

**Title:** Update Report –Healthwatch

**Wards Affected:** All

**To:** Health and Wellbeing Board

**On** 10 September 2013

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## 1. Achievements since last meeting

- 1.1 This month, Healthwatch Torbay released a report on the health and wellbeing of one of the most notoriously deprived areas of Torbay. The report - endorsed by a number of local VIPs - was commissioned after the Torbay Joint Strategic Needs Assessment (JSNA) revealed that people die 8 years younger in the Tormohun Ward area of Torquay – which has over 10,000 residents. The report – entitled ‘Making Melville Marvellous’ (MMM) - used data collected from a recent work with the Melville Hill and Warren Road community, which incorporates Abbey Road, St Lukes Road and Waldon Hill.

Issues highlighted in the MMM report that affect health & wellbeing in the area included: GP Appointment Systems; residents parking; dog fouling; the need for a children’s play park; more police presence; street cleanliness; tackling rogue landlords and developing community facilities. Tormohun Ward Councillor Darren Cowell has since promised to begin the creation of a focus task group - including Public Health, Torbay Development Agency, Tor2, Constabularies, and key community organisations - to discuss and take away actions to implement the report’s recommendations. The report is available to view on our website and in the attached appendix.

- 1.2 We have been working with Healthwatch Devon to give the public the chance to provide feedback on the ‘2014-17 Joint Commissioning Strategy for Health & Social Care Advocacy Services in Devon and Torbay’. The document is available to view online with a special online survey created to allow people the chance to feedback any issues or concerns regarding the document. We are also working with Healthwatch Devon to produce a joint memorandum of understanding and joint working protocol.
- 1.3 Healthwatch Torbay has been chosen as the detailed case study in national body Healthwatch England’s upcoming Annual Report. We are expected to be cited as an example of good practice by the organisation due to a national

NHS conference describing our work with the South Devon and Torbay Clinical Commissioning Group (CCG) as the “jewel in the crown of partnership working in the South West”.

- 1.4 Healthwatch Torbay are holding our first ever Annual General Meeting at Paignton Library on Wednesday 18 September from 6pm to 8pm (please call should you wish to attend). Their inaugural AGM – open to all members of the public – will see a new Board of Directors appointed, including a Chair, Vice-Chair and Treasurer. An online profile page has been created showing profiles of our current interim Board – all of whom are up for nomination at the AGM.
- 1.5 Healthwatch Torbay have taken to the streets this in a bid to find out what the public think about the health & social care services in Torbay. They have visited Torbay’s three town centres with their ‘Consultation Caravan’ to discuss experiences with health & social care services in the Bay and have been very well-received. Healthcare professionals, including the CCG, have accompanied them as special guests to talk to the public. A report will be produced on the findings.
- 1.6 Our Youth Coordinator Bekki Redshaw is currently working on releasing a report into to Health and Wellbeing of young people in Torbay. This extensive report is the product of months of hard work and consultations with young people, and will be available to view online next month, complete with recommendations for local services. The final draft of the report can be found in the appendix, detailing how there appears to be a need for more in-depth research to support young people, parent/carers/professionals and commissioners, to ensure that appropriate and effective support services are provided.
- 1.7 Healthwatch Torbay has attended a variety of events recently, including a talk at Brixham Methodist Church on Fore Street, a special day on Torre Abbey Meadows for young people with learning disabilities, and a well-attended playday at Melville Hill carpark to officially launch our Making Melville Marvellous Report.
- 1.8 Public feedback gathered from external events prompted us – in partnership with Torbay Council, the CCG and both the TSDHCT and SDHFT - to produce an easy-to-read diagram on how the changes to the NHS in England will affect Torbay. It has already featured in the Herald Express and we will be distributing printed versions to providers should they wish to use them.
- 1.9 We are also currently working on producing a new community section of our website where we visit community groups and organisations and gather case studies on who they are and what they do. Our first features have been the ‘SharedLives Scheme’ and also ROC (Robert Owen Communities).

## **2. Challenges for the next three months**

- 2.1 We expect to appoint a dynamic new board to officially launch at our inaugural Annual General Meeting on Wednesday 18 September (6pm - 8pm) at Paignton Library.
- 2.2 To ensure all the feedback we capture is utilised in the correct way, we are currently in the process of populating our new information database system, to allow us to quickly and easily collate and analyse all the user feedback we receive – which is growing exponentially. We will then be able to produce more extensive reports and recommendations at a much faster rate. The system also allows us to signpost users to the correct services and deal with enquiries very efficiently.
- 2.3 To encourage the gathering and sharing of feedback and information for our new database, we will need to engage more with users. A communications plan will be adapted for the next 6 months to best maximise this.

## **3. Action required by partners**

- 3.1 We still 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. We are receiving more and more regular patient feedback which we expect to grow further – any help to achieve this would be greatly appreciated.
- 3.2 Communication as a whole is improving through meetings with key partners and organisations. However partners continuing to share their own information and feedback with us would help provide a greater understanding of patient issues. This would help us to make the correct recommendations for improvements and/or signposting and, in turn, help all of us provide greater user satisfaction.

## **4. Appendix (attached)**

- 4.1 Our Making Melville Marvellous (MMM) report into the health and wellbeing of the Tormohun Ward area of Torquay.
- 4.2 Our report into Torbay Young People's Emotional Health and Wellbeing.