



Volunteering at Healthwatch Warwickshire

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Volunteering - what we do

We are independent consumer champions for health and social care:

- Collect the view of local communities on health and social care
- Help build a picture of where services are doing well and where they need to be improved
- Signpost people to relevant information and services
- Visit services and provide recommendations and feedback
- Promote Healthwatch Warwickshire within local communities



Volunteering - why we do it

- “after appalling treatment from the medical profession”
- “want to be useful after retiring from full time work”
- “with Healthwatch, one sees changes being made”
- “committed to representing the voice of the public”
- “my life was saved, rehab was great - I use my experience to try and improve things for everyone”
- “member(s) of my family are in the Health/Care system and want to ensure their voice is heard”
- “personal challenge and using existing skills”
- “the voice of patients and people who use services should drive priorities”
- “a sense of community”.



Volunteering - our achievements 2016/17

- Major initiative at St Michael's hospital
- Recommendations accepted and action taken
- Evidence of improvements in those areas already available
- Several visits to Warwickshire Care Homes to follow up concerns raised
- + 1000 hours of volunteering given for a single Healthwatch Project - GP Enter and View
- + 3000 patients / people who use services have shared their opinions with Volunteers.



Volunteering - our achievements 2016/17 cont.

Results and changes are verified by revisits:

- Improvements in facilities for people waiting and people accessing their GP practice
- Improvements to people's experience of appointment booking systems through maximising the use of online booking
- Practices have improved their approaches to informing people of opening hours and any extended hours that the surgery offers
- Improvements to informing patients of any delays which may impact their appointment
- More consistent provision of comments/complaints box in reception so that patients can feed back anonymously and confidentially
- Attention to ensure leaflets and posters are up to date and well organised for ease of access within the surgery
- Some evidence of increased sharing of good practice.



Volunteering - our view of priorities

Is there too much to do in Health and Social Care - how to break it down?

1. Access and Information

- How to access services - information and support
- Trustworthy services needed for advice and to protect people's resources
- Process of commissioners/commissioning needs to be more transparent.



Volunteering - our view of priorities cont.

2. Service Delivery

- Reduction in waiting times and timescales to achieve diagnosis/assessment
- Better sharing of information - people are still having to repeat their stories too many times, why?
- Standards have equal importance to Outcomes, across all aspects of the Health and Care system
- Robust community services to help people remain at home and leave hospital as soon as ready
- Reform of Care for chronic problems - is anything changing?

3. Service Approach

- Care Services or Care Warehousing?
- Back to Basics, working together and reducing costs
- Local facilities - More power to the GPs?

