



What's New at Healthwatch?

26th August 2015

Healthwatch England Update



Our network is getting stronger all the time...

Highlights so far in 2015

Carers

- Report on carers survey- Recommendations influenced new carers action plan

Urgent Care and NSECH

- Report on Urgent Care for Under 4's- Statutory letter issued
- Engagement on NSECH and event

Mental Health

- Overview and Scrutiny committee agree to set up an ADHD working group.
- Engagement event for older people with Mental Health issues

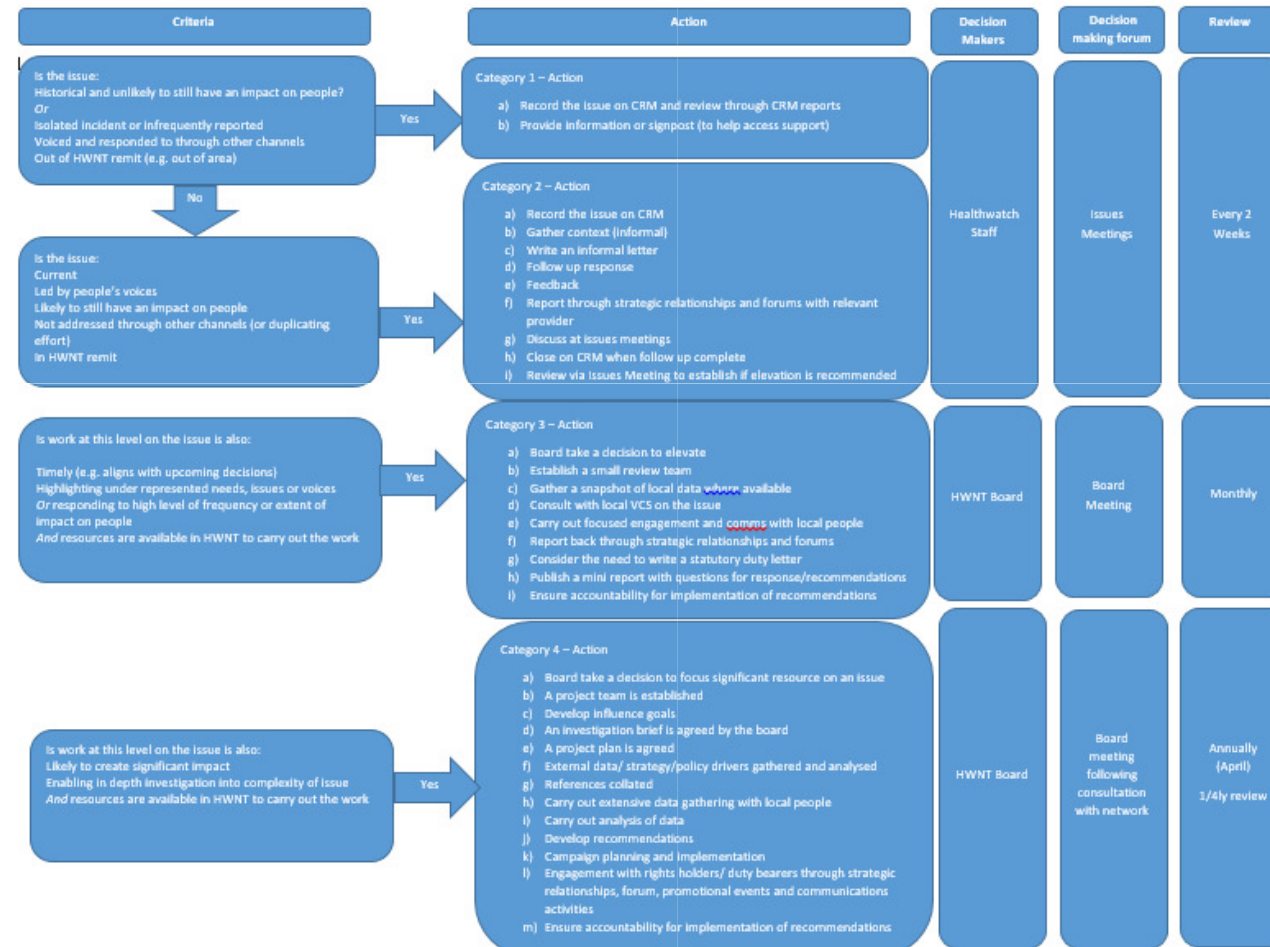
Engagement

- More than 400 issues raised with HWNT

Volunteers

- First group of Healthwatchers completed training
- Enter and view volunteers active

Healthwatch Decision Making



What issues are HWNT working on now?

Mental Health

- Project Team established
- Broad engagement before focusing in on one key issue

Carers

- Monitoring implementation of recommendations
- Follow up Survey later in the year

Urgent Care and NSECH

- Engagement on NSECH
- On-going involvement with Urgent Care review and recommendations

Hospital Food

- Final enter and view
- Report and recommendations

Residential Care

- IOS visits- activity
- Overview report and recommendations

What issues are HWNT working on now?

Day services

- Review of current provision

ADHD

- Parents group will work on survey
- Healthwatch to write statutory letter

Strategic relationships

- CQC, VCS Forum, JSNA
- Health and Well being board and integration, engagement standards

Engagement

- Trends report, increase our yield in issues online, offline and increase profile
- Working with volunteers to increase reach, support directory

Volunteers

- IOS Visits, targeted engagement, other enter and view?
- Healthwatchers up and running