

# Together

we're making health  
and social care better

Annual Report 2022–23

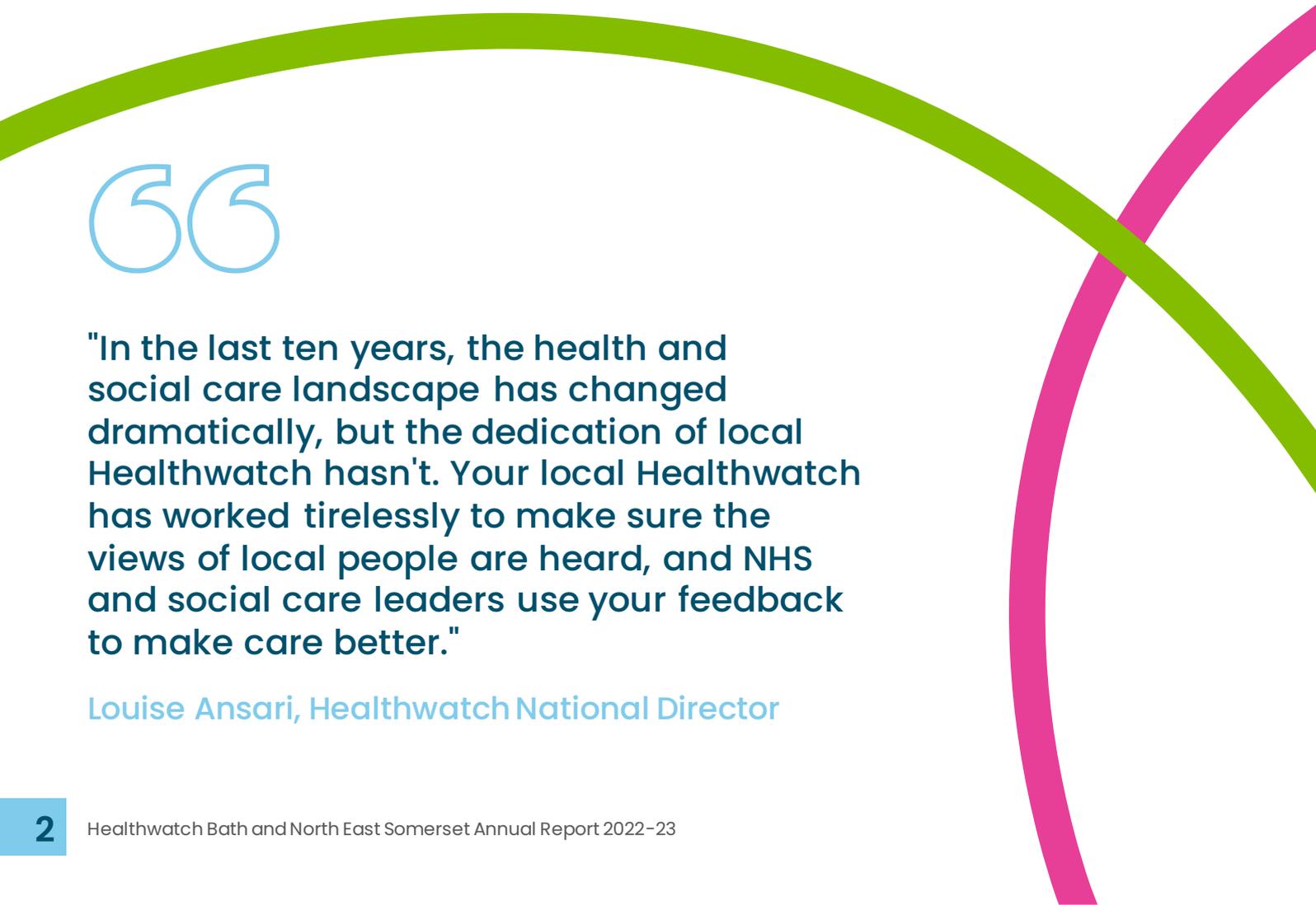
**healthwatch**  
Bath and North East  
Somerset



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**"In the last ten years, the health and social care landscape has changed dramatically, but the dedication of local Healthwatch hasn't. Your local Healthwatch has worked tirelessly to make sure the views of local people are heard, and NHS and social care leaders use your feedback to make care better."**

**Louise Ansari, Healthwatch National Director**

# Message from our CEO

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It wouldn't be right to reflect on the year, without acknowledging the work of all partners involved in the development and delivery of the Integrated Care Board (ICB). Whether clinicians, volunteers, mental health practitioners, wrap around service providers, administrators or Citizens. Whether working within the NHS, Local Authority, VCSFE or simply making your community a better place. Thank you.



