

Jean Broadbent – Engagement Officer

healthwatch Southend





Aims:

- To give local people a voice to influence how services are provided
- To signpost people to information to help them make choices about health and social care services.
- To encourage and support people and groups to share their views about services; listen to people's needs and experiences of services.
- To enable people who use NHS services to access support when making a formal complaint.



Jean Broadbent
Sharon Auger
Katherine Burrows
Sammi Wise

Advisory Board Members:

Volunteers:

Engagement Officer
Information & Advice Officer
Health Complaints Advocate
Administrative Officer

Chris Gasper
Freddie Dawkins
Wendy Dodds
Jan Stannard
Charlene Nyagnda
Trudi Pipe

Joint Strategic Needs Assessment JSNA
Devised by Southend Council & Public Health (Krishna) looking at needs of Southend population

Health & Wellbeing Board

- Members/Deliver Partners:*
- SBC Council
 - Elected Members
 - EPUT
 - SUFT
 - CCG
 - Lead GP
 - HWS
 - SAVS
 - Preschool Learning Alliance
 - SBC
 - Safeguarding

HEALTH & WELLBEING STRATEGY

- Prevention
- Equality
- Sustainability

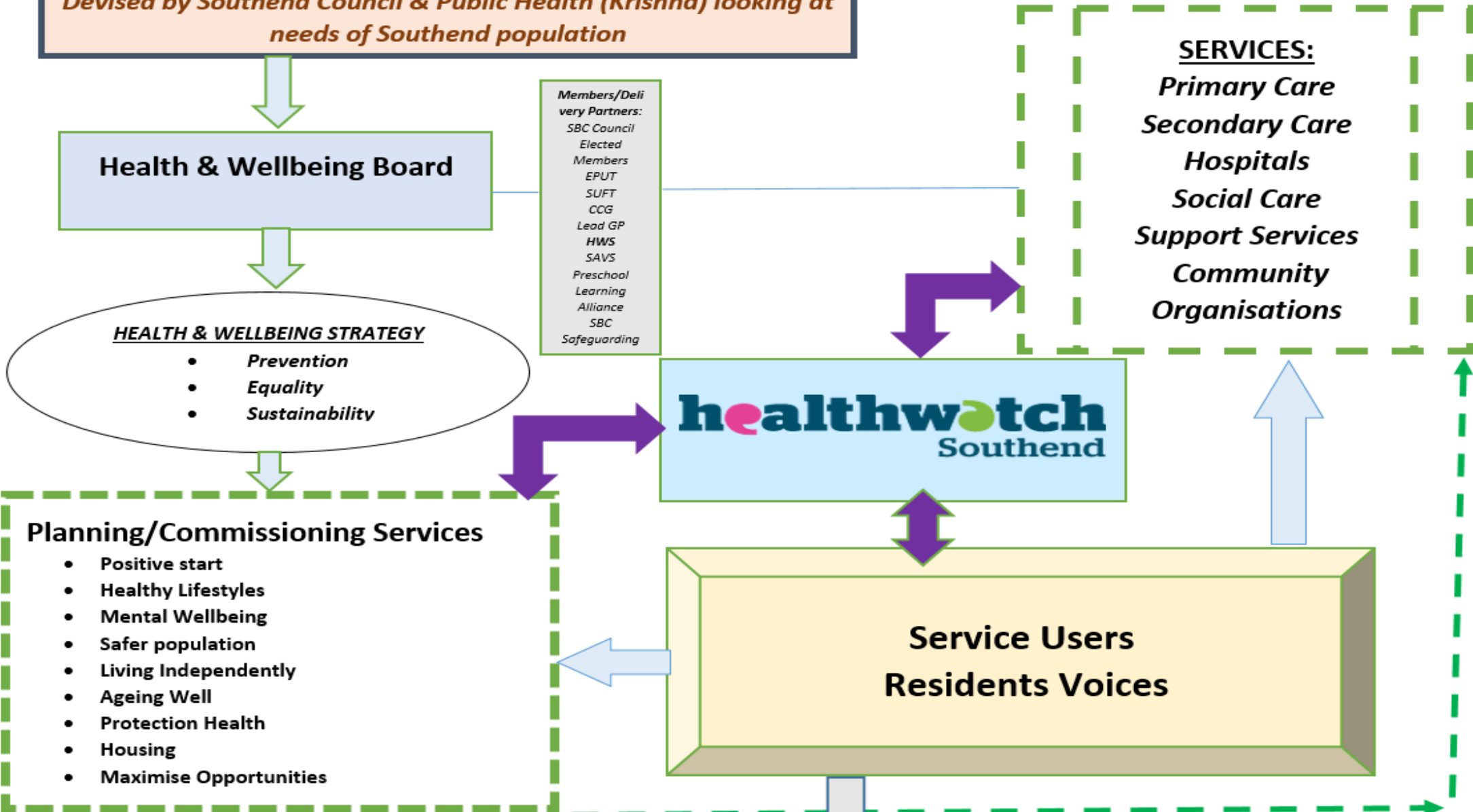
SERVICES:
Primary Care
Secondary Care
Hospitals
Social Care
Support Services
Community Organisations

