



WIRRAL PLACE BASED PARTNERSHIP BOARD

Date: 28 September 2023

REPORT TITLE:	HEALTHWATCH WIRRAL UPDATE SEPT 2023
REPORT OF:	CHIEF EXECUTIVE OFFICER, HEALTHWATCH

REPORT SUMMARY

The purpose of the report is to share with the Place Based Partnership Board the emerging trends and themes gathered from public views and personal experiences relating to health and care. The information collected, to form this update, is sourced from the people who have contacted Healthwatch via email, phone or by using the Feedback Centre, or during community engagement work.

RECOMMENDATION

The Place Based Partnership Board is recommended to note and comment on the report.

SUPPORTING INFORMATION

1.0 REASON/S FOR RECOMMENDATION/S

- 1.1 The quarterly report submitted to Place Based Partnership Board is compiled from the users and frontline deliverers of service. It is imperative that we learn from them and take them on the journey as change evolves.

2.0 OTHER OPTIONS CONSIDERED

- 2.1 Other options included reporting into the Place Based Partnership Board on less regular basis, however it is felt that quarterly reports provide contemporary information for the Board.

3.0 BACKGROUND INFORMATION

- 3.1 Healthwatch Wirral exist to ensure the views of local people on health and social care services are heard. Every voice counts and we reach deep into our communities through our outreach work. We have good knowledge of our Borough and strong relationships with all partners including local authority, NHS and third sector and have the flexibility within our remit to be unbiased, open, and honest.
- 3.2 The report provides a summary of the feedback provided to Healthwatch Wirral on local health and care services. The report was requested on a quarterly basis as part of the work programming for the Place Based Partnership Board. Appendix 1 contains an overview of public feedback received during the period January-May 2023 including demographics and themes.

4.0 FINANCIAL IMPLICATIONS

- 4.1 The report is for information purposes only and there are no financial implications.

5.0 LEGAL IMPLICATIONS

- 5.1 Place Based Partnership Board is charged to work with Healthwatch in Wirral to ensure appropriate engagement and involvement within existing patient and service user involvement groups takes place. There are no direct legal implications arising from this report.

6.0 RESOURCE IMPLICATIONS: STAFFING, ICT AND ASSETS

- 6.1 The report is for information purposes only and there are no resource implications.

7.0 RELEVANT RISKS

7.1 The Place Based Partnership Board is keen to work with its partners to improve health outcomes for local people. The feedback provided within the report provides an insight into the experiences that local people have in relation to health and social care services. It is crucial to listen and properly engage with the local population to ensure that services reflect their needs. Quality reporting of gathered data provides good representation essential for improving services and health outcomes.

8.0 **ENGAGEMENT/CONSULTATION**

8.1 A key source of the feedback used to collate the information within the report was from Healthwatch's Community Engagement work.

9.0 **EQUALITY IMPLICATIONS**

9.1 Wirral Council has a legal requirement to make sure its policies, and the way it carries out its work, do not discriminate against anyone. An Equality Impact Assessment is a tool to help council services identify steps they can take to ensure equality for anyone who might be affected by a particular policy, decision or activity.

9.2 This report is for information purposes only and the content will be supplied by a partner agency. The Place Based Partnership Board is committed to ensure that the work it does has equality at its heart and does not discriminate against anyone. Any associated actions may need an Equality Impact Assessment.

10.0 **ENVIRONMENT AND CLIMATE IMPLICATIONS**

10.1 There are no direct environment or climate implications as result of this report. However, Wirral Council and its Committees will consider the Climate Emergency Declaration within all the work it does and will continue to incorporate this into their work programme and hold all partnerships to account.

11.0 **COMMUNITY WEALTH IMPLICATIONS**

11.1 The report is for information purposes only and there are no community wealth implications.

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APPENDICES

Appendix 1 - Healthwatch Wirral Update Sept 2023

BACKGROUND PAPERS

This report is based on data drawn from the Healthwatch Wirral Feedback Centre as well as internal records of calls, emails and conversations between members of the public and Healthwatch Wirral.

SUBJECT HISTORY (last 3 years)

Council Meeting	Date
Place Based Partnership Board	22 June 2023 9 February 2023