**Kevin Peltonen-Messenger**  
**CEO of The Care Forum**

There are some incredibly dynamic and innovative pieces of work that the 'system' has produced, hub working, system collaboration on tackling inequalities and a clear and structured approach to tackling frailty. Phases of work have moved at incredible pace to match the aspirations of the people planning and delivering them.

This pace does however mean that people in our communities may not have had the opportunity to be actively involved in its development. The time simply has not been there to do the engagement and proactive listening that all phases of work so desperately need. We are of course proud of our role in the VCSFE Alliance, as Partner of the Bath and North East Somerset, Swindon and Wiltshire Integrated Care System (ICS) and the research and insight projects we have brought to the region to help understand approaches to mental health and social inclusion. But I feel there is an approach that must sit alongside the pace of work. That is a calmer, open and active listening that does not always align to the schedules of development. Whilst it is clear to me and evidenced throughout this report, we are engaging more broadly than we perhaps have in previous years - the rate of change does not always make for a smooth road to engagement.

Your Healthwatch is strategic, embedded locally, supports a preventative agenda and is proactive in its approach to open listening and engagement within our localities. Our lived experience reports, My Voice Matters, is something we can all be proud of and is evidence of our creative approach to the tapestry of engaging with patients and citizens.

This report shares the outcomes from the work that has been delivered over the past year. Work I have been incredibly impressed with. What it can't portray is the compassion that sits behind the work. The team - paid, voluntary and on placement, are kind, compassionate and dedicated. Their approach to building trusted relationships is as valuable an asset as the innovation we see within other areas of the ICB.

A handwritten signature in pink ink that reads "Kevin". The signature is stylized and written in a cursive-like font.

# Healthwatch Bath & NES Manager

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## I'm excited to share the Healthwatch Bath and North East Somerset annual report for 2022–2023

To start, let me thank my Healthwatch colleagues and our volunteers for their dedication in passionately engaging and representing the patient voice. Ensuring the issues that matter the most when it comes to your health and care are voiced to those in charge of delivering Healthcare.

Given the strains and difficulties the health and social care systems have encountered lately, it is critical that we draw attention to our goal of ensuring that everyone in Bath and North East Somerset, regardless of background, has access to the best healthcare. This is based on our conviction that the design and delivery of health and social care services must be centred on the needs of patients and the general public..

Over the past year Healthwatch Bath and North East Somerset has increased its visibility in our local communities and within the community's health and social care system, while also bringing attention to communities who so often feel ignored. This report highlights what can be achieved when those delivering Health and Social Care truly listen to what people say and make improvements based on this valuable feedback.

I would also like to extend my gratitude to the voluntary sector organisations in B&NES which have played an integral role in allowing us to engage and listen to their service users and gain further insight into the improvements needed.

We also thank our Key stakeholders for listening to the feedback we presented, and taking this into account when shaping their services and making improvements based on our recommendations.



**“The needs of patients and the general public must be at the centre of how health and social care services are designed and provided.”**



**Amritpal Kaur**  
**BSW Projects Portfolio**  
**Manager**

# About us

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## Healthwatch Bath and North East Somerset is your local health and social care champion.

We make sure NHS leaders and decision makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.



### Our vision

A world where we can all get the health and care we need.



### Our mission

To make sure people's experiences help make health and care better.



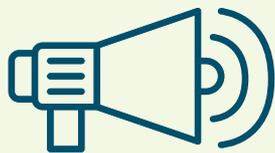
### Our values are:

- **Listening** to people and making sure their voices are heard.
- **Including** everyone in the conversation – especially those who don't always have their voice heard.
- **Analysing** different people's experiences to learn how to improve care.
- **Acting** on feedback and driving change.
- **Partnering** with care providers, Government, and the voluntary sector – serving as the public's independent advocate.

