




**Healthwatch Slough - Health Scrutiny Meeting**  
Thursday 21<sup>st</sup> November 2013



## Health and Social Care Act 2012

- The Health and Social Care Act 2012 sets out that local Healthwatch will be established in April 2013
- A local Healthwatch will be an independent organisation, able to employ its own staff and involve volunteers, so it can become the influential and effective voice of the public. It will have to keep accounts and make its annual reports available to the public
- Building on the LINK Local Involvement Networks legacy



## What is Healthwatch Slough ?

New independent consumer champion for health and social care services.

Exist in 2 forms - Local Healthwatch and Healthwatch England

SBC commissioned partnership between



The aim of Healthwatch is to provide a service to individuals - giving advice or signpost people to information to help them make choices about health and care services.

It will give citizens a stronger voice to influence and challenge how health and social care services are provided locally & provide information to be used at a national level to inform policy and strategy



## What will Healthwatch Slough do?

- Enable people to share views and concerns about local health and social care services
- Provide evidence-based feedback to commissioners and providers, to influence and to challenge
- Provide, or signpost to, information about local services and how to access them
- Have a seat on the Health and Wellbeing Board
- Alert Healthwatch England and CQC to concerns about services
- Promote Consumer Rights in Health and Social Care



## The Healthwatch Slough Team

Marianne Storey - Executive Director Help and Care

Malcolm Rigg - Executive Director, Citizens Advice Slough

Colin Pill - Chair, Non Executive Director

Sarah Brown - Governance & Compliance Non Executive Director

Arvind Sharma - Diversity & Inclusion Non Executive Director

Vacant -

Recruiting now - Finance and Improvement Performance Non Executive Director

*Lay Members - Non Voting, Reserved seat CCG, Young Person, Volunteering and Projects to be appointed in 2014*

Staff Team - Caris Thomas (FT), Manvinder Sagoo (PT) & Arunjot Mushiana (PT)  
Regional Managers - Peter Munns & Janice Haynes



## What have Healthwatch Slough achieved

- Induction, training and team building
- Established effective Governance - Strategy, Service delivery and monitoring Contract & Service Level Agreements SLA
- Strengthened regional partnership with neighbouring Healthwatch organisations
- Taking part in regional and national Healthwatch England Conferences
- Establishing robust terms and reference and governance
- Develop our strategy on how we can become Slough's independent consumer champion, Being Credible and a Critical Friend



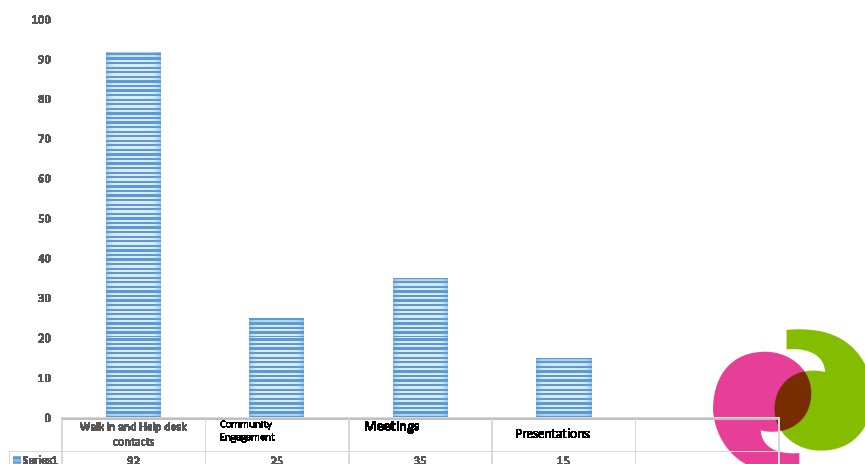
## Meetings with Key Providers

- Wexham Park Hospital
- Care Quality Commission (CQC)
- Slough Service Guide
- P3
- Creative Support,
- Patient Experience Panel Meeting
- Berkshire Healthcare Foundation Trust Meeting
- SEAP
- Discharge Processes Group
- Stroke Association
- Slough Volunteer Centre
- Public Health
  
- Slough Wellbeing Board
- Slough Clinical Commissioning Group (CCG)
- Slough Children's partnership Board
- Quality Surveillance Group (QSG)



## The Healthwatch Voice - Contacts, Meetings & Presentations

HEALTHWATCH SLOUGH CONTACTS APRIL - OCTOBER 2013



## The local voice “Consumer Comments”

- I have made a complaint to my local hospital, I have not received an acknowledgement please can you help me on the steps on what to do next?
- My mother has had a very unhelpful diagnoses with her GP, she has lost all confidence and will not go back what can I do?
- I have just been informed that my son will no longer receive the services from (CAMHS) Children and Adolescent Mental Health Service, he still needs this service what can I do?
- I need to complain about social services, I have been left in a situation and no one is telling me anything, please can you help.
- Where do I go to get help I am blind and need further support.?



## Healthwatch Current Projects & activities

- **Healthwatch Projects**
- Mapping access to GP appointments in Slough
- Sensory needs
- Wexham park hospital

- **Healthwatch Reports and findings**
- The LINK legacy document\*
- Launch of the Consumer Champion\*

\* Reports are available on the HWS website.



## The Healthwatch Plan 2014

- Community Champions recruitment Jan 2014
- The Healthwatch Slough Launch Feb 2014
- Appointment of Lay members
- Establishing and sharing the Healthwatch Slough key priorities
- Embedding the Board and governance
- Learning from the LINKs legacy
- Connecting and engaging with community organisations and individuals
- Representing and championing our local community
- Create an up-to-date resource directory for the signposting function
- Building effective relationships with key stakeholders
- Recruiting and training volunteers
- Establishing an effective communication and promotion strategy
- Always operate with integrity, independence and transparency

