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| 1st October 2015 | ITEM: 8 |
| Health and Wellbeing Board | |
| Healthwatch Thurrock Annual Report | |
| Report of: Kim James Chief Operating Officer, Healthwatch Thurrock | |
| Accountable Head of Service: N/A | |
| Accountable Director: N/A | |
| This report is Public | |

Executive Summary

This annual report sets out to highlight some of the work Healthwatch Thurrock has achieved during the year 2014 – 2015.

Healthwatch Thurrock have spoken to over 7,000 residents both Adults and Children and Young people to ask their views on the services they receive within Health and Social Care Services and then fed those views back to the providers and Commissioners as appropriate.

Healthwatch Thurrock now provide the PALS service for primary care services in Thurrock, and have taken over 2,000 calls for information, advice and signposting, including finding a GP, a NHS Dentist, 100 hour pharmacies, how to find a residential home for someone with dementia. And support for many residents following diagnosis of a long term medical condition such as diabetes and COPD to find support groups within the Voluntary Sector.

Healthwatch Thurrock has also been able to support patients to tell the stories of their experiences using our local hospital BTUH to the Hospital Board of Directors, and have taken part in CQC visits and fed back concerns/issues and complaints from patients to the regulators.

Healthwatch Thurrock was able to support service users to help influence the decision to keep the Stroke Unit at BTUH rather than it be moved to Southend.

1. Recommendation(s)

1.1 That the Health and Wellbeing Board note Healthwatch Thurrock's Annual Report

2. Introduction and Background

Healthwatch Thurrock is an independent organisation commissioned by Thurrock Council to gather the views of the residents of Thurrock regarding both Health and Social Care Services. Healthwatch Thurrock covers both Adults and Children's Services.

Healthwatch Thurrock is a Local Healthwatch, but is part of a national body that covers the whole of England, with 54 local Healthwatch organisations. Healthwatch England leads the work at a national level and has access to both the Department of Health and Government Office to feedback concerns and issues collated by local Healthwatch Organisations to form a national picture.

Healthwatch have powers set in statute, those powers include;

- 1) The power to carry out Enter and View visits to both Health and Social Care premises where services are being delivered i.e. Residential and Nursing Homes, Primary Care Services and Hospitals
- 2) To produce reports with recommendations to providers and Commissioners regarding any concerns raised by service users or patients, and expect those recommendations to be implemented or reasons discussed if not.
- 3) The power to request information from providers and commissioners regarding services and receive that information within 20 working days.

Healthwatch Thurrock holds seats on the HWBB, HOSC and Safeguarding Board for both Adults and Children's and also on partnership Boards to ensure the voices of people are heard when decisions affecting them are being made, and to raise concerns when those decisions are in direct conflict with the residents views.

4. Reasons for Recommendation

- 4.1 Healthwatch Organisations are required to produce an annual report, and that report to be presented to HWBB, HOSC, Commissioners, HW England, NHS England, CCG and public.

5. Consultation (including Overview and Scrutiny, if applicable)

- 5.1 N/A

6. Impact on corporate policies, priorities, performance and community impact

6.1 N/A

7. Implications

7.1 Financial

Implications verified by: **Roger Harris**
Director of Adults, Health and Commissioning

No implications have been identified.

7.2 Legal

Implications verified by: **Roger Harris**
Director of Adults, Health and Commissioning

No implications have been identified.

7.3 Diversity and Equality

Implications verified by: **Roger Harris**
Director of Adults, Health and Commissioning

Healthwatch helps to ensure that the health and care needs of all Thurrock residents are being met. This includes influencing health and care organisations to ensure sufficient and appropriate provision exists, equity of access, and also quality of provision.

7.4 Other implications (where significant) – i.e. Staff, Health, Sustainability, Crime and Disorder)

N/A

8. Background papers used in preparing the report (including their location on the Council's website or identification whether any are exempt or protected by copyright):

- None

9. Appendices to the report

- Annual report

Report Author:

Kim James
Chief Operating Officer
Healthwatch Thurrock