

Health and Wellbeing Board

19 October 2021

Healthwatch Walsall Annual Report 2020/2021

For Assurance

1. Purpose

Healthwatch Walsall has a statutory duty to promote the voice of local people about health and social care services with commissioners and providers of these services.

The purpose of this report is to present to the Health and Wellbeing Board the Healthwatch Walsall Annual Report for 2020/2021.

2. Recommendations

- 2.1 That the Health and Wellbeing Board note the key messages from the Annual Report.
- 2.2. That the Health and Wellbeing Board notes the contribution made by Healthwatch Walsall volunteers.
- 2.3 That the Health and Wellbeing Board note the work priorities for 2021/2022.

3. Report detail

- 3.1 The Healthwatch Walsall Annual Report 2020/2021 highlights the range of activities undertaken during the year and the different ways in which the Healthwatch Walsall team carried out the work during the Pandemic.
- 3.2 Healthwatch Walsall year in numbers:
 - Contacted by almost 900 people
 - Signposted advice and information to over 200 people
 - Engaged with and supported almost 19,000
 - Published 19 Reports
 - Made 126 recommendations
 - Supported by 20 volunteers
 - Staff team of 5
- 3.3 In June 2020 Healthwatch Walsall commenced virtual public engagement sessions called "First Friday Focus". These sessions were, and continue to be, held on the first Friday of each month and cover a range of topics. There

has been very good attendance at these events and Healthwatch Walsall has reached different audiences on each occasion.

3.4 Healthwatch Walsall was unable to carry out Enter and View visits to health and social care premises due to the Pandemic. A pilot project was undertaken to carry out virtual visits to 4 Learning Disability Homes in the Borough, entitled Engage and Share which allowed Healthwatch Walsall to hear the views of service users, their relatives, staff and Managers.

3.5 Healthwatch Walsall plays an important role in helping citizens to get the information they need, especially through the pandemic. The insight we collect is shared with Healthwatch England and local partners to ensure services are operating as best as possible. We helped citizens by:

- Providing up-to-date advice on Covid-19 from a local, regional and national level.
- Signposted people to reliable up-to-date information.
- Sharing information on local issues.
- Helping people to access services needed.

3.6 Healthwatch Walsall priorities for 2021/2022 are:

- A collaborative piece of work across the Black Country Healthwatch around young people's mental health, in particular focusing on transition into adult service.
- Use of Walsall Urgent Treatment Centre to understand why there is an increase in patient presentation and whether this is linked to accessing primary care services.
- Patient Experience of diabetic eye screening services to support the NHSE/I procurement exercise.

4. Implications for Joint Working arrangements:

Good joint working and partner relationships have and continue to be crucial in the delivery of the Healthwatch Walsall work plan. We continue to act independently with a strong Board to champion the public/patient voice but engage in partnership activities to improve and enhance health and social care. Hence combining the roles as a critical friend.

5. Health and Wellbeing Priorities:

- Commitment to supporting the Health and Wellbeing priorities/
- Healthwatch Walsall support the promotion and delivery of initiatives to support the improvements in health identified in the JSNA.
- Enable those at risk of poor health to access appropriate health and care, with informed choices.
- Empowering and signposting people to appropriate services to support positive health and wellbeing.
- Remove unwarranted variation in health care and ensure access to services with consistent quality.
- Enable those at risk of poor health to access appropriate health and care, with informed choice.

- Marmot objectives: Action on health inequalities requires action across all the social determinants of health, including education, occupation, income, home and community. enabling all children, young people and adults to maximize their capabilities and have control over their lives.

Appendix A

The Healthwatch Walsall Annual Report for 2020/2021 is attached as Appendix A.

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