



Healthwatch Milton Keynes Annual Report

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Purpose of Report:

Healthwatch Milton Keynes would like to thank the Health and Adult Social Care Committee for receiving and reviewing our Annual Report 2016/17.

Healthwatch Milton Keynes' annual report is our opportunity to report on our statutory activities over the last year and demonstrate the impact these activities are having on the commissioning, provision and management of local health and social care services.

Background

Healthwatch Milton Keynes produces the report annually to inform and demonstrate to the public:

- That we have met our statutory duties
- That we have listened to local people's experiences health and care services
- How we have helped the community access the care they need

- How service user experiences are helping influence change
- How we have worked with other organisations and with the community
- How people's experiences of health and care services have improved in the past year due to local Healthwatch activity
- Our plans for next year
- How we make decisions about our activities and how we involve the public and volunteers in that process
- How we have spent the money we receive

Key Issues

Here, we outline and explain key issues of the report.

- 1- A significant amount of organisation resource was invested last year, in establishing our independence. This had some impact on the level of activity that we could plan, and achieve. Moving forward, Healthwatch Milton Keynes is now a fully independent Charitable Incorporated Organisation (CIO) and has re-organised the staff function to include a Chief Executive Officer, Deputy CEO (with a prime focus on engagement and programme delivery), Communications and Administrative support.

- 2- Healthwatch Milton Keynes has not had the same level of inclusion to the Sustainability and Transformation Partnership that it had under the Bedfordshire

and Milton Keynes Healthcare review. We are committed to making sure that those who develop plans, listen to the views of local people and we are members of the Public Voice Partnership.

- 3- Due to significant organisational and staffing changes, there were challenges to monitoring impact, as a result of our activities. Moving forward, Healthwatch Milton Keynes will embed a process of monitoring on our recommendations, and how our recommendations are acted upon.
- 4- Our membership reduced significantly when we transferred away from our previous host, due to restrictions around the transfer of data. We will be focusing on increasing our membership.