



# Healthwatch Bedford Borough

Annual Review  
2017/18



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*“A strong voice for local people”*



# Message from our Chair

Dear Reader,

Welcome to this fifth Annual Review from Healthwatch Bedford Borough (HBB).

I am pleased to report that HBB continues to thrive and its role as the independent consumer champion for local health and social care services is now well established.

Some of the activities that have been undertaken by HBB that come to mind, are as follows:

- **Community Health Services** – Participation in the procurement and selection of the preferred bidder.
- **Accident and Emergency Department at Bedford Hospital** - Detailed study and report on patient attendances.
- **Bedfordshire, Luton and Milton Keynes Sustainability Transformation Plan (BLMK STP)** Providing detailed support for the various priority areas of the local STP footprint.
- **Councillors Bulletin** – provided on a fortnightly basis to Portfolio Holders, local MP's, Heads of Public Health and Democratic Services.
- **New Standards for Pharmacy Professionals (GPhC)** – fed into new standards for pharmacy professionals and registered pharmacies in Great Britain.
- **Local Authority Pharmaceutical Needs Assessment Update** – assisted with compilation of Easy Read document for the local population.
- **Awards** – Several awards and formal recognition have been gained through HBB's continued participation in work with both our local communities and engagement with third sector charities, faith and local communities, University of Bedfordshire and Bedfordshire Police Cohesion Team.

I was also very pleased to see and participate in the re-introduction of the Mental Health Partnership Board, hosted by Bedford Borough Council. The mental health and wellbeing of the local population is of key importance to HBB.

I must take this opportunity to thank my fellow Directors for the way in which they support both myself and the organisation. As volunteers, they give a tremendous amount of their time and effort to ensure that HBB functions effectively and efficiently.

Sue Wilson, who originally joined HBB as the Non-Executive Director and then joined the main Board, decided to resign during the year. I thank her for her time with us.

I am pleased to report that Jon Boswell, Chief Executive of the Bedfordshire Rural Communities Charity has been appointed as the Non-Executive Director. Jon also chairs the meetings of the wider Healthwatch Reference Group.

It would be remiss of me not to mention that John Weetman, who was instrumental in establishing HBB when it commenced work in April 2013, resigned at the end of 2017. During those early days John's experience and skills were of considerable support to me personally.

I believe, that through his efforts, there has been a real improvement, both in the way commissioners shape service provision and deliver essential services. I was also very grateful for the firm way in which he managed HBB finances. I know that this has contributed greatly to the ability of HBB to continue to “punch above its weight”.

During the past financial year, Linda Hiscott returned to sit on the Board of Directors. In addition to this appointment, Richard Winter and Ashok Khandelwal joined HBB as Directors. Both of whom bring considerable senior NHS & local authority experience with them.

I would like to say thank you to our staff for their contribution to the work of the organisation and the production of this Annual Review. I do hope that you will find this Annual Review both interesting and informative.

With all best wishes

A handwritten signature in black ink that reads "A. Buston". The signature is written in a cursive, flowing style.

*Chair of Healthwatch Bedford Borough*

*“A strong voice for local people*”



# *Foreword from the Director of Public Health*

The following report, illustrates how Healthwatch Bedford Borough has sought and represented the views of local people over the past year. Healthwatch has continued to work with Bedford Borough's diverse communities, seeking their experiences of health and care in the area, and using community events as opportunities to promote health and wellbeing, for example focusing on seasonal flu immunisations and community cohesion.

The National Health Service is increasingly recognising the importance of non-clinical approaches to improving wellbeing, through initiatives like social prescribing, which help individuals to come up with their own plan and then support them to access a variety of local activities and services. Healthwatch Bedford Borough's signposting service has an important role to play, supporting people who may otherwise be struggling to access the local services they need.

