

Update for Health and Wellbeing Board

David Shepherd, Chairman-Healthwatch Reading Trustee Group

Transition to Healthwatch and Healthwatch Launch

The launch of Healthwatch Reading took place on April 17th. Over one hundred people attended the event and we received very good feedback. Healthwatch will be holding its Annual General Meeting on Monday 1st July. At the AGM Healthwatch will elect a new Board made up of twelve people. Healthwatch has also recruited two new part time Development Officers to join the team. We also have a new website, which can be found at www.healthwatchreading.co.uk.

Healthwatch Voices Forum

Healthwatch will be piloting a new forum for engagement and feedback with the voluntary sector called Healthwatch Voices. This will be a quarterly forum to engage with local voluntary sector organizations, support groups and community organisations.

The aim of the forum is to:

- A stronger collective voice
- Influence Policy making and decisions
- Better services delivered, owned and shaped by its users

It will have the following objectives:

1. Get feedback on key local issues in health and social care
2. Provide an interface for Providers and Commissioners
3. Deliver workshops or seminars
4. Provide a platform for networking and greater information sharing

Voluntary Sector Commissioning

A meeting was organised by representatives of the Voluntary Sector to discuss input into Healthwatch and the Health and Wellbeing Board and to highlight any current issues. Two key issues arose from discussions. Firstly the number of and level of support services that is available in the voluntary sector that can be utilised to assist in saving costs. Secondly the engagement of local people that can be achieved through greater involvement of the voluntary sector. Healthwatch will meet with voluntary sector representatives ahead of all Health and Wellbeing Board Meetings to discuss any issues that they would like to raise.

Healthwatch Workplan Plan 2013-2014

The projects that Healthwatch will be focusing on this year are laid out in the workplan below.

Project	Aim
1. The physical care needs of people with mental health issues, are they recognised and treated appropriately?	Gain a better understanding of how mental health services in the new health landscape and explore avenues for greater user involvement in shaping these services.
2. The transition from children's mental health services to adult mental health services.	Gain an understanding of the scope of this issue in Reading and make recommendations for service improvement.
3. The role school nurses play in mental health for young people	Engage with young people and understand the level of support for young people available in schools.
4. Promoting and distributing the Support after Suicide Booklet.	Support families and individuals dealing with suicide.
5. Health and Social Care integration. The emerging relationship between Health and Social Care e.g. Delayed transfers of care	Gain an understanding of the scope of the issue on Reading and make recommendations based on feedback.
6. Home Care Service User project	To involve users in shaping Home Care Services.
7. A&E co-design project with RBH	Improve Emergency Services at the RBFT through user involvement and engagement.
8. Outpatient Appointments	Improve the Outpatient Experience of users by working with the Outpatient Working Group at RBFT
9. Transport	Explore & Understand transport arrangements for residents who are visiting patients, who have out-patient appointments and being discharged from hospital. Including the mapping of transport services provided by community organizations across Reading which potentially provide extra transport for vulnerable people and highlight any geographical gaps.

PPG Project

This project aims to support the development of local patient participation groups in GP surgeries across Reading. To engage members of the community in having an active voice in shaping local health and social services and explore ways to network the groups and work more closely with Healthwatch Reading. This is a one-year project from 1st April 2013, funded through the Partnership Development Fund.

Project Objectives	Project Outcomes	What will we do
1. PPG or patient feedback mechanism set up in every GP Surgery in Reading	Improved channels of communication between patients, commissioners and providers of services.	Development meetings with existing PPGs and identify areas for development. Carry out engagement events to encourage interest from the local population. Measure number of PPG/Patient Feedback mechanisms. Measure the number of people involved (at different levels).
2. Development of a mechanism to share information & ideas across PPG's, Healthwatch & Healthwatch Voices.	Improved health outcomes through patient focused provision.	Build ongoing relationships with N&W Reading Chairs Group and South Reading Patient Voice Group. Identify challenges and come up with responses & solutions. Measure the number of issues raised or feedback given.
3. Identify, collect and share best practice in PPG's.	Increased input of good quality feedback from the community to allow the shaping of services around patient needs.	Compile good practice documents. Measure the number of good practice resources developed.
4. Development of a toolkit with support information for PPG's.	Increased input of good quality feedback from the community to allow the shaping of services around patient needs.	Compile toolkit.

Suicide Support Information Booklet

Healthwatch Reading worked in partnership with local support organisations to produce a booklet for members of the general public who have been affected by the suicide of a member of their family. The booklet is currently going through final checks and will be ready for distribution in the next two months. The booklet was produced as part of a two-year project working with families who have been affected by the suicide of a family member. The feedback received highlighted the lack of support families received through this process. The booklet navigates families through the process highlighting where they can access support at each stage.

Home Care Users Research Project

We have just completed the project on Home Care Services in partnership with Reading Borough Council (RBC). In total we interviewed 57 people in their homes who receive Home Care. The aim of this project was to use service user input to shape the commissioning of these services. Their feedback will directly be used to shape Key Performance Indicators to be used by RBC in future commissioning. A summary report is in its final stages.