



HEALTH AND WELLBEING BOARD

Date: 14 MARCH 2024

REPORT TITLE:	HEALTHWATCH WIRRAL UPDATE MARCH 2024
REPORT OF:	CHIEF EXECUTIVE OFFICER, HEALTHWATCH

REPORT SUMMARY

The purpose of the report is to share with the Health and Wellbeing 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, as per the council plan 2023-2027

RECOMMENDATION

The Health and Wellbeing Board is recommended to note and comment on the report.

SUPPORTING INFORMATION

1.0 REASON/S FOR RECOMMENDATION/S

- 1.1 The report submitted to Health and Wellbeing Board is compiled from the users and frontline deliverers of services. It is imperative that lessons are learned.

2.0 OTHER OPTIONS CONSIDERED

- 2.1 Other options included not reporting into the Health and Wellbeing Board, however it is felt that reports provide information for the Board to meet one of their terms of reference, which is 'To work with Healthwatch in Wirral to ensure appropriate engagement and involvement within existing patient and service user involvement groups takes place'.

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 Healthwatch Wirral our communities are reached through our outreach work. Healthwatch Wirral 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 as part of the work programming for the Health and Wellbeing Board. Appendix 1 features a report provided from public feedback received between November 2023 & end of January 2024.

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 Health and Wellbeing 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.

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 Health and Wellbeing 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 how people feel about local health and care services and failure to consider the feedback would increase the risks of not being able to improve health outcomes and would be a breach of the statutory functions mentioned on page 1 of the accompanying report.

8.0 **ENGAGEMENT/CONSULTATION**

8.1 A key source of the feedback used to collate the information within the report was from Healthwatch's Feedback Centre and 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 Health and Wellbeing 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.

REPORT AUTHOR: Name: Karen Prior,CEO, Healthwatch Wirral.

Karen Prior, CEO Healthwatch Wirral
email: karen.prior@healthwatchwirral.co.uk

APPENDICES

Appendix 1 - features the Quarterly report providing an overview of public feedback received and key demographics and themes.

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.

TERMS OF REFERENCE

The report fulfils the following part of the terms of reference:

- (d) To work with Healthwatch in Wirral to ensure appropriate engagement and involvement within existing patient and service user involvement groups takes place

SUBJECT HISTORY (last 3 years)

Council Meeting	Date
Health and Wellbeing Board	29 September 2021
Health and Wellbeing Board	15 December 2021
Health and Wellbeing Board	15 June 2022
Health and Wellbeing Board	28 July 2022
Health and Wellbeing Board	21 September 2023