In November 2017, Healthwatch Bedford Borough surveyed 148 Accident & Emergency attendees, and estimated that 2 in 5 could have been seen by a community pharmacist or GP. Many patients felt that A&E was the best place for them, because they would receive a quick diagnosis and treatment. A&E services are under increasing pressure and we need to work with Healthwatch and other partners to promote self-care, patient education and alternative sources of advice and healthcare including NHS Choices, 111 and community pharmacists.

Healthwatch Bedford Borough has made a number of new appointments in the last year. I would like to thank those members who have left and those who have joined for their commitment to providing a strong voice for local people. I look forward to working with you to ensure those voices are heard.

Muriel Scott  
*Director of Public Health, Bedford Borough Council*



**BEDFORD**  
BOROUGH COUNCIL

# Highlights from our year

We've visited a number of local services



We've spent many hours working on the Bedfordshire, Luton & Milton Keynes Strategic Transformation Plan (BLMK STP). This is one of our top priorities for this year and the year ahead.



We've spoken to nearly 150 people on their experience of accessing the Accident and Emergency service at Bedford Hospital NHS Trust.



We've met hundreds of local people at community events to listen to their views and gather their experiences.





## 'Staying Safe and Well' Roadshows



"Live" hepatitis testing for patient education



Staying safe and well roadshow

Healthwatch Bedford Borough have been working the past year on 'Staying safe & well' roadshows, working with a steering committee consisting of Public Health, ACCM UK, and BRCC. These health and wellbeing community roadshows focused on the areas of:

- Flu Immunisation (Public Health & Health Protection Team, Bedford)
- The Herbert Protocol (Bedfordshire Police Dementia Register)
- Community Safety
- Health living pharmacy provision
- Primary care management of long term conditions
- EEAST's 'Message in a bottle' initiative
- Viral hepatitis testing, Clinical Nurse Specialist in Viral Hepatitis from Bedford Hospital NHS Trust

There have been opportunities for stakeholders to become involved, by having exhibition stands at these events. The plan involved a role out of the urban wards and then rural parishes.

November 2017, saw an urban roadshow, which was this time hosted in the Harpur & Castle ward area. Cllr David Fletcher cordially opened the event and gave a welcoming address.

Several local organisations were asked to attend in terms of signposting and advice stalls, and presentations were given to the assembled audience by:

- Dr Annapurna Sen - Health Protection Team, Public Health on the complexities of influenza and the necessity to vaccinate
- PCSO Liam Hill - Bedfordshire Police Community Safety Team on community safety, crime prevention and community cohesion initiatives
- Andrea Assan - East of England Ambulance Service Trust (EEAST) CEG, who gave a presentation on the importance of a 'message in a bottle', ICE (In Case of Emergency) and other 999 initiatives
- Mr Anish Shah - Pharmacist, Kay's Chemist, Bromham Road, on medicines management, accessing appropriate levels of care and self-care measures

# Social Media Statistics



**260,618** Hits on our website

**29,000** Website visits

**134,781** Pages visited on our website

**1,139** Twitter followers

**271** Facebook likes

and

**120** Instagram followers, after the account was set up last year





# Who we are

“A strong voice for local people”

## Who are Healthwatch Bedford Borough?

There is a local Healthwatch in every area of England. We are the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved and share their views with those with the power to make change happen. We also share them with Healthwatch England, the national body, to help improve the quality of services across the country. People can also speak to us to find information about health and social care services available locally. Our sole purpose is to help make care better for people.

In summary - Local Healthwatch is here to:

- help people find out about local health and social care services
- listen to what people think of services
- help improve the quality of services by letting those running services and the government know what people want from care

## What do we stand for?

Health and social care works best when people are involved in decisions about their treatment and care. But this doesn't always happen. We are here to help ensure that those designing, running and regulating health and social care listen to people's views and act on them.

## How do we do it?

People speak to Healthwatch about the issues that matter most to them. Local Healthwatch share these experiences with local services so that they can be improved. They also share them with Healthwatch England, the national body which identifies common issues affecting people across the country, and informs those with the power to make change happen.

