



Healthwatch WAM Strategic priorities 2016 and beyond

Help us to decide if these are the things you think we should be focussing on

Healthwatch WAM Purpose and Powers



- Healthwatch is the consumer champion for both health and social care.
- Our job is to listen to the experiences that people have of local health and social care and use them to help shape local services.
- We also have some Statutory powers that help us gain the information we need and allow us to meet key decision makers in the area
- Health and social care is a large and complex area and Healthwatch WAM is a small voluntary organisation so we have to prioritise our work on things where we think we can make most difference
- This presentation explains what we intend to focus on, taking into account what is happening nationally and locally in health and social care in WAM

National Background – Health and Social Care

- NHS and social care budgets are under pressure from rising demand - ageing population, rising life expectancy, medical advancements, demands from an increasingly affluent population
- Nationally the NHS response is their Five Year Forward View which sets out:
 - A radical upgrade in prevention and public health.
 - When people do need health services, patients will gain far greater control of their own care.
 - The NHS will break down the barriers in how care is provided between family doctors and hospitals, between physical and mental health, between health and social care.
 - Each area will be allowed to develop exactly how they do this by using a range of national models
 - Across the NHS, urgent and emergency care services will be redesigned to integrate between A&E departments, GP out-of-hours services, urgent care centres, NHS 111, and ambulance services.

What does that mean locally?

Our local council and CCG are responding by redesigning services to promote:

- Helping people keep themselves fit and well
- Self-management and prevention
- Primary care changes so more can be done by local GPs, including more support and training for them, better access to appointments etc.
- Person Centred co-ordinated in care for frail people
- Urgent Care overhaul
- Referral for treatment changes
- Improvements to Mental Health



How does that tie in with what you've told us about your concerns about health and social care?

- Local people are concerned about getting appointments with their GPs
- People who have experienced discharge from hospital when they have ongoing medical or social care needs think there is still room for improvement
- Some people are concerned about mental health services

So the services that are being changed are of real concern to local people and so we need to make sure local peoples voices are heard to inform and influence the changes proposed

Healthwatch WAM think this is a priority – Do you agree?



Specific Priorities about service changes

- **Prevention**, we want to understand better what will assist people to help themselves to keep healthy and make best use of health and social care services when they need them
- **Primary Care**, we want to understand how the changes proposed to make primary care more accessible, resilient and more able to deal with health problems locally rather than through referrals to acute services will work and make sure local views are taken into account in designing them
- **Frailty**, we want to focus on the service changes proposed to better integrate health and social care, and make sure changes are influenced by the experience of people with frailty or multiple conditions when they use services such as residential care and when they are admitted and discharged from hospital
- **Mental health for younger people**, we want to understand the problems and work with local people and providers to see what can be improved



Working with others

- Many of our health services are provided by organisations that work on a wider footprint than WAM. Each local authority has its own Healthwatch by working together with neighbouring Healthwatches we can pool our information and have a greater impact on providers of services.
- A priority for us is to organise co-operative work programmes with neighbouring Healthwatch particularly when it comes to issues relating to Frimley Park, Berkshire Health Care Trust and our local CCG as they work on services wider than just WAM.

Do you agree that it makes sense for us to work co-operatively with other Healthwatches?

Making sure local people know they can have their say



As well as work on specific service changes we think it is essential that Healthwatch increases local people's awareness that they can have a voice which can be put together with other voices and amplified so those voices can count and make a difference.

At a recent workshop with other local community organisations and people active in the local community there was a strong feeling that as a local Healthwatch we needed to do a much better job at getting our name and purpose out there This will therefore be a key priority over the coming months and years.

As WAM is "volunteer rich" we think we could make better use of and grow the number of volunteers we use. A key part of our strategy is to attract new volunteers as well as making better use of existing volunteers, including a clear training programme.

Healthwatch's role is not to advocate or deal with specific complaints. However, we are in a position to promote the complaints and advocacy services that are available. This is important as the processes are quite complex – so we want to make them easier for local people to understand.

Do you agree these should be priorities for Healthwatch WAM?

Feedback



- We would love to hear your views
- Please let us know your views on the specific questions we have asked or more generally
- Please feedback to info@healthwatchwam.co.uk by 14th September



Specific proposals to improve awareness and attract more volunteers



- Be clearer in how we communicate what we do to local people, specific interest groups and other voluntary and community groups
- Work more closely with other local community organisations so we can share information better
- Be clearer about what the volunteering opportunities we can offer are, how people can get involved, get training and make a difference by helping collect local people's views about services

Do you think these are the sorts of think that would improve local peoples awareness of Healthwatch WAM?