

1. Successes during 2013/14

1.1. Healthwatch Herefordshire (HWH) contributed to the HCCG Urgent Care Consultation, supporting the process and gathering independent information on views expressed about services. In conjunction with the Adult Safeguarding Board, HWH is promoting its '10 Principles of Care and Dignity'.

1.2. The local HWH model has enabled input from a wide cross section of networks ensuring opportunities for the public, including younger people, to be involved with, and champion the work of HWH. Effective and innovative governance and operational arrangements have been established, including the involvement of volunteers, existing networks, expertise and resources to support HWH activities and plans.

1.3. HWH has undertaken a range of engagement activities including outreach, publicity campaigns, launch event and our first public board meeting. HWH is providing independent health and social care information, advice, signposting and support to residents across Herefordshire. HWH is using this information and the evidence gathered to inform and influence the strategies of local, regional and national bodies, in which Board members and staff are fully involved and engaged.

2. Challenges during 2013/2014

2.1. To ensure that the people of Herefordshire understand the current and future major changes to the NHS and health and social care landscape. HWH must be part of informing the public, ensuring that the voice of the patient/service user is intrinsic in the implementation of plans to achieve safe changes. The impact of the shift of the acute health services into the community is yet to be realised.

2.2. HWH was commissioned in late March 2013. Following a necessary development phase, which included open and competitive board and staff recruitment processes, HWH established operations and public access to HWH services with effect from April 2013. The new model of delivery, including a full range of service functions became fully operational in Autumn 2013.

2.3. Ensuring that HWH makes the best use of limited resources requires focus on activities that inform the general public. HWH must also maintain a focus on the voices of people who would otherwise feel unable to get their views heard. As a new service, HWH acknowledges that local trust, relationships and confidence in the service needed to be quickly established and realised within the wider community.

3. Key Work for 2014/15

3.1 HWH will continue to promote and raise public awareness of its role and independence, particularly with people who otherwise wouldn't be able to, or feel less confident, in their ability to make their views known.

3.2 Work with key partners and stakeholders in relation to all health and social issues, with a focus on the integration of services, the move from acute to community based services and the use of self-management in the prevention of ill health and avoiding crisis.

3.3. Focus on the impact on older people and young people of health and social care service needs and changes.

HWH will use the following outcome measures to assess the impact it has had by the end of 2014/15: -

Local people will be saying...

- 'I know what HWH is and how it can help me'
- 'I feel HWH gave me a voice and I was taken seriously'
- 'HWH helped me make the right choice'
- 'HWH made my voice heard and services improved'
- 'They are on our side for health and social care with no fear or favour'
- 'They helped me/saved our ... so they're worth their weight in gold'

4. Key Areas of Risk for 2014/15

Area	Problem	Likelihood 1= Low 5= High	Impact	Level
Financial	Failure to control budget and commitment to workstreams, thereby compromising chosen activities and ability to deliver outcomes.	2	5	Medium
Reputational	HWH fails to become widely recognised by the general public as the local independent champion, or develops a reputation of being ineffective.	4	5	High
Operational	Dedicating time and resources to re-tendering processes compromises HWH focus on its key workstreams.	4	3	Medium
Operational	A wide range of requests distracts HWH from our priority outcomes and activities.	4	5	High

5. Areas and suggestions that might be beneficial for future input by scrutiny

- 5.1 The commissioning of Domiciliary Care services.
- 5.2 The role and support of volunteers, local communities and the Voluntary and Community Sector in future health and social care service delivery across the county.
- 5.3 The implementation of personal budgets for health and social care.

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