# Year in review

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## Reaching out



**914 people**

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

**4,509 people**

came to us for clear advice and information about topics such as mental health and the cost-of-living crisis.

## Making a difference to care

We published

**12 reports**

about the improvements people would like to see to health and social care services.

Our most popular report was

**[Unpaid Carers Experience of Mental Health During the Pandemic](#)**



## Health and care that works for you



We're lucky to have

**23**

outstanding volunteers who gave up **63 days** to make care better for our community.

We're funded by our local authority. In 2022-23 we received

**£80,000**

which is **4.5% less** than the previous year.

We currently employ

**3 staff**

who help us carry out our work.

# How we've made a difference this year

Spring



Inclusion for all - We outlined your rights as a refugee, where you can access emergency help and how to register for a GP.



We promoted our Young Healthwatch experience and report on eating disorders and the support available in Bath & NES

Summer



We provided an opportunity for members of Patient Participation Groups (PPG), to discuss the current changes in health and care provision.



We supported the #BecauseWeAllCare campaign which saw 54,000 people come forward to tell us about issues they faced with services.

Autumn



Staff & volunteers took part in PLACE assessments at 3 locations with Avon & Wiltshire Mental Health Partnership highlighting issues to take forward



We signposted people to NHS Dental emergency access provision when they were in pain and unable to find a dentist.

Winter



We promoted what you should expect from your smear test and why these Cervical Cancer screenings are important in saving lives.



We told you how to save money when buying prescriptions with a prepayment certificate

# 10 years of improving care

This year marks a special milestone for Healthwatch. Over the last ten years, people have shared their experiences, good and bad, to help improve health and social care. A big thank you to all our Healthwatch Heroes that have stepped up and inspired change. Here are a few of our highlights:

## How have we made care better, together?

### Vaccine confidence

Inclusion for all – Our research exploring vaccine confidence with people from different backgrounds provided vital lessons for public health campaigns.



### NHS admin

We highlighted the negative impact poor NHS admin can have and recommended five principles for services to improve people's experiences.



### Patient transport

NHS England announced improvements to non-emergency patient transport services thanks to public feedback.



### Waiting list support

After we and other organisations called for an urgent response to hospital waiting lists, and better interim communication and support, the NHS set out a recovery plan to address the backlog.



### NHS dentistry

We continued to voice public concerns that improvements to NHS dentistry are too slow, leaving thousands of people in pain.





## Healthwatch Hero



### Celebrating a hero in our local community

Bath & North East Somerset Parent Carer Forum (PCF) reformed in 2021, following the pandemic. They have a great reach into the community and engage with the local authority and other strategic partners to help bring about positive change. They provide a website, information sessions and coffee morning drop ins, as well as participating in conferences, local forums and networks.

They do all this whilst being parents of their own children with additional needs.

Healthwatch met with the PCF in August 2022, and since then have attended drop in sessions, gaining a wealth of feedback from parents about the challenges in diagnosis, gaining Educational Health Care Plans (EHCPs), recognition of other unrelated health conditions and much more.

We continue to work with them to better understand the experiences of children with additional needs, particularly where these are less visible, and to share our joint findings and feedback with local decision-makers to help drive improvements in care and support.



# Listening to your experiences

Services can't make improvements without hearing your views. That's why over the last year we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feed this back to services and help them improve. Below we summarise 2 reports and the impact they have had.

# Unpaid Carers Experience of Mental Health during the Pandemic

**Thank you to all the Carers, families and individuals who took the time to complete our survey and share their experiences of mental health and accessing services during the pandemic. The results [were shared in our report](#).**

Healthwatch Bath and North East Somerset and Healthwatch Swindon worked with NHS England and NHS Improvement (NHS E&I) to support the delivery of their commitment to carers learning pandemic legacy project.

We engaged with the Carers Centre in both Swindon and B&NES, health and social care services including the voluntary sector which played a key role in providing care and support during the challenging times of Covid 19 taking the strain off Core NHS services.

