

HEALTH AND WELLBEING BOARD

21 OCTOBER 2014

HEALTHWATCH MEDWAY ANNUAL REPORT

Report from: The Very Reverend Dr Mark Beach, Independent
Chair, Healthwatch Medway

Author: Sarah Russell, Operations Manager, Healthwatch
Medway

Summary

Healthwatch Medway CIC was established in April 2013 when Medway Council awarded the contract for delivery of two Healthwatch functions (citizen engagement, information and signposting) to Medway Citizens Advice Bureau.

This annual report covers the initial operational period April 2013 - March 2014.

1. Budget and Policy Framework

- 1.1 The Health and Social Care Act 2012 set up Healthwatch as the consumer champion for health and social care. Local Healthwatch organisations are commissioned by unitary local authority areas in England and were established on 1 April 2013. There are three statutory functions of local Healthwatch: 1) citizen engagement; 2) information and signposting; and 3) independent advocacy for NHS complaints. Medway Council awarded functions 1 and 2 to Medway Citizens Advice Bureau and function 3 to Support, Empower, Advocate, Promote (SEAP).

2. Background

- 2.1 The Healthwatch Medway Annual Report was created in June 2013 to inform stakeholders of activities, progress and future plans.

3. Advice and analysis

- 3.1 Healthwatch Medway has provided valuable service to the community and stakeholders. Information and signposting activities assisted residents in identifying service providers and navigating the complex arena of complaints. Engagement data has informed stakeholders of residents' priorities and allowed their voices to be heard.

4. Risk management

4.1. Not applicable in this instance.

5. Consultation

5.1. Not applicable in this instance.

6. Financial implications

6.1 The Healthwatch Medway financial statement for 2013/2014 is on page 25 of the annual report.

7. Legal implications

7.1 There are no legal implications for the Council arising from this report.

8. Recommendations

8.1. To recommend the Board to note the Annual Report.

Lead officer contact

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Background papers

Not applicable in this instance.