

Item No. 12.	Classification: Open	Date: 2 May 2017	Meeting Name: Health and Wellbeing Board
Report title:		Healthwatch Southwark: Priorities for 2017/18	
Wards or groups affected:		Southwark wide	
From:		Aarti Gandesha, Healthwatch Southwark Manager	

RECOMMENDATIONS

1. The board is asked to note Healthwatch Southwark's priorities for 2017/18.

EXECUTIVE SUMMARY

2. HWS (Healthwatch Southwark) was created in April 2013, as part of the 2012 Health and Social Care Act reforms and is part of a local Healthwatch network that is supported by a national Healthwatch England body.
3. HWS's aim is to effectively represent the voice and needs of the local community and to encourage the wider Southwark population - including seldom heard voices - to speak out about their experiences of health and social care. By engaging with members of the public, Healthwatch Southwark learns about key issues and difficulties that local people encounter when using health and social care services.
4. The Healthwatch remit is large - we cover both health and social care for children and adults – therefore each Local Healthwatch identifies priority areas to help channel resources into work that will achieve the greatest impact for Southwark residents. Local Healthwatch choose priority areas in different ways, and all priorities are set within our local health and social care context.
5. In 2013, Southwark Council awarded Community Southwark the contract to deliver Healthwatch Southwark. In the first year, the Healthwatch Southwark team engaged with local people and launched four broad priority areas:
 - Access to GPs
 - Mental health
 - Sexual health
 - Social care
6. In September 2016, the Healthwatch Advisory Group felt it was time to engage with Southwark residents and key stakeholders on what we should be working on going forward. An approach for this refresh exercise was agreed at the Healthwatch Southwark Advisory Group meeting in September 2016. The group decided to gather:
 - **Views of local people / voluntary and community organisations representing local people** - we heard from 397 people.

- **Views of statutory organisations** - we received feedback from 10 organisations.
 - **Information from Healthwatch's information and signposting database** - 167 queries logged between January 2015 and December 2016.
7. Healthwatch England (HWE) provide guidance to local Healthwatch on how to select priorities – HWE recommend that there is a clear rationale for each priority area so that local people can understand how decisions have been made and why these priority areas are important to local people.
8. In March the Healthwatch Southwark Advisory Group came together to review this information and agreed a decision-making matrix for how priority areas should be chosen. They then short-listed the following priority areas, from the information gathered from local people, statutory organisations and from HWS's information and signposting database:
- Care at home – overstretched / insufficient provision
 - Nursing and care homes – quality issues and lack of provision
 - Continuity and coordination of care – focusing on leaving hospital
 - Support for unpaid carers – insufficient support, poorly communicated
 - District nursing and occupational therapy – long waits / non-attendance
 - Timely access to GPs / A&E waits
 - Mental health crisis care
 - Listening and attitudes among staff – including GPs and receptionists
 - Talking therapies – access and long waiting times
 - Child and adolescent mental health services (CAMHS)
 - Dentistry – fees
9. The Advisory Group discussed each of these priority areas against the criteria. This supported the staff team to choose priority areas for 2017/18, bearing in mind that there is one year remaining of the HWS contract:

1. Timely access to GPs

With a spotlight on:

- Choice and equality of access to GPs
- GP appointment systems
- Impact on other services
 - Streaming of patients at King's Hospital: This will involve supporting GP Fellows to carry out a two-week pilot trialling a new way of streaming patients. We have been asked to support by collecting feedback from patients
 - Evaluation of NHS England's winter communications materials: South East London Healthwatch organisations have been commissioned to get feedback from public on the 2016 campaign, to inform their Winter 2017 programme.

2. Going home

With a spotlight on:

- Step-down beds:
 - Follow up on recommendations made in our report, and action plan produced by Council/CCG and Lime Tree, and how this will be used to inform expansion of step-down.
 - Enter and View at Lime Tree to review progress against recommendations in our report.
- On-the-ground experiences of transfer of care - from staff, patients and carers.

3. Southwark's nursing homes

- Continue correspondence with Council and CCG regarding nursing care provision in Southwark.
- Engagement may be necessary if there are changes to provision.

4. Impact of caring on carers

- Engaging with unpaid carers on: awareness of rights and support available, assessments, support organisations available, respite care and impact on life/wellbeing.
- Hear from a range of carers including: carers of people with dementia, parent carers, young carers, carers of people with mental health problems, carers of people who are frail/older, carers of people at end of life, and carers of adults with complex needs.

5. Help in a mental health crisis

With a spotlight on:

- Mapping the mental health crisis care pathway.
- On the ground experiences of mental health crisis care and ongoing changes - from staff, patients and carers.

BACKGROUND DOCUMENTS

Background Papers	Held At	Contact
None		

APPENDICES

No.	Title
Appendix 1	Healthwatch Southwark: Our priorities for 2017/18 (April 2017)

AUDIT TRAIL

Lead Officer	N/a	
Report Author	Aarti Gandesha, Healthwatch Southwark Manager	
Version	Final	
Dated	19 April 2017	
Key Decision?	No	
CONSULTATION WITH OTHER OFFICERS / DIRECTORATES / CABINET MEMBER		
Officer Title	Comments Sought	Comments Included
Director of Law and Democracy	No	No
Strategic Director of Finance and Governance	No	No
Cabinet Member	No	No
Date final report sent to Constitutional Team		19 April 2017