healthwatch Southend

Planning/Commissioning Services

- Positive start
- Healthy Lifestyles
- Mental Wellbeing
- Safer population
- Living Independently
- Ageing Well
- Protection Health
- Housing
- Maximise Opportunities

Service Users Residents Voices



<p>Goal 1: <u>Sustainability & Transformation Partnership:</u> This is related to the changes in Southend: Digital Platforms Range of Health Professionals in various settings Social Prescribing Support</p>	<p>Goal 2: <u>Care Services:</u> Do residents know about respite care and how to access services when they need support Discharge and Care in Own Home meet need Are people aware how to access services Do they know how to complain</p>	<p>Goal 3: <u>Vulnerable Groups:</u> Work with Older People, Learning Disability Groups, Homeless Support Providers People who speak other languages Those who have not been able to register with GP or access Dental Services.</p>
<p>Goal 4: <u>Children & Young People:</u> Access to Mental Health support in Schools Hearing young people views and how their healthcare is talked about</p>	<p>Goal 5: <u>Dementia, Asperger's & LD:</u> Rising demands on Dementia Services Includes Childrens who are ASD Access to those who need services – produce easy read guides</p>	<p>Goal 6: <u>Social Value:</u> Broaden how we make a difference to those who don't have a voice – increase opportunities for confidence building – Volunteer opportunities</p>
<p>Goal 7: <u>Engagement</u> Make sure we are raising profile of HWS Visit groups and provide drop ins Produce Newsletter, Social Media Encourage residents to tell us their stories</p>	<p>Goal 8: <u>Mental Health Services:</u> Raise awareness of services available Highlight gaps in services Crisis Café provision go ahead Extra Staff to reduce waiting times</p>	<p>Goal 9: <u>Volunteers:</u> Encourage Volunteering wide range of opportunities – support Community Resilience Provide training – MH Awareness, First Aid, Safeguarding</p>



- To enter and view specific types of premises where care and services are provided
- Ask those that commission the services to listen to what residents say
- Expect those who plan services to give us a response within a specific timescale
- To escalate issues to Health Wellbeing Board and Scrutiny Committee
- To alert Healthwatch England and Care Quality Commission concerns.



**Access to GP
Appointments**

**Waiting times
for Blood Tests**

**Transport to
other
treatment
sites**

**Discharge from
Hospital**

**Care Homes
and Respite
Care**

**Access to
Children
Support
Services**

**Waiting times for
Consultant
Referral**

**Access to Mental
Health Services**

- **Contact us by phone, email or link through website**
- **Drop-in sessions at the Civic Centre Foyer, The HUB and Children's Centre's**
- **Ask us to speak to a group**
- **Join your Patient Participation Group**



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