

Chris Bain
Chief Executive

**Presentation to North Warwickshire Borough
20th October 2014**



HWW stands for...

‘The people of Warwickshire having an effective voice in improving health and social care across Warwickshire’



Government appointed

A consumer watchdog

A consumer champion

Statutory seat at the Health and Wellbeing Board



National Context

152 Local Healthwatches in England

Healthwatch England is a sub-committee of the Care Quality Commission

Warwickshire County Council is responsible for ensuring there is an effective, representative and efficient Healthwatch function for the County



Legislation

- Health and Social Care Act 2012: Part 5, Public Involvement and Local Government
- Established through legislation under Part 6, Section 4 of the NHS Bodies and Local Authorities (Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch) Regulation 2013.
- The Local Authorities (Public Health Functions and Entry to premises by Local Healthwatch Representatives) Regulations 2013 (SI 2013/351)



The Consortium



Our role in Warwickshire

Gather views and experiences

Ensure peoples' voices are heard

Seldom Heard

Promote and support involvement

Escalate concerns to Healthwatch England or directly to the Care Quality Commission



Our role in Warwickshire cont.

Provide advice and information (signposting)

Keep HW England informed to help it carry out its role as a national champion

Enable access to NHS Complaints Advocacy Services

Enter And View



Where are we?

Five access points across the county in CAB offices.

Information available in Age UK and CAVA offices

Main Office in Clemens Street Leamington Spa



Governance

A Limited Liability Company and social enterprise registered at Companies House

Not a Registered Charity

Board of Directors- 11 unpaid members in total

The lead consortium partners + people selected for bringing appropriate skills and experience



Deciding Priorities

Individual Casework

Information gathered from patients and the public

Emerging Themes from other sources

Enter and View

Board Decisions



Priorities

- **Mental Health Services**
- **Dental Services**
- **GP Services**
- **Carers**
- **End of Life Care?**



Mental Health services

Delayed diagnosis

Lack of acute/crisis beds

Patient/carer voice

Capacity of the service

CAMHS/Transitions

Integration of services

Dementia



Dental Services

Access

Acute Hospitals

Nursing/Residential Homes

Capacity

Excluded Groups



GP Services

Access

Seldom Heard

Out of Hours

Capacity

Excluded Groups

Quality of Provision



Carers

Lack of information

Isolation

Mental Health

Financial Exclusion

Final separation

Young Carers

Access to services



Our Staff



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