**45% of carers told us that their mental health had been impacted by being a carer during the pandemic.**



“This report has brought into sharp focus the need for all healthcare settings to ‘think patient, think carer’. To ensure that both patient and carer get the right support at the right time”

**Jacqui Orchard CEO – B&NES Carers Centre**

Understanding the impact of the Covid 19 pandemic on unpaid carers is essential to help inform how to best support the health and well-being of those who care for others.

The research undertaken by Healthwatch B&NES in collaboration with Healthwatch Swindon provides valuable insights into unpaid carers’ experience of mental health over the past year. Our understanding of what we heard was that many of the challenges faced by unpaid carers have been long-standing but further exacerbated by the pandemic.

Healthwatch B&NES has since worked with the Royal United Hospital in Bath to develop their carers passport in identifying individuals as having a caring duty. Ensuring that they are taken into account and that they are part of the conversation when it comes to the care of their loved ones.

# Our Commitment to Carers

## “Its Not Rocket Science”

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### NHS England and NHS Improvement

#### Statement

The Commitment to Carers Programme team of NHS England received over 40 bids from Voluntary Sector organisation for projects on the theme of capturing learning and best practice around supporting unpaid carers/ family members during the COVID pandemic response. Over 20 projects received funding covering a broad cross-section of themes and organisations including innovative approaches within specific vulnerable or disadvantaged communities and where family-centred approaches are being used.

Dr Neil Churchill OBE Director, Experience, Participation and Equalities, Nursing Directorate, NHS England said:

“It was our hope that funding this work would improve our understanding from a community and a patient & carer perspective about what processes/outcomes are most important to recognise and get right and what is, can and should be focused on in the future. Projects like the **Unpaid Carers Experience of Mental Health during the Pandemic** carried out by Healthwatch Bath and NES and Healthwatch Swindon showed clearly the effect of the pandemic has been substantial on unpaid carers particularly affecting their mental health and that some of the issues identified have been amplified by the pandemic not caused by it. Establishing a strong network of support and communication is essential for carers who play a key role in the lives of millions of people in the UK.”

NHS England hosted its **8<sup>th</sup> Annual Commitment to Carers Conference: “It`s not Rocket Science”** in December 2022 including a workshop on the Pandemic Legacy projects. The Healthwatch Bath and NES and Healthwatch Swindon project was one of three projects chosen to present at the conference in London.

"The work conducted by the Care Forum has directly influenced the development of CQC's new approach"

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## Statement from the Care Quality Commission



The report and its findings have been shared with CQC's local assessment and inspection teams, serving as an excellent demonstration of the valuable and unique insights Healthwatch provides. The work conducted by the Care Forum has directly influenced the development of CQC's new approach to incorporating feedback from people into our assessment and inspection procedures.

During the time the engagement work took place, it is worth noting that there was a significant increase in the volume of online patient feedback forms received in the 3 local areas in which the engagement work took place, with a growth of 605 submissions compared to the previous three months. This represents a remarkable 76% increase. Each individual experience is allocated to the specific service, and subsequently assigned to an inspector for review and analysis.

We would like to offer our thanks to the staff and volunteers at The Care Forum for their expertise in supporting CQC to hear from people made vulnerable by their circumstances, their families and carers. This project was an excellent example of Healthwatch collaboration and partnership working within an ICS system

**Kate Johnson (she/her)**  
**Local and Statutory Groups Lead**  
**Public Voice and Partnerships**  
**Public Engagement | Engagement, Policy & Strategy | Care Quality Commission**

# How did people living with mental ill health access services during the pandemic?

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**We looked at the experiences of people with mental ill health in accessing health and social care services across Bath and North East Somerset, Swindon and the Wiltshire (BSW) region, publishing this report.**

Over the last few years, mental health has been discussed as a key issue nationally and locally across Bath and North East Somerset (B&NES), Swindon and Wiltshire (BSW).

Healthwatch B&NES, Healthwatch Swindon and Healthwatch Wiltshire worked with The Care Forum and the Care Quality Commission (CQC), the independent regulator of health and social care in England, to support the delivery of a continuous programme of engagement to hear the experiences of people accessing a named health and/or social care service while suffering with severe mental ill health..

