

HEALTHWATCH MILTON KEYNES ANNUAL REPORT 2017/18

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Purpose of Report:

[Healthwatch Milton Keynes' Annual Report](#) is our opportunity to report on how our organisation has discharged its statutory duties, showcase our activities over the last year and demonstrate the impact these activities have had on patient experience, and the commissioning, provision and management of local health and social care services.

1. Background

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

- That we have met our statutory obligations
- That we have listened to local people's experiences of health and care services
- How we have helped the community access the care they need
- How service user experiences are helping to 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 funding we receive

2. Recommendations

That the Health and Wellbeing Board acknowledge the report.

3. Key Issues

1. We have found it challenging to discharge our statutory duties at times throughout the year. This is due in part to poor knowledge of those organisations governed by the Health and Social Care Act (2012) of Healthwatch and the statutory remit embedded in to the Act. This includes the legal obligation for these organisations to acknowledge and respond to our reports and recommendations.
2. Our values are to collaborate positively and effectively with the health and care system so that our activities and recommendations are widely accepted

and produce the change that residents need from services. We have, at times found it challenging to strike this balance and manage expectations of the system whilst maintaining our independence in the work we do, and ultimately being the voice of the residents of Milton Keynes.

- 3.** The staffing restructure that took place upon establishing our independence in January 2017 reduced the organisation's capacity to undertake outreach and engagement work in the community. This impacted on the number of people we made non-targeted contact with, and is a focus for us in the year ahead.

Background Papers: [Healthwatch Milton Keynes Annual Report 2017 - 18](#)