

Somerset Health and Wellbeing Board

24 May 2018

Healthwatch Somerset Annual Report

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	Seen by:	Name	Date
Report Sign off	Relevant Senior Manager / Lead Office (Director Level)	Christina Gray	02.05.18
	Cabinet Member / Portfolio Holder (if applicable)	Christine Lawrence	
	Monitoring Officer (Somerset County Council)	Scott Wooldridge	09.05.18
Summary:	From 1 st October Evolving Communities took over the Healthwatch Somerset Contract. The first 6 months have been focused on contract mobilisation. From 1 st April Healthwatch Somerset has agreed Priorities for the 2018/19 workplan.		
Recommendations:	That the Health and Wellbeing Board: <ul style="list-style-type: none">• Considers and comments on the progress of Somerset Healthwatch to date and the agreed priorities for the 2018/19 workplan.		
Reasons for Recommendations:	To make the Health and Wellbeing Board aware of the progress of the new Healthwatch Somerset contract and to share the 2018/2019 Priority areas for consideration.		
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 Health and Wellbeing Strategy through its work.		
Financial, Legal and HR Implications:	None		
Equalities Implications:	None		
Risk Assessment:	None		

1. Introduction

- 1.1. The contract for Healthwatch Somerset started on 1 October 2017. It is delivered by Evolving Communities CIC (formerly Healthwatch Wiltshire CIC).

Healthwatch Somerset is based in an office at Woodlands House, Woodlands Business Park, Bristol Road, Bridgwater TA6 4FJ. The first 6 months of the contract has focussed on contract mobilisation. This has involved securing a Somerset office, recruiting and inducting staff and appointing the interim board. Engagement activities started taking place from January 2018.

1.2. Staffing

Emily Taylor, Manager (30 hours)

Karen Ball, Marketing, Information and Signposting Officer (30 hours)

Jacque Franks, Engagement Officer (18 hours)

Julie Draper, Volunteer Officer (30 hours)

Karen and Jacque were previously employed by the Care Forum. Emily started in post on 12th February and Julie started in post on 9th April.

1.3. Governance

The appointed Interim Board was established on 19 February 2018 and the members are:

Judith Goodchild	Interim Chair
David Boyland	Interim Board Member
Cliff Puddy	Interim Board Member
Bob Champion	Interim Board Member
Mike Hodson	Interim Board Member
Rachel Mason	Interim Board Member

Meetings have taken place on 19th February 26th March and 30th April.

2. Communication, Website and Public Engagement

2.1 Communication

- We have reached over 118,000 people through social media in the last 12 months. We have Facebook, Twitter and Instagram accounts set up.
- We have a monthly ebulletin that reach 190 people each month. The aim of these e-bulletins is to give a monthly round-up of news with opportunities for readers to click through to the Healthwatch Somerset website.

Working with a consultancy, we aim for one story a month to share externally through various channels including the local media to increase awareness about the work of Healthwatch Somerset.

2.2 Website

- www.healthwatchsomerset.co.uk.
- We have created a new strapline and a new set of messaging for Healthwatch Somerset which is being placed on various channels including Healthwatch Somerset's website. New banners have been created to illustrate real people from the local area involved in engagement activities, so when a person visits the website they can see at a glance what the organisation is about and hopefully identify with the headlines and photos.
- The public can give feedback on health and social care experiences through the website.
- Over 8,700 people have looked for information on our website since 1st October 2017.

Our website hosts our volunteer portal.

2.3 Public Engagement

The following public engagement has taken place since 1st October. Public engagement has been limited whilst the contract has been mobilised. A programme of community engagement across Somerset in being planned to start from 1st June.

Date	Venue
8 January	Shepton Mallet
9 January	Frome
23 January	Yeovil
29 January	Minehead Library
6 March	Chard Library
12 March	Wellington Library
11 April	Victoria Park Community Centre, Bridgwater
16 April	Cheese & Grain, Frome
26 April	Community Connect Event for Village Agents at Cheddon Fitzpaine Memorial Hall

3. Volunteer Programme

3.1. Volunteers are vital to our service model for Healthwatch Somerset. Our aim is for Healthwatch Somerset to be known and recognised as providing a high quality and inclusive volunteering programme for local people to get involved. Activity has included:

- Publishing information about volunteering with Healthwatch Somerset online: <https://healthwatchsomerset.co.uk/volunteering/>;
- Inviting previous volunteers to apply with us and complete necessary paperwork for matching with roles;
- Initiating a mini-volunteering recruitment campaign.
- Staff members have met with individuals who would like to volunteer to get to know them better.

18 volunteers are now on our records with 14 of them attending a volunteer induction event on 20 February and 4 attending an induction on 17 April. 125 volunteering hours have been given to HWS between 1st October 2017 and 31st March 2018. The HWS work programme plan to grown volunteer numbers to 55.

4. Attendance at Key Meetings

4.1. The below table shows the meetings that Healthwatch Somerset will be represented at going forward.

Representation
Somerset Health and Wellbeing Board
Somerset Health and Wellbeing Board Executive Group
Bristol, North Somerset, Somerset and South Gloucestershire Quality Surveillance Group (BNSSSG QSG)
Somerset Clinical Commissioning Group Governing Body
Joint Strategic Needs Assessment Technical Working Group
Carers' Voice Solution Focused Workshops
Patient Participation Group Chairs Meeting (PPG)

Somerset Engagement Advisory Group (SEAG)
Somerset Pharmaceutical Needs Assessment Steering Group
Somerset Primary Care Joint Committee
Somerset Safeguarding Adult Board
South West Citizens Assembly
Voluntary Community and Social Enterprise (VCSE) Strategic Forum
Somerset Scrutiny for Policies, Adults and Health Committee
Somerset Partnership NHS Foundation Trust Patient and Public Involvement Group
Learning Disability Partnership Board Meetings
Yeovil District Hospital Patient Experience Group Meeting
Musgrove Park Hospital Patient Experience Group Meeting

5. 2018/19 Priorities

Over the next year we aim to be independent but well connected. We will form positive relationships with other organisations, grow our sphere of influence and ensure that the public voice is heard across the County. When setting priorities, the Interim Board considered the following information:

- A Legacy Report that details outcomes from project work undertaken under the last two years of the previous contract.
- Information regarding (possible) future engagement activities using local knowledge
- Information regarding key providers in Somerset
- Budget
- Volunteer availability
- Information from key stakeholders
- Current issues

5.1. Our priority areas for the coming year will be:

- The temporary closure of inpatient wards at Chard, Dene Barton and Shepton Mallet Community Hospitals by Somerset Partnership NHS Trust. Our focus will be on ensuring that the wards reopen and that public consultation takes place ahead of any planned closures in Winter 2018.
- Vocare - The 111 service was rated as 'requiring improvement'. We would like to hear from the public about their views of the service.
- Devon Doctors will take over the running of the Out of Hours services from April 2018 after it was previously rated at inadequate by the Care Quality Commission. We will be monitoring the service over the coming year.
- Out of County Placements for those with Learning Difficulties (LD). Somerset is known to be a 'net importer' of those with LD into residential facilities in the county. Concerns have been raised by Somerset Local Authority about the lack of oversight by placing authorities and we will work with key stakeholders to ensure that this improves.
- The South West Ambulance Trust service has been identified by the Care Quality Commission as needing to make improvements to its service. We will monitor the level of service received in Somerset over the coming year.
- Health Visitor transfer to Somerset County Council from Somerset Partnership NHS Trust. We will speak to local people about their experiences with the Health Visitor service and ensure that any concerns are flagged ahead of the move.