## What did we find out?

- People feel that mental health services should be preventative rather than reactive.
- Waiting lists are very long and people felt they 'get lost' in the system.
- Some people reported that they found their mental health issues made it more difficult to access services, particularly when they were in crisis.
- The transition from children's to adult services is problematic, with a perception that you have to start again.
- Carers feel they are not being listened to and as a result their own mental health is being adversely affected, which can impact negatively on the person they are caring for.

“The waiting time is a huge challenge, people are reaching out for help and it doesn't come soon enough.”

(service user in response to question about barriers to access)

# Three ways we have made a difference for the community

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Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.

## Creating empathy by bringing experiences to life



It's important for services to see the bigger picture. Hearing personal experiences and their impact on people's lives provides them with a better understanding of the problems.

We've taken examples of feedback to the Your Health Your Voice Integrated Care Board meeting sharing peoples' real experiences, including the impact of - not being able to access dentistry, including a child beginning to be bullied because of their teeth, the difficulty for working single parents accessing GP appointments and a complete breakdown in trust between patient and healthcare provider.

## Getting services to involve the public



Services need to understand the benefits of involving local people to help improve care for everyone.

As part of an ongoing focus of work to improve the support for children and young people experiencing mental ill health we facilitated senior managers from CAMHS attending a meeting of the Children and Young Peoples Network to share guidance and information on referrals into the service, which was an area of concern. The network brings together play and youth work providers from across B&NES.

## Improving care over time



Change takes time. We often work behind the scenes with services to consistently raise issues and bring about change.

Being part of the local Charity conference helped us extend our network and engagement with local services, and increased our understanding of their service users' issues. These links are now supporting our work on mental health, in particular the needs of young people and the need for more trauma-informed services.



# Hearing from all communities

Over the past year, we have worked hard to make sure we hear from everyone within our local area. We consider it important to reach out to the communities we hear from less frequently, to gather their feedback and make sure their voice is heard and services meet their needs.

This year we have reached different communities by:

- Attending food pantries, family food and play sessions and the 'national play day'
- Connecting with Bath Parent Carer Forum, Bath Welcomes Refugees, Bath Ethnic Minority Senior Citizens Association, and many more community groups
- Dropping in across local libraries during the school Summer holidays
- Reaching out through social media to encourage people to share their experiences

## Raising awareness of Diabetes

People from Black African, African Caribbean and South Asian (Indian, Pakistani, Bangladeshi) backgrounds are at a higher risk of developing type 2 Diabetes from a younger age.

Healthwatch and Bath Ethnic Minority Senior Citizens Association (BEMSCA) held an event to highlight these risks and the importance of treatment for Diabetes on World Diabetes Day. Also taking part in the event were staff from the Community Wellbeing Hub and members of Bath Diabetes Group. As well as sharing information and advice the event provided an opportunity for people to share their feedback



“One of our (BEMSCA) members is elderly, partially sighted and diabetic – we know how important foot care is for diabetics –but he can’t cut his own nails and doesn’t know where to get help”

**Diabetes event at BEMSCA, November 2022**

## Reaching out to young people with learning disabilities and autism

Healthwatch Bath and North East Somerset had a stand at the Preparing for Adulthood event in Radstock.

We engaged with and listened to young people and their parents about the transition from children’s to adult services – such as from CAMHS to adult mental health services, the support available for children with complex needs including learning disabilities who were about to leave school, and the impact of a lack of accessible and publicly funded transport impacting on their next steps, especially where they had multiple needs. We shared this feedback directly with those delivering mental health support.



“My son has autism and will be 18 in two month’s time. He’s had all the support he needs as a child but we’ve had no contact from CAMHS to warn about or arrange for the transition to adult services – it’s very concerning”

**Parent at Radstock event**



# Advice and information

If you feel lost and don't know where to turn, Healthwatch is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding an NHS dentist, how to make a complaint or choosing a good care home for a loved one – you can count on us.

