

1.	Meeting:	Health Select Commission
2.	Date:	11 July 2014
3.	Title:	Healthwatch Annual Report and Escalation Policy
4.	Directorate:	Healthwatch Rotherham

5. Summary

The report updates Members on the work of Healthwatch during 2013-14, including the Escalation Policy and procedure.

6. Recommendation

That Members:

- **Note the contents of the Healthwatch annual report.**
- **Note the Escalation Policy and procedure for handling comments and concerns.**
- **Agree to receive a future update from Healthwatch in six months.**

7. Proposals and Details

Healthwatch Rotherham works with local people to enable them to have their say in the design and delivery of local health and social care services. They represent the views of service users, carers and the public on the Rotherham Health and Wellbeing Board; provide a complaints advocacy service to support people who make a complaint about NHS services; and may report concerns about the quality of health and social care to Healthwatch England, which can then recommend that the Care Quality Commission take action. They aim to work with local providers and commissioners, creating a partnership approach to improve local services. The annual report at Appendix 1 provides an overview of Healthwatch's work during 2013-14.

As Healthwatch gathers people's views and makes these known to local partners and health and social care providers, it may become aware of concerns, comments, compliments or complaints that could require escalation to the agencies to which the service provider is accountable. The Escalation Policy and procedure at Appendix 2 provides clarity to the public, providers and stakeholders as to when Healthwatch will escalate issues raised with them.

8. Finance

No direct financial implications from this report.

9. Risks and Uncertainties

It is important that people in all parts of the borough have accessible and high quality health and social care. Healthwatch provides an independent route for service users and their families to raise any issues and concerns with regard to local services.

10. Policy and Performance Agenda Implications

RMBC Corporate Plan: Helping to create safe and healthy communities
Health and Wellbeing Strategy

11. Background Papers and Consultation

Appendix 1 Annual Report
Appendix 2 Escalation Policy

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