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**Health and Wellbeing Board**  
Report of the Interim Director of Public Health

21 October 2015

## **Response to Healthwatch Reports**

### **Summary**

1. This report provides the Health and Wellbeing Board with:
  - Comments on the following two Healthwatch reports presented to the previous meeting:
    - [Who's Who in Health and Social Care](#)
    - [Consistency and Confidence in Patient Led Assessments of the Care Environment \(PLACE\)](#)
  - Information on two new Healthwatch reports

### **Background**

2. Health and Wellbeing Board have agreed to receive and respond to Healthwatch York reports as appropriate. Healthwatch York reports contain extensive qualitative research carried out with the residents of York and make a number of recommendations for Health and Wellbeing Board itself and for individual partners that sit around the table.
3. Recommendations arising from the two previous reports are contained within **Annex A** to this report.

### **Main/Key Issues to be Considered**

4. Set out below is a summary of the work and practices that are in place to address the recommendations:
5. [Who's Who in Health and Social Care](#)
  - Organisations would be happy to add a link to Connected York to their websites.

Organisations would be happy to provide information for the website if Healthwatch York and/or York CVS were happy to continue to update the site.

- The NHS Accessible Information Standard becomes law from April 2016. All statutory health and social care organisations will need to provide information to clients in their preferred format.
- City of York Council must meet certain legislative requirements when preparing meeting papers and agendas. A glossary of acronyms used is provided as part of all papers for meetings held in public.
- In principle all organisations around the Health and Wellbeing Board table would be open to using Healthwatch York's readability group.
- Key partners around the table publish agendas for all their public meetings on their individual websites. Each organisation has agreed timescales for publication. For most of these there are usually two or three paper copies of the papers available in the meeting room on the day of the meeting.
- For City of York Council meetings copies of papers can be provided in a different format on request. Hard copies of Council meeting papers are also available at York Explore. Details of public meetings are also advertised on the public notice board outside the gates of West Offices. The Council's website also has details of [how residents can be involved in public meetings](#).
- City of York Council is also currently undertaking a scrutiny review ([E-Democracy Task Group](#)) with the aim of 'identifying the potential for improving public engagement and take up of services through digital means and the Council's ability to respond'.
- York Teaching Hospital NHS Foundation Trust's Board Meetings and council of Governors meetings are held in public. The Annual General Meeting is also open to the public. Dates and papers for the Board and Council of Governors meetings are published on the Trust's website. Papers can also be requested from the Foundation Trust Secretary, and packs of papers are available in hard copy at the meetings. Papers are also available in alternative formats on request.

The AGM is also promoted via the media and in promotional materials for the Trust's open day, which coincides with the AGM.

- NHS Vale of York Clinical Commissioning Group has produced information on choosing well/is A & E for me for the Vale of York footprint. A further budget would need to be identified for something York specific and/or for something to be produced for every household in the city. Yorkshire Ambulance Service have suggested that this issues around information of this nature be discussed at the Urgent Care Working Group.
6. Consistency and Confidence in Patient Led Assessments of the Care Environment (PLACE) – the recommendations within this report are not for the Health and Wellbeing Board specifically and Health and Wellbeing Board has no direct power to influence these. However, in principle they feel they are good recommendations and would encourage Healthwatch York to work with providers to implement these where possible.
  7. Further Healthwatch York Reports – in addition to the two reports already referred to Healthwatch York have also published three further reports:
    - Accident and Emergency Department and its Alternatives (Annex B refers)
    - Discharge from York Hospital (Annex C refers)
  8. Responses and comments on these two reports will be presented at the January 2016 meeting of the Health and Wellbeing Board.
  9. Finally the Board are asked to note the work Healthwatch York has undertaken on behalf of the Health and Adult Social Care Policy and Scrutiny Committee on [Wheelchair Services](#).

## **Consultation**

10. Member organisations of the Health and Wellbeing Board have contributed their views to this report.

## **Options**

11. There are no specific options for the Board to consider however they are asked to note the updates on the recommendations emerging from the Healthwatch reports and note the new Healthwatch reports.

## **Analysis**

12. The reports give a comprehensive view of resident views on specific topic areas and suggest positive and practical steps for improvement. A number of the recommendations could be picked up in existing or forthcoming work and planned legislation may help change some of the more negative experiences and improve access to information.

## **Strategic/Operational Plans**

13. The work undertaken by Healthwatch York contributes towards a number of strands of the Joint Health and Wellbeing Strategy.

## **Implications**

14. There are varied implications associated with the recommendations in the Healthwatch York reports. Predominantly these are financial and equality based.

## **Risk Management**

15. The proposed changes to accessible information that will come via the [NHS Accessible Information Standard](#) means that failure to address some of the recommendations from Healthwatch York may lead to a failure to comply with legislation when this becomes law from April 2016.

## **Recommendations**

16. Healthwatch York is asked to note the responses within this report.

Reason: To follow up on the recommendations of the Healthwatch reports.

## Contact Details

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### Chief Officer Responsible for the report:

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Report  
Approved

Date 09.10.2015

Specialist Implications Officer(s) None

Wards Affected:

All

**For further information please contact the author of the report**

### Background Papers:

None

### Annexes

**Annex A** – Recommendations arising from previous Healthwatch Reports

**Annex B** – New Healthwatch York Report – Accident and Emergency Department and its Alternatives

**Annex C** – Discharge from York Hospital