

<b>Report to :</b>	<b>HEALTH AND WELLBEING BOARD</b>
<b>Date :</b>	12 November 2015
<b>Reporting Officer:</b>	Councillor Lynn Travis – Executive Member (Health and Neighbourhoods) Ben Gilchrist – Chief Executive, Healthwatch Tameside
<b>Subject :</b>	<b>HEALTHWATCH ANNUAL REPORT</b>
<b>Report Summary :</b>	<p>This is the Healthwatch Tameside Annual Report 2014-15. It highlights their statutory functions, activities during the year and outcomes that have been achieved. The report notes:</p> <ul style="list-style-type: none"> <li>• Healthwatch Tameside engaged with significant numbers of local citizens, including people from seldom heard communities.</li> <li>• Tameside Hospital welcomed and acted on a set of Enter &amp; View visits undertaken by Healthwatch Tameside.</li> <li>• Healthwatch Tameside has established a large online following as well as providing face to face contact in a number of community settings.</li> <li>• Healthwatch Tameside took on the NHS complaints advocacy function this year with no additional funding. They have seen a 55% increase in active cases during the year (due to being more accessible to the local population).</li> <li>• Healthwatch Tameside played a significant role in ensuring that local residents responded to the Healthier Together consultation. Our Borough had the highest number of responses for any area where the future role of the local hospital was not being consulted on.</li> <li>• The report includes three examples of 'impact stories' where Healthwatch has made a difference to local people or services.</li> <li>• Future Healthwatch priorities include helping the local population to engage with Care Together and the GM Devolution agenda.</li> </ul>
<b>Recommendations :</b>	The Health and Wellbeing Board is asked to note the contents of the report and to thank the staff and volunteers of Healthwatch Tameside for their work on behalf of the local population.
<b>Links to the Health and Wellbeing Strategy :</b>	The Health and Wellbeing Strategy commits to working together to provide effective community engagement opportunities that help services better respond to need linked particularly to the delivery of the nine underpinning programmes. This report delivers on and further enables this commitment.

**Policy Implications :**

One of the main functions of the Health and Wellbeing Board is to promote active engagement with and listening to our communities as a key part of delivering large scale change for sustainable health improvement and achieving lasting reductions in health inequalities. This is linked to the rights to involvement in healthcare under the NHS Constitution. The findings in this report provide useful context and insight for future planning and commissioning decisions and alongside detailed output from the current follow-up data collection exercise should support work with commissioners and providers to identify and implement improvements in patient experience.

**Financial Implications:**

**(Authorised by the Section 151 Officer)**

The Healthwatch Tameside contract was delivered within the 2014/15 allocated funding of £136,000. It should be noted that the existing contract expires on 31 March 2016. There is an option to extend the contract for up to a further two years which will be subject to a separate decision.

**Legal Implications:**

**(Authorised by the Borough Solicitor)**

Under the Health and Social Care Act 2012, Tameside MBC has a statutory duty to commission Healthwatch Tameside.

Healthwatch works across a broad spectrum that ranges from local organisations and specialist partners to national bodies and government ministries and its aim is to work towards a society in which people's health and social care needs are heard, understood and met. Achieving this vision will mean that:

People shape health and social care delivery;

People influence the services they receive personally;

People hold services to account.

Healthwatch use evidence based on real experiences to highlight national issues and trends and raise these at the highest levels.

**Risk Management :**

Healthwatch Tameside is sustainable at the current level of funding if demand remains stable. Should demand increase or funding reduce this will have a significant negative effect on Healthwatch Tameside's ability to deliver a good quality service and meet the statutory requirements of the services provided. CVAT and Healthwatch management monitor demand on a regular basis.

**Access to Information :**

The background papers relating to this report can be inspected by contacting Ben Gilchrist, Tameside Healthwatch by;



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