

Health and Wellbeing Board

9 September 2016

Healthwatch County Durham – Annual Report 2015/16



Report of Carol Gaskarth, Chief Executive, Pioneering Care Partnership

Purpose of the Report

- 1 The purpose of this report is to update the Health and Wellbeing Board on the changes to the Healthwatch service and present the Annual Report for 2015/16 (Appendix 2).

Background

- 2 Durham County Council recently re-tendered the provision of the Healthwatch service and a new provider was awarded the contract to deliver the service for the next two years from 1st July 2016 (with the option to extend this a further year). The Pioneering Care Partnership (PCP) led consortium, included Durham Community Action and Citizens Advice County Durham, has replaced the independent, Community Interest Company (CIC) which was formed to deliver the service in April 2015.
- 3 There has been a smooth transition of service to the new provider. All the staff have been successfully transferred to the PCP where, following reorganisation, a new structure is now in place. Two new positions, Programme Manager and Communications Officer, are being recruited to complete the delivery team.
- 4 The Healthwatch service has relocated to new office premises in Meadowfield which is more centrally positioned within the county.
- 5 PCP is in the process of recruiting a new active Board with the aim of having eight members by December 2016. Once appointed, the new Chair will represent the service at both the Adults, Wellbeing and Health Overview and Scrutiny Committee and the Health and Wellbeing Board.
- 6 The existing volunteers have been encouraged to continue supporting the service, including Enter and View Authorised Representatives.

Annual Report 2015-16

- 7 All local Healthwatch organisations have a statutory responsibility to produce an annual report of their activity. An electronic version has been circulated widely and is available on the Healthwatch website. Copies of the Annual

Report have been distributed to interested parties and are available to all members of the Adults, Wellbeing and Health Overview and Scrutiny Committee and the Health and Wellbeing Board.

- 8 The Annual Report sets out Healthwatch County Durham's vision and the priorities for 2015-16. The service has ensured that local people are involved in the commissioning, provision, and scrutiny of local care services. The report details Healthwatch activities around listening to people who use the health and care services and the provision of advice and information that has helped County Durham residents navigate through the whole system.
- 9 Healthwatch County Durham CIC would like to thank all the individuals and organisations that helped support its objective of engaging consumers of health and social care, gathering local people's comments and ensuring that these were listened to and acted upon by commissioners and providers. Working in partnership is a legacy that will continue through the delivery of Healthwatch within County Durham.
- 10 "It is a matter of pride that Healthwatch County Durham CIC has acted as a true champion of the patients and public in upholding the principles and responsibilities of Healthwatch." - Dr Lakkur Murthy, Chair of Healthwatch County Durham CIC.

Recommendations

- 11 The Health and Wellbeing Board is recommended to:
 - Note the changes to the Healthwatch Service;
 - Note the Healthwatch County Durham Annual Report 2015-16.

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Appendix 1: Implications

Finance No implications

Staffing No implications for Durham County Council

Risk None

Equality and Diversity / Public Sector Equality Duty No implications

Accommodation No implications

Crime and Disorder No implications

Human Rights No implications

Consultation No implications

Procurement No implications

Disability Issues No implications

Legal Implications No implications