

SUNDERLAND HEALTH AND WELLBEING BOARD**30 September 2022****HEALTHWATCH SUNDERLAND ANNUAL REPORT 2021/22****Report of the Chair of Healthwatch Sunderland****1.0 Purpose of the report**

- 1.1 The purpose of the report is to provide the Board with an overview of activity conducted by Healthwatch Sunderland throughout 2021/22.

2.0 Background

- 2.1 Local Healthwatch organisations are a statutory service commissioned by local authorities as part of the Health and Social Care Act 2012. The aim of local Healthwatch is to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within their locality.
- 2.2 Healthwatch Sunderland independently champions for people who use health and social care services in the city. They engage with individuals and communities to find out what matters to them and help make sure their views shape the support they need.
- 2.3 In 2021/22 Healthwatch Sunderland:
- had 24 volunteers who provided over 500 hours supporting activity
 - employed 7 staff
 - received over £155,000 in local authority funding
 - 3177 people accessed advice and information about topics such as mental health and Covid-19
 - 1371 people shared their experiences of health and social care services, helping to raise awareness of issues and improve care
 - published 10 reports about the improvements people would like to see in relation to their health and social care services.

3.0 Overview of Healthwatch Sunderland 2021/22 outcomes

- 3.1 Some of the projects and activity undertaken by Healthwatch Sunderland throughout the year is set out below:

Project / Activity Area	Changes made to services
All Together Better Patient and Public findings	Development of an ongoing action plan and partnership working.

COVID-19 Vaccination Programme	Vaccination programme delivered in more accessible venues.
Baby formula for families in need	An introduction of baby formula voucher scheme available to those families in need.
Breast screening appointment letters	Development of a national easy read letter for patients attending breast screening recall appointments. Accompanied by a patient video highlighting the impact this will have for those patients that require an easy read version.
Bangladeshi community experiences as hospital patients	New practices in place to improve the support and care offered to patients from the Bangladeshi community.
Sexual health services & young people	Improvements to ensure services are more young people user friendly.
Access to hospital appointments	Availability of commissioned patient transport for those attending appointments relocated outside of Sunderland.

4.0 Recommendation

- 4.1 The Health and Wellbeing Board is recommended to note and comment on the content of the Healthwatch Sunderland Annual Report 2021/22.