



## Healthwatch Staffordshire update

*Vision: To help people get the best out of their local health and social care services; both to improve them today and helping to shape them for tomorrow.*

*Support Staffordshire awarded contract to run a new Healthwatch Staffordshire from 1<sup>st</sup> April 2022*

# Mobilisation of Healthwatch Staffordshire

- Independent **Healthwatch Committee** established (as part of the Support Staffordshire governance). Holds delegated decision-making powers to set the Healthwatch agenda.
- Four (unpaid) Support Staffordshire trustees and at least two independent lay members will form the committee.
- **Healthwatch Team:** Healthwatch Manager – Baz Tameez, 4 x Engagement Officers (Southwest, Southeast, North and a Social Care focussed post). And 1 x Project Worker/Data Analyst

# Healthwatch approach and 2022-23 Priorities

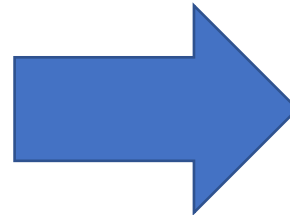
- Volunteers – To increase the number of volunteers and diversify
- Collaborative working – Building on current and new partnerships
- Engagement and Healthwatch Intelligence Network (HWIN) - Support Staffordshire VCSE Locality Forums/Patient Participation Groups (PPGs)/grant fund/Social Care Engagement/Staffordshire Observatory
- Best practice and two way engagement and learning – HWE and NHS

# Enter and View use and review

- Healthwatch Staffordshire is covered under legislation to Enter & View a range of care establishment to view the quality of care that is provided (within the local Government and public Involvement in Health Act 2007 and the Health and Social Care Act 2012).
- The guidance principle under Health and Social Care Act 2012 are premises where health and social care services are being funded through public purse
- These include: NHS Trusts, NHS Foundation Trusts, Local Authorities, Primary services (GP's and Dentists), Opticians and Pharmacists, Adult Care Homes and Day-care services.

# Focal Investigations – Long List

1. Health in parents of young children (0-4)
2. Root causes of good and poor teenage mental wellbeing
3. Health outcomes when you've been in care as a child
4. Healthy and unhealthy places of work
5. My health isn't just my disability/diagnosis
6. Being an LGBTQI+ patient/resident in the health and care system
7. Accessing primary care face to face - when I want to and when I need to
8. The role of and accessibility of residential care by friends and family
9. How and why we ignore the inevitability of death and dying
10. Frailty
11. Older people accessing services
12. Transitions in/out of hospital



- Root causes of good and poor teenage mental wellbeing
- Health outcomes when you've been in care as a child
- Older people accessing services
- Seldom Heard Groups/LGBTQI+ patient in the health and care system
  
- Rurality and Safeguarding being a running theme in above investigations

# Patients and public feedback/Engagement

- Communicating our role and our outcomes to the public
- IAG (Information, Advice and Guidance)
- Website
- Social Media – 3651 following
- Events and face to face
- Systems change

Thank you