This year we've helped people by:

- Providing up to date information people can trust
- Helping people access the services they need
- Helping people access NHS dentistry
- Supporting people to look after their health during the cost of living crisis

## Help with dental care in Bath & North East Somerset

Healthwatch B&NES had people contact them for advice and information on dental services. The most frequent request for help was in finding NHS dental services with a number of practices handing back their NHS contracts and others not taking on any new patients.

The impact of lack of treatment has resulted in people living with considerable pain and for some worsened mental health.

“I can’t go to work because of the pain in my teeth, I thought I’d got an emergency NHS appointment but when I turned up they said I didn’t. It’s all affecting my mental health as well” **John, Bath resident**

Healthwatch B&NES have shared advice about emergency dental access and involved volunteers in calling dental practices to check whether or not they are taking on new NHS patients. We have provided residents with additional sources of information to help them make dental decisions, including those with poor mental health.

## Supporting communities to access Health and Social care

**A stark reality nationally and locally is the impact of the cost-of-living crisis and its effects on local communities; this has become very visible over the last year.**

Healthwatch Bath and North East Somerset have been regularly attending community food pantries and cafes.

There are currently around 18 individual food pantries/banks across B&NES, which are accessed by people from different backgrounds, including those facing poverty and the direct impact of the cost-of-living crisis, alongside people who need a safe warm space to go where they can seek help and advice and talk to other people to avoid feeling socially excluded. Many of the people we spoke to were experiencing health inequalities due to the cost-of-living crisis and felt more needed to be done to help marginalised people. Healthwatch has supported these communities advising people of the local offer of support available when it comes to Health and Social Care services in Bath and North East Somerset. We have also actively voiced their concerns to Key stakeholders.

“I’m afraid to re-book my hip operation, which was cancelled at the last minute as I need to book a dog carer and can’t afford to pay out if the op is cancelled again”  
**Lynn, Twerton resident**



# Volunteering

We're supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.

## This year our volunteers:

- Visited communities to promote our activities and what we have to offer
- Collected experiences and supported our communities to share their views
- Ensured the Young Persons voice was heard
- Represented our voice in meetings and forums across the area including the South West Citizens Assembly.
- Researched topics and wrote a wide ranging number of reports
- Collected the most up-to-date information on changes to services, such as whether NHS dental appointments were available at a practice

## My Voice Matters!

We have developed a new programme of volunteering called My Voice Matters to ensure the voice of people with diverse lived experiences and backgrounds are heard.

We are proud to be able to give the opportunity for seldom heard voices to be heard by providers and wider organisations in their own words.

Our volunteers have researched and developed their own reports outlining their personal experiences or looking at areas that are important to them.

We began this with a Young Healthwatch Investigation into support available in Bath and North East Somerset for eating disorders.

These reports look at topics like Tourette's Syndrome, Social isolation in Young People, Autism and mental health and support available for autistic people.

We have offered placements to a number of young people who are looking to work into the health and social care sector

**"In my opinion being a college health and social care student and volunteer at Healthwatch is an amazing opportunity and has opened my eyes to so many different things. It is also great as it gives you a chance to make changes and make everyone's lives that little bit easier"**

### Debbie

For me Volunteering for Healthwatch is a way of using my own experience of the cancer journey, the ups and downs of it and helping improve or shape cancer services from a patient perspective. I would highly recommend people getting involved – the more voices that are heard the more it puts the patients at the centre of decisions that are being made



### Do you feel inspired?

We are always on the lookout for new volunteers, so please get in touch today.



[www.healthwatchbathnes.co.uk](http://www.healthwatchbathnes.co.uk)



01225 232 401



[info@healthwatchbathnes.co.uk](mailto:info@healthwatchbathnes.co.uk)

# Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

## Our income and expenditure

| Income                       |                | Expenditure               |                |
|------------------------------|----------------|---------------------------|----------------|
| Annual grant from Government | £80,000        | Expenditure on pay        | £64,952        |
|                              |                | Non-pay expenditure       | £8,228         |
|                              |                | Office and management fee | £6,820         |
| <b>Total income</b>          | <b>£80,000</b> | <b>Total expenditure</b>  | <b>£80,000</b> |

## Next steps

In the ten years since Healthwatch was launched, we've demonstrated the power of public feedback in helping the health and care system understand what is working, spot issues and think about how things can be better in the future.

