

HEALTH AND WELLBEING BOARD			
Report Title	Healthwatch Lewisham Annual Report		
Contributors	Miriam Long, Manager, Healthwatch Lewisham	Item No.	8
Class	Part 1	Date:	3 July 2014
Strategic Context	Please see the body of the report		

1. Purpose

- 1.1 The purpose of the report is to inform the board of the Healthwatch Lewisham annual report which is attached to this report as Appendix A.
- 1.2 The Healthwatch Lewisham annual report describes the work of Healthwatch Lewisham and its contribution to improving the health and wellbeing of Lewisham's residents which it does by representing local residents and by reviewing the commissioning plans of statutory partners to ensure they meet the needs of local people.

2. Recommendation

- 2.1 Members of the Health and Wellbeing Board are recommended to note the Healthwatch Lewisham annual report and comment on the priorities, their related issues and outcomes.

3. Strategic Context

- 3.1 The Health and Social Care Act 2012 set out that local Healthwatch should be established in April 2013 in every local authority area in England.
- 3.2 Each local Healthwatch is an independent organisation, able to employ its own staff and involve volunteers, so it can become an influential and effective voice of the public. The aim of local Healthwatch is to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within their locality.
- 3.3 As an independent consumer champion of health and social care in Lewisham, Healthwatch Lewisham is able to visit local health and social care services. Under the Health and Social Care Act 2012, Healthwatch can carry out an Enter and View visit to any publicly funded health and social care provider. These visits can be agreed in advance or can be unannounced spot checks. Healthwatch Lewisham carefully plan Enter and View visits with a clear purpose in mind to help improve health and social care services.
- 3.4 Healthwatch supports Lewisham's overall Health and Wellbeing Strategy by providing intelligence on community needs, knowledge about issues that affect health and wellbeing, representing the voice of our communities, and providing expertise into service design and delivery.

3.5 The core purpose of local Healthwatch is to be the consumer champion for health and care service users (through section 221 activities set out in the Local Government and Public Involvement in Health Act 2007). It should involve patients, service users and the public in shaping local health and care services; and raise awareness of their views and experiences in relation to those services amongst those in charge of services including commissioners and providers. The functions of local Healthwatch are described in the aims and objectives listed below.

4. Aims and Objectives – Healthwatch functions

- 4.1 Gather views and understand the experiences of people who use services, carers and the wider community.
- 4.2 Make people's views known.
- 4.3 Promote and support the involvement of people in the commissioning and provision of local care services and how they are scrutinised.
- 4.4 Recommend investigation or special review of services via Healthwatch England or directly to the Care Quality Commission (CQC).
- 4.5 Provide advice and information about access to services and support for making informed choices.
- 4.6 Make the views and experiences of people known to Healthwatch England and providing a steer to help it carry out its role as national champion.
- 4.7 Support any complaints function by signposting people to NHS Complaints Advocacy services.

Background Documents

<http://www.legislation.gov.uk/ukpga/2007/28/section/221>

http://www.local.gov.uk/c/document_library/get_file?uuid=0a4e69a3-2d07-41d2-896d-0477fde029dc&groupId=10180

<https://www.gov.uk/government/publications/local-healthwatch-annual-reports-directions-2013>

If you have any difficulty in opening the links above or those within the body of the report, please contact Kalyan DasGupta (kalyan.dasgupta@lewisham.gov.uk; 020 8314 8378), who will assist.

If there are any queries on this report please contact Miriam Long, Manager, Healthwatch Lewisham on 020 3417 4727, or email miriam@healthwatchlewisham.co.uk