

Report to: The Health and Wellbeing Board

Report from: Graham Hawkes, Chief Executive Officer

Date: 5th December 2013

Subject: Report on the Healthwatch Hillingdon Launch Event

Introduction

In our report to the Health and Wellbeing Board of 31st October 2013 we advised that the information gleaned from our launch event was being evaluated to inform our priorities and work plan. This report outlines the main area highlighted by the delegates that they would like to see set as the main priority for Healthwatch Hillingdon and the project we will be putting into place to work on this priority.

We would advise that a full report on the launch event, our completed work plan and a further report on our activities will be submitted to the next Health and Wellbeing Board.

Priority Area

The number one priority area emphasised by delegates was GP Services. There were many reasons for this dissatisfaction of GP services in Hillingdon, which included, accessing appointments, equity of service quality and differing services provided at surgeries.

Healthwatch Hillingdon will be looking at this area as a priority for our work plan and looking to further evidence the provision of GP services in Hillingdon. This decision has not been solely taken because of the results from the event evaluation, as in addition to directly affecting change in Hillingdon there is an opportunity to influence and inform two regional workstreams which will impact upon primary care in Hillingdon. One of the main focusses of the Shaping a Healthier Future programme, which looks to reconfigure health services in northwest London, is the establishment of better access to general practice and primary care facilities in the community. The commissioners of Hillingdon's GPs, NHS England, in their "Call for Action" programme, are also seeking to transform the way general practice and the wider primary care services provide their services to reflect the growing challenges of increasing population, people living longer and more of them with long term conditions.

Project Methods

To enable a comprehensive report to be written on general practice in Hillingdon we are planning to carry out an extensive engagement and research programme to capture the evidence required. This will take into account all existing data held on resident's views on GP's services, discussions with a wide range of other agencies in the borough and broad cross borough engagement with residents and community groups.

The first of our engagement events will be the Assembly for Older People on 10th December 2013, when we be running a facilitated workshop. This will be followed by further planned events and initiatives through December and early 2014, including the surveying of residents in conjunction with Community Voice in Northwood, 3 Older People Wellbeing events and stalls at the borough's Sainsbury Supermarket Stores.

We are looking to complete this project, publish a final report and make recommendation in March 2014.