Services are currently facing unprecedented challenges and tackling the backlog needs to be a key priority for the NHS to ensure everyone gets the care they need. Over the next year we will continue our role in collecting feedback from everyone in our local community and giving them a voice to help shape improvements to services.

We will also continue our work to tackling inequalities that exist and work to reduce the barriers you face when accessing care, regardless whether that is because of where you live, income or race.

## Top three priorities for 2023-24

1. Understanding and supporting the health needs of marginalised groups
2. Ensuring children's and young people's voices are heard within health and social care, including in relation to mental health, learning disability and autism
3. Working with stakeholders including the voluntary and community sector to improve health and social care, including making appropriate use of [Enter and View](#)

# The way we work

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## Involvement of volunteers and lay people in our governance and decision-making

Our Healthwatch Board consists of **Volunteers and TCF –The Care Forum Board members** who work on a voluntary basis to provide direction, oversight and scrutiny of our activities. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Throughout 2022/23 the Board met **3** times and made decisions on matters such as **Primary care access and listening to young people's voice in the delivery of health and social care.**

## Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of using services. During 2022/23 we have been available by phone, email, provided a webform on our website and through social media, as well as attending meetings of community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website

We will also present the annual report to the Health and Wellbeing board .

## Responses to recommendations

We had **zero** providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to Healthwatch England Committee, so no resulting reviews or investigations.

## Taking people's experiences to decision makers

We ensure that people who can make decisions about services hear about the insight and experiences that have been shared with us.

In our local authority area for example we take information to the Health and Well-being Board and Your Health Your Voice ICB forum for the locality.

We also take insight and experiences to decision makers in the **Bath & North East Somerset, Swindon and Wiltshire Integrated Care Board** For example, we actively attend and engage on the **B&NES integrated Care Alliance and Partnership** meetings. We also share our data with Healthwatch England to help address health and care issues at a national level.

# Our key stakeholders play a crucial role in listening to the feedback we present

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Healthwatch Bath and North East Somerset prides itself on the strong relationships we have built with our key stakeholders alongside the voluntary sector in the area, ensuring that when we present your feedback and lived experiences of their services, they listen and act upon it and take steps to make improvements based on what you told us.



## Statement from the Royal United Hospital

'We value the relationship between the Royal United Hospitals (RUH) Bath Foundation Trust and Healthwatch BaNES in ensuring that the experiences of people in the local community is shared with RUH staff for learning and improvement. We are especially keen to ensure that we hear the views from the whole community.

This year we worked together to find out more about the experience of cancer patients who have used the hospital services and are looking forward to working together to continue to improve the experience of cancer patients with the opening of the new Dyson Cancer Centre later this year.

The Patient Experience team have also linked with Healthwatch to find out more about the experience of Deaf patients and in the recruitment of 4 Patient Safety Partners in the Trust. This is a new lay person role and will help ensure that the experiences of people who use the hospital are central to decision-making and part of how we work together to improve the experience for everyone.

We are very much looking forward to working more closely in the year ahead.'

**Sharon Manhi, Lead for Patient & Carer Experience**

# Statement from Health and Wellbeing Board

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**Bath & North East  
Somerset Council**

**Improving People's Lives**

Over the past year, Healthwatch has been a valued member of the Health and Wellbeing Board, particularly bringing attention to people's experiences of mental ill health during the pandemic through its two key reports for the CQC and NHS.

Healthwatch has been active 'behind the scenes' in gathering people's voices and in supporting the development of our new Health and Wellbeing Strategy, as well as in promoting engagement through its social media presence.

In relation to Public Health, Healthwatch have proactively supported the Council on key health and well-being agendas including the promotion of vaccination, smoking cessation, and our offer to children and families.

As the new Health and Wellbeing Chair, picking up the considerable health and care changes taking place within health, I am reassured that Healthwatch provides a valuable voice, inputs and, assurance for providers. More focus within the systems on outcomes and quality improvement, including evidence about our baselines so we can judge the impact of changes within the system as a whole reinforces why Healthwatch, with its focus on the voices of residents and patients, is a crucial partner within the communities we serve.

