

EXTERNAL SERVICES SCRUTINY COMMITTEE - UPDATE ON THE PROVISION OF HEALTH SERVICES IN THE BOROUGH

Contact Officer: Nikki O'Halloran
Telephone: 01895 250472

Appendix A: Healthwatch Hillingdon Annual Report 2014/2015

REASON FOR ITEM

To enable the Committee to receive updates and review the work being undertaken with regard to the provision of health services within the Borough.

OPTIONS AVAILABLE TO THE COMMITTEE

Members are able to question the witnesses and make recommendations to address issues arising from discussions at the meeting.

INFORMATION

As representatives from Healthwatch Hillingdon were unable to attend the External Services Scrutiny Committee meeting on 14 July 2015, they have been invited to attend this meeting to present their Annual Report and update the Committee on the work that it is currently undertaking/has planned.

Healthwatch Hillingdon

Healthwatch Hillingdon is a new health watchdog run by and for local people. It is independent of the NHS and the local Council. Healthwatch Hillingdon aims to help residents get the best out of their health and care services and give them a voice so that they can influence and challenge how health and care services are provided throughout Hillingdon. Healthwatch Hillingdon can also provide residents with information about local health and care services, and support individuals if they need help to resolve a complaint about their NHS treatment or social care.

From April 2013, Healthwatch Hillingdon replaced the Hillingdon Local Involvement Network (LINK) and became the new local champion for health and social care services. It aims to give residents a stronger voice to influence how these services are provided. Healthwatch Hillingdon is an independent organisation that is able to employ its own staff and volunteers.

Healthwatch aims to listen to what people say and use this information to help shape health and social care services. It will help residents to share their views about local health and social care services and build a picture of where services are doing well and where they can be improved. It will use this information to work for improvements in local services. Healthwatch Hillingdon will also provide residents with information about local health and care services including how to access them and what to do when things go wrong. It will help refer people to an independent person who can support them in making a complaint about NHS services.

Healthwatch Hillingdon has recruited eight Board Members to join the Chairman, Jeff Maslen, on the Board. This Board contains a balance of strong strategic leadership, governance, organisational and financial skills required to lead the new organisation. The Board will be able

to represent the communities which it serves and ensure there is a good understanding of the broad areas of health and social care.

Healthwatch Hillingdon's 2014/2015 Annual Report has been attached as Appendix A.

Witnesses

Representatives from the following organisation have been invited to attend the meeting:

- Healthwatch Hillingdon