

HEALTH AND WELLBEING BOARD			
Report Title	Healthwatch Annual Report 2017 - 2018		
Contributors	Folake Segun, Director, Healthwatch Lewisham	Item No.	5a
Class	Part 1	Date: 11 November 2018	

1. Purpose

- 1.1. This report presents the Healthwatch Annual Report 2017 -2018 as an appendix.

2. Recommendation

- 2.1. Members of the Health and Wellbeing Board are recommended to:
Note the appended HealthWatch Annual Report.

3. Policy Context

- 3.1. In 2012 the Health and Social Care Act received Royal Assent. From April 2013, local authorities were required to commission a local Healthwatch organisation.
- 3.3 Healthwatch Lewisham supports the Council's commitment to improving the health and wellbeing of Lewisham citizens and contributes to the following key objectives of '*Shaping our Future – Lewisham's Sustainable Community Strategy*':
- Healthy, active and enjoyable – where people can actively participate in maintaining and improving their health and wellbeing.
 - Empowered and responsible – where people can be actively involved in their local area and contribute to supportive communities.
- 3.4 Healthwatch Lewisham also supports the reduction in health inequalities and the outcomes identified in the 10 year Health and Wellbeing Strategy.
- ## 4. Background
- 4.1 Healthwatch Bromley an independent charity was awarded the contract to deliver Healthwatch in Lewisham in February 2015. The contract commenced 1st April 2015.
- 4.2 Healthwatch is a voice for children, young people and adults in health and social care living in Lewisham. Anyone, young or old can speak to us about their experiences of health or social care services and tell us what was good

and what was not good. Healthwatch then ensures that service providers and commissioners hear this feedback and make changes to their services.

- 4.3 Healthwatch Lewisham is part of the regulatory and scrutiny function of health and social care and as such forms part of a national network of local Healthwatch. The network includes Healthwatch England which sits as a committee of the CQC. All Healthwatch Lewisham reports are shared with Healthwatch England and are used by the CQC to inform their work in hospitals, adult social care and primary care services.
- 4.4 Local Healthwatch are intended to hold both commissioners and providers of services to account by delivering the 7 statutory functions:
- i. Gathering the views and understanding the experiences of patients and the public.
 - ii. Making people's views known.
 - iii. Promoting and supporting the involvement of people in the commissioning and provision of local health and social services and how they are scrutinised.
 - iv. Recommending investigation or special review of services via Healthwatch England or directly to the Care Quality Commission.
 - v. Providing information (signposting) about access to services and support for making informed choices.
 - vi. Making the views and experiences of people known to Healthwatch England and the local Healthwatch network, and providing a steer to help it carry out its role as national champion.
- 4.5 A 7th function relates to commissioning of complaints advocacy which was not included in 2015-2016 Healthwatch Lewisham's contract.
- 4.6 The Healthwatch contract awarded for 2016-2018 includes the delivery of NHS complaints advocacy.

5 Financial implications

- 5.2 There are no specific financial implications arising from this report.

6 Legal implications

- 6.2 The Health and Social Care Act 2012 requires local authorities to have a local Healthwatch service.

7 Crime and Disorder Implications

- 7.2 There are no crime and disorder implications

8 Equalities Implications

8.2 Through the work of Healthwatch and our targeted engagement with communities and groups that are often harder to reach or seldom heard we will support the reduction in inequalities in health and social care.

9 Environmental Implications

9.2 The Council's environmental objectives formed part of the tender evaluation and are detailed in the contract.

10 Conclusion

10.2 Further updates on our work and reports produced will be presented as appropriate to the Health and Wellbeing Board.

If there are any queries on this report please contact Folake Segun, Director, Healthwatch Lewisham on 020 8315 1916, or by email on at folakes@healthwatchbromley.co.uk.