

Health and Wellbeing Board

23 January 2017

Healthwatch Walsall Priorities report

1. Purpose

1.1 The Purpose of the report coming to Health and Wellbeing Board is to share with the Board members the results of the survey Healthwatch Walsall undertook to establish what the public's priorities for health and social care were.

1.2 The report also seeks the feedback of the Board members of the top five priority areas as selected by the public and to give the opportunity for Board members to contribute to the specific focus of each of the five priority areas based on their experience of issues that the Board has looked at over recent times and their own knowledge of the public's concerns and aspirations for health and social care services that we can then feed into the planned Healthwatch Walsall public event on 28 February where the public will be asked to help shape the specific focus of each of the five priorities. Also to openly invite the Board members to attend the event.

2. Recommendations

2.1 That the Health and Wellbeing Board notes the content of this report

3. Report detail

3.1 The Healthwatch Walsall Priorities report details the survey that was carried between August and December 2016 to find out the views of the public on what should be the priority areas for engagement and research in 2017/2018.

3.2 The report details what the range of areas the public was asked to think about following the establishment of these as areas to consider at the Healthwatch Walsall's Annual General Meeting (AGM) In June 2016.

3.3 The report details the public's ranking of these areas that were spread across both the health and social care arena, which are grouped in three broad categories of Walsall Manor Hospital, Community Health Care and Social Care. It also reports on other issues that the public raised connected with these three categories.

3.4 Finally, the report lists the top five main priorities the public would like Healthwatch Walsall to look to focus upon over the next 12 – 18 months.

3.5 These priorities are:

1. A&E
2. GP Access and Out of Hours
3. Mental Health
4. Adult and Children's Social Care
5. Cancer Care

3.6 The amount of delivery of these five priorities will depend on the upon the complexity and depth of each piece of engagement and research identified at our public event on 28 February 2017 plus the need to address other significant impacts on health and social care such as the STP for the Black Country and West Birmingham and the Walsall Together agenda as two examples.

3.7 This results of the public event and the findings of the two reports that are due for publication will then be discussed at the Healthwatch Walsall Advisory Board to plan a programme of work taking account of the public priorities but also needing to retain capacity to look at other significant impacts mentioned in 1.6.

4. Implications for Joint Working arrangements:

Healthwatch Walsall will always seek to work collaboratively with commissioners and providers of health and social care services. The results of Healthwatch Walsall's work will be shared with the relevant commissioners and providers of services with the aim of contributing to service improvement and delivery.

5. Health and Wellbeing Priorities:

The current priorities remain as Infant Mortality and Diabetes until the new Health and Wellbeing Strategy is published.

The top 2 priorities of Healthwatch Walsall are A&E and GP Access and Out of Hours. Any research and engagement work that Healthwatch Walsall undertakes that leads to recommendations for service improvement will have beneficial impacts for people that fall within the two Health and Wellbeing Board priority areas. So too will any research and engagement work into the provision and delivery Adult or Children's social care, which is Healthwatch Walsall's third priority area.

Background papers

Healthwatch Walsall Priorities Report January 2017.

Author

Simon Fogell – Chief Officer Healthwatch Walsall

☎ 01922 665010

✉ simon.fogell@healthwatchwalsall.co.uk