

Healthwatch Update

Annual report

Due to the pre-election guidance in place, we have been advised by Healthwatch England to delay the publication of our annual report until after the general election. We will therefore be sharing our report with committee members on Monday 8th July.

We are also in the process of drafting a report detailing the service provided by our independent NHS complaints advocacy service 2023 – 24 and this will be available in August and will be shared with the committee and key stakeholders.

Healthwatch Sefton work plan 2024 – 25

Operations Group members will be reviewing and authorising the key issues which will feature on our main work plan so we are ready to push forward with activities after the general election. At present there are 15 areas of work included on the work plan, including a programme of visits to care homes, hospital visits, a review of Litherland Town Hall Urgent Treatment Centre/Walk-In, a review of transition from children's to adult social care services and a range of activities relating to general practice and dentistry. We will be looking to gain further assurances about work plan areas from stakeholders too and gain feedback on any other priority areas from our residents and communities throughout the year.

Building relationships with the Care Quality Commission (CQC)

With the new ways of working being rolled out across the CQC and roles being re-established, we have local representatives presenting at our June meeting of our Operations Group (13th June) to gain an update on how the new inspection structures will impact locally and support us to build up new relationships with the team.

NHS Quality Accounts

Healthwatch Sefton attended the presentation day with NHS Cheshire and Merseyside colleagues and will be reviewing the accounts of five NHS providers and providing commentaries. The commentaries will be published on the Healthwatch Sefton website and will be available on request after the general election.