

Somerset Health and Wellbeing Board

28 May 2019

Report for decision

Healthwatch Somerset Impact Report 2018/19

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	Seen by:	Name	Date
Report Sign off	Relevant Senior Manager / Lead Officer (Director Level)	Louise Woolway	03/06/19
	Cabinet Member / Portfolio Holder (if applicable)	Christine Lawrence	03/06/19
	Monitoring Officer (Somerset County Council)	Scott Wooldridge	05/06/19

Summary:	Healthwatch Somerset are bringing a summary of their Annual Impact Report 2018/19 to the board for consideration.
Recommendations:	That the Health and Wellbeing Board: <ol style="list-style-type: none">1. Considers and comments on the progress of Somerset Healthwatch to date and the agreed priorities for the 2019/20 workplan.2. Agrees that all Somerset County Council Public Consultations around Health and Social Care be shared with Healthwatch Somerset for promotion.
Reasons for recommendations:	<ul style="list-style-type: none">To update the Health and Wellbeing Board on the activities and progress of Healthwatch Somerset.To make the Health and Wellbeing Board aware of the public's voice on health and social care matters.To ensure that any consultations run by Somerset County Council are independently promoted.
Links to Somerset Health and Wellbeing Strategy	Healthwatch is a statutory member of the Health and Wellbeing Board and committed to supporting the delivery the Improving Lives strategy. The public voice has an important role to play in all Improving Lives Priorities.
Financial, Legal and HR Implications:	None
Equalities Implications:	None
Risk Assessment:	None

1. Overview

- 1.1. 1,816 people shared their health and social care story with us.
- 1.2. We have 42 volunteers helping to carry out our work. In total, they gave up 1,280 hours (equivalent to 170 days).
- 1.3. 152 people accessed Healthwatch advice and information online or contacted us with questions about local support.
- 1.4. We visited 9 services and 98 community events to understand people's experience of care. From these visits, we made 19 recommendations for improvement and 13 were adopted by services.
- 1.5. We reached over 281,000 people through our social media, and 24,000+ viewed our website. An increase which exceeds 100%.
- 1.6. We have secured a place on 26 strategic meetings.

2. Reports

- 2.1. NHS 111 Service Report – October 2018
- 2.2. Enter & View Report: Able2achieve – November 2018
- 2.3. Somerset Young Carers Report – March 2019
- 2.4. Evaluation of Somerset Safeguarding Service: User feedback process – April 2019
- 2.5. Health Visitor Report (draft) – June 2019

3. 2019/20 Priorities

- 3.1. Our priorities for the year ahead are:

1. Access to Child and Adolescent Mental Health Services
2. Access to primary care appointments
3. The availability of community support

These are based on the feedback we have received, what we hear at strategic meetings and by engaging with key partners. 50 people told us what they believed our priorities should be.

4. Background papers

- 4.1. The above is just a summary of the Healthwatch Somerset 2019/20 Impact Report. The full report will be shared with the Health and Wellbeing Board once the final editing has taken place.