**Councillor Paul May**

**Health and Wellbeing Chair**

# Statement from Bath Carers' Centre

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Over the past year our relationship with Healthwatch has grown and strengthened; from working collaboratively on the NHS report into unpaid carers' experiences of mental health during the pandemic to working together on the BSW Carers' Forum.

Healthwatch have helped to ensure the voices of unpaid carers are heard across the various strategic boards and meetings, and also help us in our work to encourage people to recognise themselves as carers and access the support we offer through promoting the work of the Carers Centre through their social media channels.

We value that Healthwatch have made listening to the voices of unpaid carers a priority, whether that is through taking up our own opportunities through the Carers Centre or through engaging with parent carer groups in Bath & NES.

Making sure that health and social care leaders properly take account of the voices of unpaid carers when reviewing and developing services is central to our objectives and we endorse the positive input that Healthwatch provide through their support.

**Jacqui Orchard, Cert.Ed Assoc CIPD MInstF , Chief Executive,**

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## Healthwatch representatives

Healthwatch Bath & North East Somerset is represented on the **B&NES Health and Wellbeing Board** by Amritpal Kaur, Projects Portfolio Manager and Sue Poole, Development Officer. During 2022/23 our representatives have effectively carried out this role by ensuring the voice of the patient was taken into account when shaping their service and delivering healthcare to the residents of Bath & North East Somerset.

Healthwatch Bath & North East Somerset is represented on **Bath & North East Somerset Integrated Care Partnership** by Amritpal Kaur and, on the Integrated Care Board by Kevin Peltonen-Messenger CEO.

## Where we Speak out on your Behalf

| <b>Boards/Partnerships/Committees</b>                          |
|--|
| Bath, Swindon & Wiltshire Integrated Care Board                |
| Bath, Swindon & Wiltshire System Quality Group                 |
| BSW ICB Primary Care Commissioning Committee                   |
| Bath & NES Integrated Care Partnership                         |
| Bath & NES Integrated Care Alliance                            |
| Bath & NES Health & Wellbeing Board                            |
| Bath, Swindon & Wiltshire Carers Forum                         |
| Healthwatch and Wessex Local Medical Committees                |
| Royal United Hospital Patient and Carer Experience Partnership |
| Bath & NES Youth Health Your Voice SW ICB                      |
| Care Quality Commission and Healthwatch Forum                  |

## 2022–2023 Outcomes

| Project / activity   | Changes made to services   |
|--|--|
| <p><b>How did people living with mental ill health access services during the pandemic</b></p> <p><b>Project Commissioned by the Care Quality Commission (CQC)</b></p> | <p>The work conducted by Healthwatch Bath &amp; NES under their host organization The Care Forum has directly influenced the development of CQC's new approach to incorporating feedback from people into our assessment and inspection procedures.</p> <p>Significant increase in the volume of online patient feedback forms during our project engagement , with a growth of 605 submissions compared to the previous three months. This represented a remarkable 76% increase. Each individual experience is allocated to the specific service, and subsequently assigned to an inspector for review and analysis.</p> |
| <p><b>NHS England and NHS Improvement</b></p>  | <p>Our project has given the commitment of the carers team a better understanding of what carers face and what is needed.</p>  |
| <p><b>Your Voice Matters</b></p>   | <p>Your Voice Matters provides people who are not normally heard a voice to be heard and taken into account. Healthwatch Bath &amp; NES has been promoting and sharing these reports with key stakeholders and via our website and social media platforms.</p>   |
| <p><b>Project was funded by our Community Pot</b></p>  | <p>Youth Connect South West's 'Young Inspectors' report into mental health services for young people, funded by Healthwatch community pot funding, identified the need for additional well-being support and has helped YCSW to access 3 year funding for a new service</p>  |



# Statutory statements

## About us

Healthwatch Bath and North East Somerset, The Care Forum, The Vassall Centre, Gill Avenue, Bristol, BS16 2QQ

**Healthwatch Bath and North East Somerset** uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.



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