

Appendix A1 – Summary of HealthWatch Barnet

Healthwatch Barnet's Role and Aims

Healthwatch Barnet was established as part of the Health and Social Care Act 2012 to give users of health and social care services a powerful voice locally and nationally. Healthwatch Barnet was established in April 2013 and is part of a national network led by Healthwatch England. We have a seat on Barnet Health and Wellbeing Board and Barnet Clinical Commissioning Group (CCG) Board and are regular contributors to the Health and Safeguarding Overview and Scrutiny Committees.

Healthwatch Barnet is the independent voice for residents of Barnet who use health and social care services. Our vision is of a thriving and active community of Barnet people who want to influence and contribute to the development and delivery of quality health and social care in Barnet.

To achieve this, Healthwatch Barnet:

- Has a powerful relationship with Barnet residents, volunteers and service users to gather and represent their views and experiences and capture and present the voices of under-represented communities
- Promotes and supports the involvement of people in the monitoring, commissioning and provision of local care services;
- Signposts individuals to advice and information to help them make informed choices about their health and social care.

Healthwatch Barnet's charity partners are Advocacy in Barnet, Age UK Barnet, Barnet Carers Centre, Barnet Centre for Independent Living, Barnet Citizens Advice Bureau, Barnet Mencap, Community Barnet Children and Young People's Team, Community Barnet Parenting Consortium, Home-Start Barnet, Jewish Care and Mind in Barnet.

We listen to residents views about Barnet health and social care services. We listen to people of all ages and from all of Barnet's communities. We visit community groups, public events, hospitals and health and social care venues to tell local people about Healthwatch.

We share residents' experiences with health and council services. We raise concerns or highlight good practice with senior health and council staff to improve services. We recommend ways that services can be improved. Our staff and volunteers attend the following Committees and Groups to talk about services on residents' behalf:

Barnet Health and Wellbeing Board
Barnet Clinical Commissioning Group Board
Barnet Council Partnership Boards
Hospital groups and committees

We also meet regularly with the Care Quality Commission and Barnet Council Care Quality and Safeguarding Teams.

We present our Enter and View Reports to Barnet Council's Health and Safeguarding Overview and Scrutiny Committee.

Our key achievements in Year 1.

Following our Launch event in May 2013 some of our key achievements include:

- Reaching 30,000 contacts with information about Healthwatch and health and social care services.
- Reviewing services at 11 care homes for older adults (a total of 18 visits) 3 hospital wards for people with mental health conditions, 3 residential settings in the community for people with mental health conditions, and 6 hospital wards. We are pleased to say that 64% of care homes visited have complied with our recommendations to improve the services for older people.
- Encouraging changes to the GP appointment system and support for people with disabilities, by presenting recommendations to the Barnet Clinical Commissioning Group (CCG) Board, the Local Medical Committee of GPs and the Practice Managers Forum.
- Barnet CCG commitment to providing longer appointments for people with learning disabilities and providing information in an Easy-Read format.
- Information and guidance about health and social care service entitlements to nearly 300 people in Barnet.