Healthwatch St Helens Annual Report, 2018/19

1. PURPOSE OF THE REPORT

To highlight to the Peoples Board some of the work undertaken by Healthwatch St Helens in 2018/19.

2. BACKGROUND

Each year local Healthwatch is obliged to produce an Annual Report, in accordance with a template provided by Healthwatch England.

With the template requiring different information each year, the Annual Report enables us to highlight some of our key work. This year there is a particular focus on our volunteers and we featured two of our Volunteer Forum members and their motivation for being involved with us.

The opportunity is also available to highlight some of the differences we’ve made. We chose to focus on:

- Changes made to how North West Boroughs Healthcare Trust (not identified in the report) communicates with patients on the autistic spectrum.
- How Newton Medical Centre (again, not identified in the report) has changed its systems for issuing repeat prescriptions, in particular when the IT is causing problems.
- Our event - ‘Making the Right Choices for your Healthcare Needs”, emphasising how we are supporting the CCG in encouraging people to choose more appropriate services, both to address cost and demand implications and to help people to get treatment and advice faster.

We felt it was important to include our involvement with the development of St Helens Cares and to demonstrate the partnerships we have across the borough, in particular with the CCG, and with Adult Social Care.

3. RECOMMENDATIONS

- That the Peoples Board note the Healthwatch St Helens Annual Report

4. APPENDICES

Appendix 1 – Healthwatch St Helens Annual Report, 2018-2019
PERSON PRODUCING THIS REPORT

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