

**TELFORD & WREKIN COUNCIL HEALTH & WELLBEING BOARD****7 SEPTEMBER 2016****HEALTHWATCH TELFORD AND WREKIN ANNUAL REPORT 2015-16****REPORT OF: KATE BALLINGER, CHIEF OFFICER, HEALTHWATCH TELFORD AND WREKIN****PART A) – SUMMARY REPORT****1. SUMMARY OF MAIN PROPOSALS**

The report provides an overview of the work undertaken by Healthwatch Telford and Wrekin in its third year of operation.

Significant changes have occurred during this period, including the removal of Parkwood Healthcare as host organisation and a substantial reduction in budget.

**2. RECOMMENDATIONS**

To receive and note this report.

**3. IMPACT OF ACTION**

- Keep the Health and Wellbeing Board informed of the progress of Healthwatch Telford and Wrekin
- Increase public awareness of Healthwatch Telford and Wrekin
- Increase public involvement in decision making in Health and Social Care in the borough.

#### **4. SUMMARY IMPACT ASSESSMENT**

<b>COMMUNITY IMPACT</b>	Do these proposals contribute to a specific HWB Priority	
	Yes	<i>All</i>
	Do these proposals contribute to specific Co-Operative Council priority objective(s)?	
	Yes	<i>All</i>
	Will the proposals impact on specific groups of people?	
	No	
<b>TARGET COMPLETION/DELIVERY DATE</b>	N/A	
<b>FINANCIAL/VALUE FOR MONEY IMPACT</b>	No	
<b>LEGAL ISSUES</b>	No	
<b>EQUALITY &amp; DIVERSITY</b>	No	
<b>IMPACT ON SPECIFIC WARDS</b>	No	<i>Borough wide impact</i>
<b>PATIENTS &amp; PUBLIC ENGAGEMENT</b>	Yes	<i>Range of events throughout the year</i>
<b>OTHER IMPACTS, RISKS &amp; OPPORTUNITIES</b>	No	

## **PART B) – ADDITIONAL INFORMATION**

### **1. INFORMATION**

During the year there were several challenges which faced Healthwatch Telford and Wrekin, these include:

- Establishment of Healthwatch Telford and Wrekin Limited as a fully functioning “not for profit” organisation and identifying local partners for business support functions.
- Recruitment and retention of volunteers
- Representation at Future Fit Programme Board, and related work streams
- Continuing to increase awareness of Healthwatch among the public and professionals in the Borough, and encourage feedback on local services.

The annual report was written to guidelines produced by Healthwatch England and has been distributed in accordance with their instructions

### **Update on Healthwatch Activity April – August 2016**

Healthwatch Telford and Wrekin held a successful launch event for the new Feedback Centre in May 2016, and used the opportunity to gather information from the public about their health and social care priorities.

Engagement with the public across the borough remains a priority and the recruitment of a new Engagement Officer is seen as key to ensuring that voices are heard.

### **2. IMPACT ASSESSMENT – ADDITIONAL INFORMATION**

None.

### **3. PREVIOUS MINUTES**

None.

### **4. BACKGROUND PAPERS**

- Healthwatch England annual report guidelines
- Healthwatch Telford & Wrekin Annual Report 2015 - 16

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