

Healthwatch Devon Quarter 3 report 13/14 Executive Summary

This is Healthwatch Devon's formal report to the commissioners who fund our work: Devon County Council, the NEW Devon Clinical Commissioning Group and the South Devon and Torbay Clinical Commissioning Group. This report covers the period from October - December 2013.

As Healthwatch Devon moved into the second half of its first year of operation, there is clear evidence that the first six months of start-up activity is starting to show results. Here are the highlights of the report.

Our Vision is better health and social care services through public involvement

Our Mission is to be an independent, influential consumer champion of health and social care services in Devon. This work will be supported by:

- Our statutory powers
- Our unique system of intelligence
- Our active membership

Our strapline is better services through public involvement.

Baseline Service

Our baseline service is available to anyone, anywhere in the area we cover.

- Speak Out feedback doubled between Q2 and Q3 thanks to our work on the Torrington 200 survey.
- We continue to see consistent growth in the number of 'friends' of Healthwatch Devon (those wanting to be kept informed of

our activities).

- Our policy and research work led to a half day seminar presenting a series of recent patient/consumer centred reports.
- We made a series of improvements to our website leading to continued growth in visits. Twitter following also grew to 700 with increase in retweets.
- Our partnership with the Citizens Advice Bureau is strengthening with more enquiries coming in.
- We, along with our partners, continue to contribute to strategic meetings and forums.

Engagement Service

The engagement gateway continues to be well used with Devon County Council being the largest source of requests.

Our delivery partners have supported a wide range of engagement activities including:

- Be Involved Devon - 'Coming Together meetings' and work with the Care Quality Commission on mental health
- Devon Carers' Voice - countywide carers' conference and carers rights day events
- Devon Senior Voice - working with NEW Devon Clinical Commissioning Group to produce a short film for the 'Winter Friends' Campaign.
- Devon Link Up - attended the learning disability partnership board, health sub-group and Joint Engagement Board monitoring group.
- Living Options Devon - held 14 local cluster events promoting Healthwatch Devon.

Developing Organisational Structure

Our priority for Q3 was to register Healthwatch Devon as a Charitable Incorporated Organisation (CIO).

- Constitution was sent to the Charity Commission before Christmas.
- Worked on our membership campaign which is planned for the New Year.
- Shadow Board co-opted five additional members to bolster its membership.
- In November, the Community Council of Devon (accountable body for Healthwatch Devon) and Healthwatch Devon Shadow Board paved the way for the joint venture meetings in the new year.
- Work began on our business plan for 2014/15.

Key Performance Indicators

Progress on our Key Performance Indicators is broadly on course, with many of these being covered by the items listed above. Any outstanding items will be discussed with Commissioners at our quarterly contract monitoring meeting.