

**Date:** 7 July 2020

**Title:** Healthwatch Bucks Annual Report 2019/20

**Author and/or contact officer:** Jenny Baker, Chair; Miguel Souto, Interim Chief Executive;

**Report for information/decision or approval:** For information

**Related [Joint Health and Wellbeing Strategy](#) Priority:** All five strategic priorities are relevant to Healthwatch Bucks activities in 2019/2020.

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

- to note the work and achievements of Healthwatch Bucks in 2019/20
- to note Healthwatch Bucks plans and priorities for 2020/21
- to consider how Healthwatch Bucks can further help the Health and Wellbeing Board and health and social care providers improve people's health and wellbeing, especially during recovery from Covid-19.

### **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 performance and impact in 2019/20 and looking ahead to plans and priorities for the ensuing year.

### **Content of report**

1.2 The just published Annual Report covers activities and impact in eleven months up to the Covid-19 outbreak in March 2020. The presentation will reflect the need for greater collaboration with system players in the aftermath of the epidemic. We also set out our service model and priorities for 2020/21 in the context of our new three-year contract with Bucks Council. There are suggestions for further collaborations and how Healthwatch Bucks will continue to represent the patient/service user voice at all levels in the wake of Covid-19.

Below is a summary of how we are now taking forward the new phase of our work:

- Healthwatch Bucks is now working to provide core Healthwatch activity plus Independent Health Complaints Advocacy via our subcontractor, The Advocacy People
- Additional work on behalf of BHT and the CCG, latter to support development of Patient Participation Groups within PCNs

- Priorities for current year: Social Care, Primary Care and Mental Health- with cross-cutting themes of digital technology and service access
- Care home visit programme to continue and when safe we will recommence *Enter & Views* with expanded scope to include GP surgeries and day opportunity centres
- We will build on our work to ensure voices of underrepresented groups are heard, with strong focus on BAME groups.
- We will continue to represent the patient/service user voice at all levels, both locally and regionally as the ICS and ICP evolves.

### **Consultation and communication**

1.3 Consultation is inherent in our work as a core purpose of local Healthwatch. Our findings are published in reports disseminated widely across the county and nationally via Healthwatch England. We synthesise our year's work into the Annual Report, also widely circulated.

### **Next steps and review**

No further action required.

### **Background papers**

To access our just published Annual Report 2019/20 visit:

<https://www.healthwatchbucks.co.uk/category/results/>

Our Dignity in Care Annual Report can be found here:

<https://www.healthwatchbucks.co.uk/2020/06/dignity-in-care-annual-report-2019-20/>

Reports for individual reports including Enter& View visits to care homes can be seen here:

<https://www.healthwatchbucks.co.uk/category/results/>