people aware that some pharmacies could offer services also provided by a GP surgery was just over half of those we talked to. In 2023, just over three quarters of respondents were aware of these services.

We found that those under 56 years of age, and those who identified as an ethnicity other than White British, were less aware of the range of services that could be offered at a pharmacy (as well as at a GP surgery) than their counterparts.

We looked at awareness of services including:

- Dispensing and disposing of medicines
- Treatment of minor conditions and healthy living services
- Advice on medicines prescribed
- Flu vaccination
- Blood pressure checks

- Sexual health services and Ask ANI

### Key recommendations

We recommend that the Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board (BOB ICB) should work with Community Pharmacy Thames Valley (representing local pharmacy contractors) and community pharmacies to:

- **Increase publicity to improve awareness of services in line with the NHS delivery plan for recovering access to primary care.**

We recommend that Buckinghamshire Council works with service providers to:

- **Encourage more people to use healthy living services at pharmacies.**

We recommend that Community Pharmacy Thames Valley:

- **Enables patients to feed back their experiences of visiting community pharmacies so that these can be used to help improve services.**

Download and read the report [here](#).