

Update from Healthwatch Suffolk

Annual Report

For 2016/17 Healthwatch Suffolk

- gathered 5485 comments 2015/16 was just over 3000, so an amazing increase in a year!
- Made recommendations to 6 Care homes
- Signposted 178 individual people to services that were appropriate

Specific projects

- 'Feet In Focus' (diabetic foot care service) – helping those living with diabetes receive improved support and help them manage their risk of foot disease
- The IVF (In vitro fertilisation) and the MVA (Marginalised Vulnerable Adults) services were being changed by the Clinical commissioning group, however our input ensured that the public voice was heard, and as a result there remain unchanged
- 'My Health, Our Future' Project - Enabled young people to express their understanding of Mental health and Wellbeing. Our report will be used to inform future availability of support for children and their families
- We shaped a new guide for GP's across Suffolk to engage their patients better when changing the service. For example the collaboration of 11 surgeries under 'Suffolk Primary Care' which includes 3 surgeries in Suffolk Coastal.

The following information is a formatted email that has been sent out to various contacts with a Video link.

Here is how we have used people's views to improve NHS and social care services in Suffolk

Throughout 2016/17, we have used thousands of views from Suffolk residents to shape, influence and improve the quality of our county's health and care services. Our fourth annual report sets out how together we're helping to make sure people's views are heard in the places that matter.

Go to the website below to download a copy. There is also a short video available which gives a quick summary.

<http://www.healthwatchsuffolk.co.uk/our-reports-2/>

We would like to thank every person and every organisation that has contributed to our work this year, either by sharing their stories of care with us or by working with us as a formal partner of Healthwatch Suffolk. With your continued support, we know that our voice and influence can only increase with positive outcomes for patients, service users and carers throughout Suffolk.

Please support our “It Starts with You” campaign by encouraging people to speak out

From Monday 3 July, we're supporting a campaign to show people across the country how their voices can make a difference. By speaking up, people can help make health and care better for their communities and you can help us by joining the national **thunderclap**.

<https://www.thunderclap.it/projects/58230-itstartswithyou>

This will encourage people across your network to share their stories with us. Simply amend the Tweet so that it directs people to our local website.

Consultation – Suffolk Learning Disability Strategy

Another thing just to highlight to the group is the consultation that is out about the above strategy. I just wanted to highlight what we have done to try and aid people to have their say on it.

On our news page we have the following text, and we have a video people can watch (link below). There is also an Easy read version that is on the SCC website.

In 2015 the Suffolk Learning Disability Partnership Board launched the Joint Learning Disability Strategy.

The Strategy's vision is; “People with learning disabilities live good lives as part of their community with the right support, at the right time, from the right people”. It aims to change the way services are delivered to meet the needs and expectations of people with learning disabilities.

Over the last 18 months Suffolk County Council has been working on how it can achieve this. It has talked to over two hundred customers, family carers, learning disability providers and the Learning Disability Partnership Board to find out what they would like to see from services in the future. It has also shared different ideas and asked for feedback to shape plans for future services. This way of working is called co-production.

Healthwatch Suffolk has a video people can watch to explain it here <http://www.healthwatchsuffolk.co.uk/news/mylifemyfuture/?platform=hootsuite>

Please be advised, that this is not a Healthwatch Suffolk Consultation and so any feedback or questions need to be asked directly with Suffolk County Council or the Partnership board.

Kerry Overton

Community Development Officer, Healthwatch Suffolk

28th June, 2017