

## **SLOUGH BOROUGH COUNCIL**

**REPORT TO:** Slough Wellbeing Board **DATE:** 19 July 2017

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**WARD(S):** A//

**Comment [RA1]:** Will you not be presenting this please?

### **PART I**

### **FOR INFORMATION**

#### **HEALTHWATCH SLOUGH ANNUAL REPORT 2016/17**

##### **1. Purpose of Report**

- 1.1 To present the Board with the annual report of Healthwatch Slough for 2016/17 and bring to the attention of the Board trends in public opinion with regard to health and social care services in Slough.

##### **2. Recommendation(s)/Proposed Action**

- 2.1 The Board is recommended to:
- a) Consider the report and note the impact that **Healthwatch** Slough has had in the last year; and
  - b) Note the organisation's ongoing work as consumer champion for health and social care services.

**Comment [RA2]:** To many 'notes'

##### **3. The Slough Joint Wellbeing Strategy, the JSNA and the Five Year Plan**

###### **3a. The Slough Joint Wellbeing Strategy,**

Healthwatch Slough contributes to the delivery of the Slough Wellbeing Strategy priorities by:

- providing an independent consumer voice,
- contributing positively to reducing inequalities and improving the health and wellbeing of our residents; and
- helping them live more positive, active and resilient lives.

###### **3b. Five Year Plan Outcomes**

Healthwatch Slough contributes to the delivery of the Five Year Plan outcome that "our people will become healthier and will manage their own health, care and support needs".

**Comment [RA3]:** When we updated the strategy last year we dropped the cross cutting themes that were a feature of the first strategy

**Comment [RA4]:** The wording of this is changed recently – I have included the 2017 version for you

##### **4. Other Implications**

- a) Financial - None.
- b) Risk Management - None.

c) Human Rights Act and Other Legal Implications - None

d) Equalities Impact Assessment – Healthwatch Slough has regard to the Equalities Act 2010 and a specific objective is to provide all sections of the local population with the opportunity to have their views and experience of health and social care listened to and **represented**.

**Comment [RA5]:** I have shortened this a bit –as I don't think you need all this detail

**Comment [RA6]:** All reports now need to include this summary section

5. **Summary**

- This report is for members to review the work of Healthwatch Slough during 2016/17.
- It outlines the work that has been undertaken by Healthwatch during the year and highlights their achievements and challenges.
- It also shows how they interact with the public, capture their opinions and reflect them back to commissioners of both health and social services.

6. **Supporting Information**

6.1 The Annual report (at Appendix A) outlines local people's experiences of accessing health and care services and how Healthwatch has provided people with information to help them navigate the complex health and social care system.

6.2 It also outlines the recommendations made by the Care Quality Commission (CQC), a number of providers and commissioners who responded to information requests and the impact Healthwatch has made on service improvement.

7. **Comments of Other Committees**

None to **date**.

**Comment [RA7]:** The Protocol between the SWB, health Scrutiny Panel and Healthwatch says that you will share your annual report with both committees, so you need to say here when that will happen. I'd have a word with Dave Gordon, Scrutiny officer here at the council so he can find you a slot on an upcoming agenda.

8. **Conclusion**

8.1 Healthwatch Slough is required to report on how it has delivered against its statutory activities and the impact of its work on the commissioning, provision and on the management of local health and care services. This service is due to be recommissioned from 1<sup>st</sup> July 2017.

9 **Appendices Attached**

A – Healthwatch Slough Annual Report 2016/17

10. **Background Papers**

None