

## 1. Key work during 2014/15

Healthwatch Herefordshire (HWH) continued to champion the views of the public, patients and consumers of health and social care services across Herefordshire, consolidating and developing work across all key stakeholder and strategy groups. Further information can be found in our first Annual Report 2013/14

<http://www.healthwatchherefordshire.co.uk/resources/healthwatch-herefordshire-annual-report-2013-2014>. Key work during the year included: -

- Enter & View visits to 3 nursing homes & 3 hospitals focusing on people with dementia  
<http://www.healthwatchherefordshire.co.uk/enter-view-1>
- Co-ordination of an Adult Social Care Summit, publishing 7 statements for future action: -  
<http://www.healthwatchherefordshire.co.uk/adult-social-care>
- Healthwatch hosts 'Question Time' (around 90 attendees)  
[http://www.healthwatchherefordshire.co.uk/sites/default/files/report\\_final.pdf](http://www.healthwatchherefordshire.co.uk/sites/default/files/report_final.pdf)
- Participation in NHS PLACE visits

## 2. Successes during 2014/15

Highlights during the year included: -

- Adult social care statements produced from summit and cascaded to ASC services  
<http://www.healthwatchherefordshire.co.uk/adult-social-care>
- Led the establishment and set up of an 'Engagement Gateway' for Health & Social Care commissioners and providers in Herefordshire.
- '10 Dignity Challenge' principles endorsed in partnership with The Safeguarding Adults Board <http://www.healthwatchherefordshire.co.uk/news/healthwatch-herefordshire-endorses-dignity-challenge>
- HWH influence of the public voice into a range of health and social forums, organisations, services and structures (See appendix A)
- Revised health provision for young people through the Taurus Project in response to identified health needs of young people across the county.

## 3. Challenges during 2014/15

Ongoing efforts were required to: -

- Establish and maintain working relationships with key personnel in a changing health and social care landscape.
- Understanding how best to use and utilise the data that HWH has, as added value to the system.
- Establishing role and relationship with CQC during a period in which inspection regimes changed.
- Maintaining a focus on the voices of people who would otherwise feel unable to get their views heard.

## 4. Key Work for 2015/16

HWH will be focusing on: -

- Engagement & enter & view with people with sensory impairment and physical disabilities.
- Complaints systems review.
- Home care quality report.

- Safe medicines fortnight.
- Work engaging with children & young people.
- Participate in NHS PLACE visits.
- Hospital discharge system.
- Access to H&SC services in rural areas.
- Continue to raise public awareness about the role and independence of HWH, particularly with people who otherwise wouldn't be able to, or feel less confident, in their ability to make their views known.

HWH is monitored on a quarterly basis through a commissioning contract with Herefordshire Council. Progress against the following outcome indicators will be assessed by March 2016: -

#### 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'

#### 5. Key Areas of Risk for 2015/16

Area	Problem	Likelihood 1= Low 5= High	Impact	Level
Financial	Failure to control budget and commitment to workstreams, compromising activities and ability to deliver outcomes.	2	5	Low/Medium
Reputational	Maintaining independence within the local and social care system	3	4	Medium
Operational	Keeping focus on key priorities - Receiving wide range of requests that distract HWH from our outcomes and activities.	3	5	Medium/High
Political	Political changes affect Healthwatch services, activities (including statutory functions).	3	5	Medium/High

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

Emerging areas and suggestions include: -

- Homecare quality and provision across the county.
- Joint commissioning arrangements.
- The role of the Voluntary and Community Sector (VCS) in the health and social care economy.

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**Leads/ meetings represented as Healthwatch Herefordshire:-**

- **Paul Deneen** - Chair of Healthwatch, Health and Wellbeing Board. Health Overview & Scrutiny Committee, Healthwatch England, NHS England, Herefordshire Council, MP's.
- **Allan Lloyd** - Lead for Enter and View, cancer & Macmillan services rep for the Wye Valley Trust (WVT), attends the Wye Valley Trust Board, Wye Valley Stakeholder Group, Stroke Services Implementation Check and Challenge Group, Stroke Pathway Check & Challenge Group, and supporting volunteer recruitment.
- **Ian Stead** - lead for mental health and the 2gether Board, 2gether Service Experience Group, Enter & View, Cross Border Working Group, Taurus Governance Meeting, and also supporting volunteer recruitment.
- **Keith Andrews** - nominated deputy for the Health and Wellbeing Board and lead for the West Midlands Ambulance Service. Taurus Programme Board meetings.
- **Colin Javens** - leads for adult safeguarding board, safeguarding improvement process sub group, Autism Partnership Board, Homecare provider meeting, rep at the Hereford Disability United meetings, and adult social care.
- **Sheila Marsh** - leads for strategic commissioning issues and strategic planning for the Board. Clinical Commissioning Group board, Adult Social Care. Women's services. Systems Resilience Group.
- **Gwyneth Gill** - Children's Safeguarding Board, CYP Partnership Board, Young Person's Interest Groups (hvoss - Children's Interest Group and Youth Interest Group), Values Board Herefordshire Council, Voice of the Child Herefordshire Council.
- **Jacqui Bremner/Will Lindesay** - Taurus Governance Group, WVT Stakeholder, Quarterly Forum with Wales Community Health Councils, Frequent regional and national meetings with Healthwatch England & network partner as required.
- **Val Javens** - Engagement Gateway, CMTG, Dementia Implementation group, CHIG, Carers Hub, Quarterly operational Meeting with Care Quality Commission
- **Christine Price** - Multi Agency Provider Risk and Information Sharing Group Adult Social Care, Clinical Commissioning Group Quality Patient Safety Committee, Quality Surveillance Group NHS England regional meeting, Older People's Interest Group (hvoss), Children's Interest Group (hvoss), Carers Hub, Integrated Needs Assessment reference Group Herefordshire Council (formerly - Joint Strategic Needs Assessment) ref group, Quarterly Wye Valley Trust quality/PALS meetings, Safeguarding Performance Audit & Quality sub group, NHS Area Team Patient Experience Group, Quarterly Operational Meeting with Care Quality Commission, Quarterly Wye Valley Trust patient days.

