



Annual Meeting 2016/17
Healthwatch Northamptonshire



Welcome

Teresa Dobson

Chair



Message from our Chair

- Exist to make health and social care services work for the people who use them
- Everything informed by our connections to local people
- Uniquely placed as part of a national network
- Our role is to ensure that local decision makers put experiences of people at the heart of their work
- Strong, resolute and independent community champion



Our challenges...

- Fourth operational year
- Budget cut
- Office move
- Reduction in staffing levels
- New CEO
- New Chair



However, a lot to be proud of

- Award winning work
- Over 2,000 responses CYP - eating disorders
- EMAHSN Regional Masterclass - engaging CYP
- 230 people with SEND

“A very innovative approach of engaging with children and young people to ensure services are right for them. An impressive portfolio of projects has been produced through this initiative”



Youth on Board Award





- Spoke with 25 homeless people
- 77 responses to ‘snapshot’ maternity survey
- Hospital discharge and follow-up home based support
- Responded to consultations, e.g. ICES, block residential care contracts
- Enter and View visits, e.g. Kingswood Residential Care Home, The Cube Disability - day care service



Undertaken a variety of engagement events....

- 135 Pop Up Shops in 55 locations!
- Spoke to over 1,200 people
- Logged 224 pieces of feedback by phone, email, comment card, etc.
- 169 responses to annual Make Your Voice Count Survey
- Playday at Abington Park, World Breastfeeding Week, Umbrella Fair...



Information and signposting

- Gave guidance and signposting to 117 people
- Signposted to other services e.g. advocacy support (Total Voice Northamptonshire), Patient Advice and Liaison Services (PALS), Northamptonshire Carers, NHS England Customer Centre, Adult Social Care, Citizen's Advice Bureau, and Community Law.
- Referred on safeguarding issues



Our volunteers....

- **Healthwatch Northamptonshire Board** - 16 volunteers
- **Planning Group** - develop strategy, deliver work plan, lead project task and finish groups
- Ensure delivery of statutory roles and functions
- Use their experience and expertise - various Boards and committees
- Proactively gather, listen and represent the views and experiences of local people
- Vital to ensure the 'voice of the people' is championed at every opportunity



Young Healthwatch

- Set up Facebook, Twitter, Instagram, Snapchat and web pages
- Designed new leaflet
- Eating disorder workshop January 2016 - over 2,000 responses to survey
- Enter and View to Skylark ward at KGH
- Two awards for our work consulting and engaging with CYP
- Heartstart sessions
- Mental Health Awareness Day





Young Healthwatch



How have we made a difference?

The views of children and young people with SEND in Northamptonshire

“I have read the full report and thought it was really well produced. The items I will take from this for some follow up are around bullying and the information available to young people and how it is presented... I will look into putting on a workshop on bullying for parents [this took place in November]... I'm sure that other strategic groups will want to learn from this piece of work too.”

Anne Wakeling, IASS Service Manager

Experiences of pregnancy, birth and onwards: The views of parents about services and support in Northamptonshire

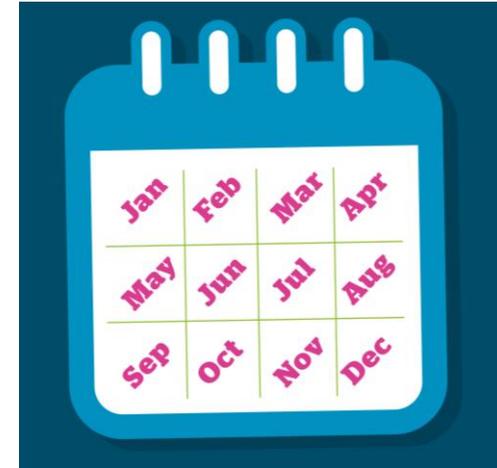
“This report is extremely informative and will be influential when we are looking at developing our Local Maternity System in line with the National Maternity transformation programme.”

Helen Adams - Commissioning Manager
- SEN and Disability and Maternity,
NHS Nene and Corby Clinical
Commissioning Groups



Priorities for 2017/18

- Northamptonshire's Sustainability and Transformation Plan (STP)
- ASD/ADHD project
- Working with Nene CCG - improving maternity services
- Relaunching Young Healthwatch
- Investors in Volunteers
- Investors in Children



Thank you!



- Volunteers
- Young Healthwatch

We can't do any of it without you!



Tell us about your experiences

make
your
voice
count



Thank you for attending our annual meeting

Before you
leave...



Please fill in the feedback form on your table and answer our quick poll

What should be the top three priorities for our work next year?

(Please answer on the postcard and place in the token box)

