

Title: Update Report –Healthwatch

Wards Affected: All

To: Health and Wellbeing Board **On:** 23 May 2013

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1. Achievements since last meeting

- 1.1 Thursday 9 May 2013 saw the official opening of the new offices for both Healthwatch Torbay and Torbay Carers Services. Based at Paignton Library and Information Centre, the opening plaque was officially unveiled by Councillor Christine Scouler, Executive lead for Adult Social Care and Older People at Torbay Council. Dignitaries and guests were joined by Torbay MP Adrian Sanders and other guests from Torbay Council, Torbay and Southern Devon Health and Care NHS Trust (TSDHCT), South Devon and Torbay Clinical Commissioning Group, Torbay Hospital League of Friends, and the Ambulance Trust.
- 1.2 Simon Culley has been appointed as the Healthwatch Torbay Communications Lead, and has facilitated us going live on Facebook and Twitter, in addition to developing our website, and a marketing strategy which will support our promotion to the general public.

The link to the website is: www.healthwatchtorbay.org.uk

He has met with both the CQC and CCG to discuss the working relationship and has introduced himself to various relevant communications leads, including at TSDHCT and Torbay Council. He is also working on new promotional leaflets to be distributed to relevant stakeholders across the bay.

We have already featured in the Herald Express and on BBC Radio Devon, and Simon is currently working with the Herald on a patient-led double page spread feature on how the recent changes will affect the public, and is also discussing the possibility of a regular Healthwatch Torbay column. Our Twitter account has successfully attracted 100 followers so far and has already seen relevant interaction with health and social care users.

- 1.3 In line with the 'Summary Report: Issues relating to local Healthwatch regulations' (Department of Health, 2012), which states that "Healthwatch will be a strong voice for children and young people, as well as adults, in both health and social care", Healthwatch Young People's Service was launched at South Devon College in March 2013, for second year Level 3 students.

The group started in late 2012 and has been working with the Healthwatch Youth Coordinator, looking at gaining young people's views in relation to health services in Torbay.

Torbay Youth Power (TYP), Healthwatch Torbay's young people's forum, have expanded in membership, trained as Young Inspectors, ran a further more in-depth school nurse consultation, and developed their own section of the website, posters and leaflets. Working with Level 3 health & social care students, they devised and delivered creative consultations to 150 students at the launch, which will be rolled out to youth projects to ensure wider representation. TYP are now working with Young Devon on their young people's mental health project. The Youth Coordinator has also developed twitter and Facebook accounts, networked with schools to develop a young people's ambassador network, developing relationships with Vol Youth Groups and making strategic links and impact via membership of the Local Authority Positive for Youth Board.

- 1.4 To ensure close working with the Council, and embedding our work in the priorities of the Health and Wellbeing Board, meetings have been set up to look at baseline assessments in terms of the Joint Strategic Needs Assessment (JSNA) in Torbay, with a focus on priority issues such as mental health, weight management, and other areas which fit with the Health and Wellbeing strategy.

2. Challenges for the next three months

- 2.1 Now that Healthwatch Torbay is officially up and running, we need to recruit more volunteers and are in the process of developing a revised induction programme which will ensure that we can promote our partners and the work that needs to be done in Torbay, in return for the time and commitment of quality people
- 2.2 The limited funds available to Healthwatch locally require us to continue to look for opportunities for income generation by undertaking paid project work.

3. Action required by partners

- 3.1 We do need our partners to continue to continue helping to publicise and support the development of Healthwatch Torbay in any dealings that they have with the public and the media, including schools - which has been a challenge.