

# Somerset Health and Wellbeing Board

27 September 2018

## Healthwatch Somerset Update Report

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	<b>Seen by:</b>	<b>Name</b>	<b>Date</b>
<b>Report Sign off</b>	Relevant Senior Manager / Lead Officer (Director Level)	N/A	
	Cabinet Member / Portfolio Holder (if applicable)	N/A	
	Monitoring Officer (Somerset County Council)	Scott Wooldridge	19/09/18

<b>Summary:</b>	This is an update report on Healthwatch Somerset's activity since May 2018 when we last presented. It provides an overview of our work and a summary of our public engagement activity on the NHS 111 service.
<b>Recommendations:</b>	<b>1. Considers and comments on the progress of Healthwatch Somerset against the agreed priorities in the 2018/19 workplan.</b>
<b>Reasons for recommendations:</b>	To make the Health and Wellbeing Board aware of the progress of Healthwatch Somerset against its annual priorities and to share the public response to the 111 survey.
<b>Links to Somerset Health and Wellbeing Strategy</b>	Healthwatch Somerset is a statutory member of the Health and Wellbeing Board and committed to supporting the delivery the Health and Wellbeing Strategy through its work.
<b>Financial, Legal and HR Implications:</b>	None
<b>Equalities Implications:</b>	None
<b>Risk Assessment:</b>	None

## 1. Engagement

### 1.1. NHS 111 Service Survey

- Live from 11 June to 31 August 2018.
- 662 responses.
- 39 events attended to engage with the public.
- 46 group contacted electronically.
- Online presence through website, Facebook and Twitter.

- Press release picked up by Somerset Live, Somerset County Gazette, BBC Points West, BurnhamonSea.com and Tone fm.
- Radio interview with BBC radio Somerset and Glastonbury FM.
- Report to be released late September and a verbal update on the results will be given at the HWBB meeting on 27 September.

## **1.2. Evaluation of Somerset Safeguarding Service User Feedback Process**

- Research proposal written.
- The aim will be to test and evaluate methods of service user engagement that can be embedded into the adult safeguarding referral process going forward.
- The engagement will take to form of telephone interviews and focus groups and will take place between October and December.
- The report will be ready in early February 2019.

## **1.3. Health Visitor Service in Somerset**

- Initial conversations have taken place with the SomPar and the public health team about the service.
- Follow up meeting was planned for 3 September but this has been postponed until 23 October at the public health team's request.
- To ensure Healthwatch Somerset bring user feedback to this meeting some initial engagement has taken place. A verbal update of these findings will be provided at the HWBB meeting on 27 September.

## **1.4. Enter and View**

8 volunteers have been Enter and View trained. Adult Safeguarding training is planned for 20 September. Following this training Healthwatch Somerset will be able to carry out Enter and View visits.

## **1.5. County Tour**

- Healthwatch Somerset plan to tour the County in March 2019. The aim will be to visit as many communities as possible asking for views and feedback on health and social care services across the county.

## **2. Governance**

- 2.1.** The permanent Healthwatch Somerset Board has now been recruited. Judith Goodchild has been appointed Chair, Virginia Roberts has been appointed as the board member leading on Childrens Services and Alan Briggs has been appointed as the board member leading on Mental Health.
- 2.2.** Healthwatch Somerset now has a place on the Fit For My Future Programme Board.

## **3. Volunteers**

- 3.1.** 9 new volunteers have been recruited since April 2018.
- 3.2.** The number of hours given by Healthwatch volunteers since April 2018 exceeds 350.