

# healthwatch

## Warwickshire

Annual General Meeting 2019



**#HWW2019**



**@Healthwatchwarw**

# healthwatch

## Warwickshire

### Annual Conference 2019





**Welcome**

**Liz Hancock**

**Chair of Healthwatch Warwickshire**

**&**

**Claire Jackson**

**Head of Operations**



# Annual Report 18/19 Summary



77 people attended our annual conference, which focused on the 2019 Year of Wellbeing. 400 people took part in a wellbeing survey we launched on the day.

101 people attended our Rights to Access workshop



689 local people shared their feedback, telling us their experiences of local health and social care.



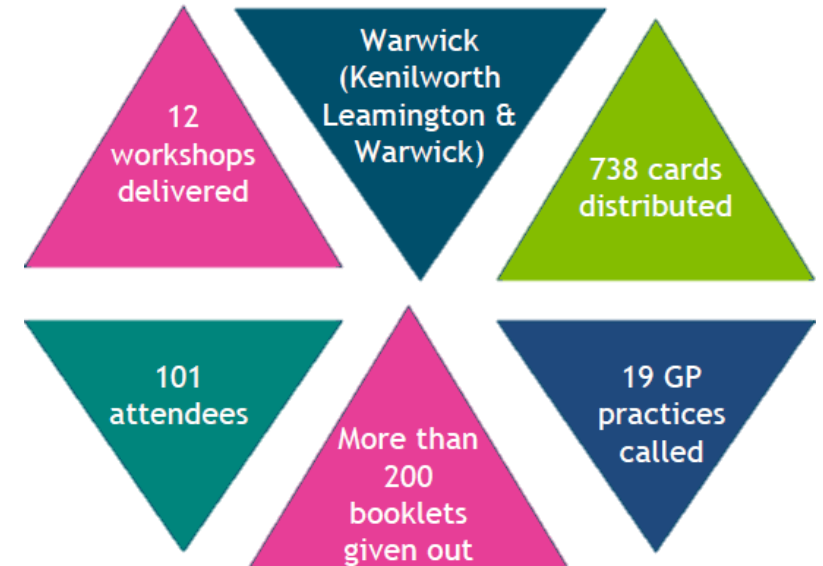
4,091 people accessed Healthwatch advice and information online, by phone or in person.



3,082 people engaged with us through our website and social media.

# Annual Report 18/19 Summary

- Rights to access project homelessness
- Pride and Wellbeing Reports
- 4 Enter and View care home visits
- NHS Long Term Plan Engagement



# Since then...



- 2 Standing Conferences
- Primary Care Network survey
- Long Term Plan report published
- Continued RAP project

# Long Term Plan Engagement

Improvements to services for conditions such as Autism, Dementia and Mental Health Conditions



Having alternatives to online



Better communication between services and patients



More access to GP appointments



Reduced waiting times for Doctors appointments, treatment and ongoing support



Improved transport to healthcare and short travel times







**Chris Bain**  
Chief Executive Health Warwickshire

# Determinants of Health and Health Outcomes

- Socio economic factors 40%
- Behaviours 30%
- Clinical care 20%
- Built Environment 10%

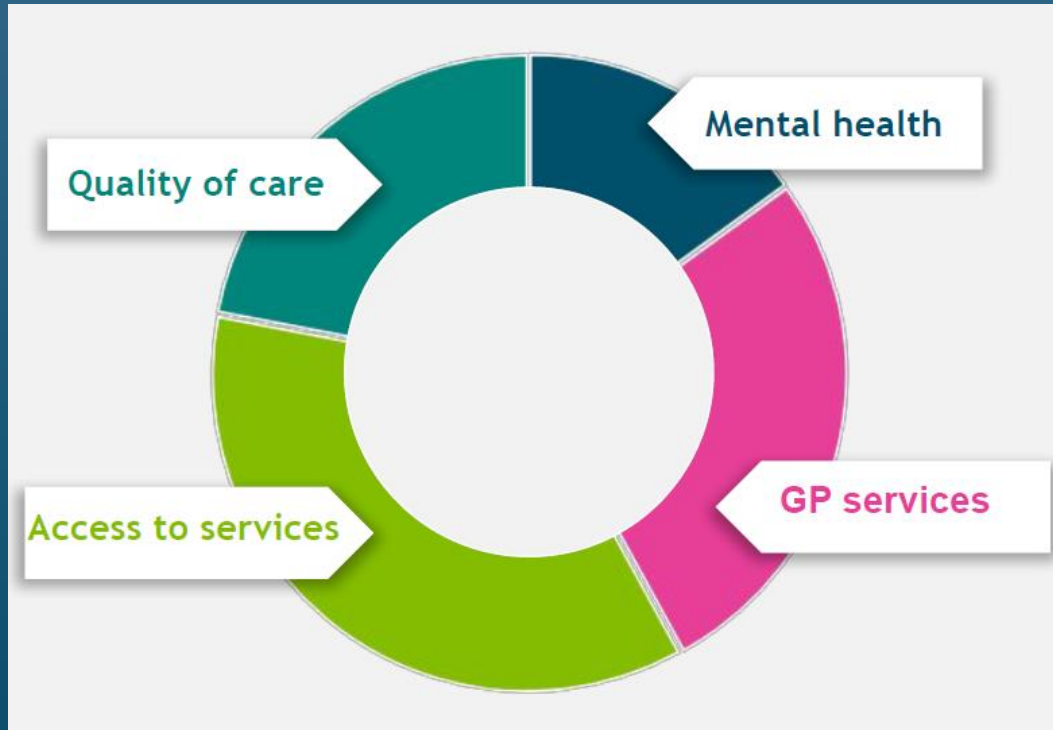
# Population Health Management

- Wider determinants
- Health behaviours and lifestyle
- Places and communities
- Integrated health and care system

# NHS Long Term Plan

- Key stakeholder Engagement period:  
27/9/19 - 15/11/19
- Ensuring Patient Voice is heard within:
  - Integrated Care Systems
  - Place
  - Primary Care Networks
  - Commissioning arrangements
- Email: [info@bettercarecovwarks.org.uk](mailto:info@bettercarecovwarks.org.uk)

# Key challenges:



In terms of **patient voice** people have expressed concern about:

- Communication
- Decisions based on need
- Hearing from the seldom heard
- Poor patient and public involvement
- Instability in social care



# NHS Draft Strategic 5 Year Plan

**Rachael Danter**

System Transformation Director of the  
Coventry and Warwickshire Health and Care  
Partnership



# Over to you

1. Quality of care
  2. Access to services
  3. GP services
  4. Mental health
- What should Healthwatch Warwickshire be doing?
  - How should health the Health and Care Partnership be responding?