

## **Update for Health and Wellbeing Board**

David Shepherd, Chairman-Healthwatch Reading Trustee Group

### **Staff Team**

Healthwatch Reading has recruited two new part-time Development officers, with contracts running till March 2014. They started work on July 1<sup>st</sup>.

### **AGM**

Healthwatch Reading held their first AGM on July 1<sup>st</sup>. A new Board was elected, with some newcomers alongside some Board members from Reading LINK. Please visit the new Healthwatch Reading website for a full list of Board Member profiles, [www.healthwatchreading.co.uk](http://www.healthwatchreading.co.uk).

### **Healthwatch Workplan Plan 2013-2014: Update**

These are the projects that Healthwatch Reading will be focusing on this year.

#### **1. The physical care needs of people with mental health issues, are they recognised and treated appropriately?**

**Aim:** 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.

**Update:** Community engagement has taken place with 27 people so far and is ongoing. Feedback has included assumptions made about their physical health due to lifestyle, GPs have a lack of knowledge and lack of counseling support.

#### **2. The transition from children's services to adult.**

**Aim:** Gain an understanding of the scope of this issue in Reading and make recommendations for service improvement.

**Update:** Engagement with 17 young people so far. Issues so far include, lack of information about adult services and lack of engagement with young people in the handover.

#### **3. The role school nurses play in mental health for young people**

**Aim:** Engage with young people and understand the level of support for young people available in schools.

**Update:** Initial research has taken place and stakeholder engagement meetings have been held. Engagement with young people is underway.

#### **4. Promoting and distributing the Support after Suicide Booklet.**

**Aim:** Support families and individuals dealing with suicide.

**Update:** The launch of the booklet and report took place on Tuesday 10<sup>th</sup> September 2013, World Suicide Prevention Day. Dr Arek Hassy spoke about how

GPs could use this booklet and the booklet is now out for distribution. Copies can be obtained from Healthwatch Reading.

**5. Health and Social Care integration. The emerging relationship between Health and Social Care e.g. Delayed transfers of care**

**Aim:** Gain an understanding of the scope of the issue on Reading and make recommendations based on feedback.

**Update:** Healthwatch have met with RBC regarding speaking to local people about their experiences and gathering a picture of the service. Meetings are due to be held with other stakeholders and work will be undertaken to speak to local people about their experiences.

**6. Home Care Service User project**

**Aim:** To involve users in shaping Home Care Services.

**Update:** The final Home Care Service Users Research Project was published late July by RBC and Healthwatch in mid-July. A joint press release was also issued in the local paper. Healthwatch are continuing to work with RBC on the commissioning and review process for providers. We are also still interviewing people about their experiences and have a list of 13 people we will be interviewing.

**7. A&E co-design project with RBH**

**Aim:** Improve Emergency Services at the RBFT through user involvement and engagement.

**Update:** A meeting is scheduled with RBFT to look at next steps.

**8. Outpatient Appointments**

**Aim:** Improve the Outpatient Experience of users.

**Update:** Healthwatch are engaging with the RBH Outpatient Patient Experience Group to monitor this issue and deal with public queries.

**9. The Experience of Young Carers**

**Aim:** To understand the experiences of health and social care services by young carers

**Update:** Stakeholder meetings have been held and engagement with young carers is being set up to look at their experiences of services.

**10. A&E Services and the Eastern European Community**

**Aim:** To understand the level of use of A&E by these communities and promote education on appropriate use of services.

**Update:** Stakeholders being identified and meetings set up. We are trying to gauge the level of the issue and engagement with the Polish Community is being set up.

## **11. Patient Participation Project**

**Aim:** 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.

**Update:** Points of learning and information gathered in the first quarter of this project are currently being drafted into a short report for information sharing across the Reading PPG's. Much of this work highlighted how much top down information had been made available for practices to use when setting up their PPG's. Best practice examples will also be included.

We are conducting a review of Patient Participation Group (PPG) Information available to patients within GP practices, this will form part of the final report and learning will be shared with CCGs and Patient Voice Groups.

### **Healthwatch Voices Forum**

Healthwatch Reading held their first Healthwatch Voices Forum Meeting on October 17<sup>th</sup>. Over 30 different organisations were represented. They took part in a workshop run by the Nominet Trust about the value of feedback and tools and mechanisms to collect this. Healthwatch Reading gathered a number of issues from local voluntary and community sector organisations. A full report of the event will be available soon on our website.

### **Healthwatch England**

Healthwatch Reading took part in the first national Healthwatch Conference. Healthwatch England launched a consultation to review the complaints system for Health and Social Care Services. Their findings have shown that they don't work for consumers and they are pursuing this.