*“A strong voice for local people”*



# Our team

## Our Team at Healthwatch Bedford Borough

### Board of Directors

Anne Bustin (Chair)

Linda Hiscott

Richard Winter

Ashok Khandelwal

Laurie Hurn

Jon Boswell (Non-Executive Director)

### Staff

Laurie Hurn (Manager & Company Secretary)

Emma Freda (Communications & Public Engagement Officer)

Faiza Al-Abri (Service Development Officer)

Soniya Dhariwal (Service Development Officer – Maternity Cover)

Jennifer Foley (Signposting & Information Management Officer)

Naomi Masih (Modern Apprentice)

*“A strong voice for local people”*

# Your views on health and social care

Healthwatch Bedford Borough (HBB) regards the opportunity to attend public events as an essential part of its marketing, evidence gathering and signposting activity. In the last year HBB has had stalls and provided information at the following events:

- Access Bedford AGM
- ACCM UK Health Awareness Events
- Ageing Well Exhibition
- Bedford As One Public Events
- Bedford As One Midwinter Festival
- Bedford Council of Faith's meetings and AGM
- Bedford Foodbank
- Bhagwan Valmik Sabha (temple) Events
- Commissioner led public events
- Dementia Friends
- Festival of Lights (Diwali)
- East London Foundation Trust (ELFT) CAMH Stakeholder meeting
- ELFT Recovery Partnership Board
- Futures East Event
- Polish Cultural Autumn Ceremony
- Polish Festival
- Sri Guru Ravidass Sabha temple Celebratory Events
- Diabetes UK Queens Park Launch





## EEAST Equality Delivery System 2 (EDS2)

In early February 2018, Healthwatch Bedford Borough met with our partners at East of England Ambulance Service (EEAST) to revisit their intention to host an Equality Delivery System (2) event.

This system helps NHS organisations improve the services they provide for local communities and to ensure these services are free from inequality and discrimination. The EDS2 system helps NHS providers to meet requirements under the Equality Act 2010 and public sector equality duty.

During February to April 2018, HBB were instrumental in conducting both intensive stakeholder mapping exercises, informing marketing and communication plans with the public, speaking to the local communities, faith and community leaders, and sending out invitations to the above. HBB met with EEAST on several occasions and decided upon a social media campaign structure and also, assisted with the execution of the EDS grading event day.



On the day itself, 17th April 2018, Bedford hosted EEAST's first EDS2 event, which was opened by EEAST's chair, Sarah Bolton. Sarah gave an overview of the geographical area EEAST cover, in terms of the different geography in relation to towns, cities, diverse communities, rural and coastal areas. Paul Fitzgerald and Amanda Marsh from the Equality, Diversity and Inclusion division presented on what EDS2 meant in real terms to the general public. Marcus Bailey, Consultant Paramedic, presented on Goal 1: Better Health Outcomes For All. Natalie Mudge, PPI Lead, presented Goal 2: Improved Patient Access and Experience. Goal 3: Empowered, Engaged and Well Supported Staff was presented by Ema Ojiako, Assistant Director of People and Culture.



There was also an opportunity for the general public to undertake CPR training, including BSL CPR. This was particularly pertinent as HBB had a multitude of varied communities at the event which totalled nearly 80 guests, including a D/deaf class from Bedford College who undertook the EDS grading day as part of their Health Studies module. This was after discussion with HBB who support D/deaf patient education.

Goal 4: Inclusive Leadership At All Levels was presented by Sarah Bolton and facilitated grading's took place during the day at different intervals. These were supported by BSL interpreters.

Highlights from the day included a 999 ambulance being used for patient education and training. This teaching included live BSL demos of what happens in a real-life acute 999 medical emergency and were presented by Esther Shawe, Paramedic from EEAST Chelmsford Area Team, herself fluent in BSL and Steve, Paramedic from Kempston area team.

The event was extremely successful and gave EEAST a superb starting block on which to develop their Equality, Diversity and Inclusion Strategy.





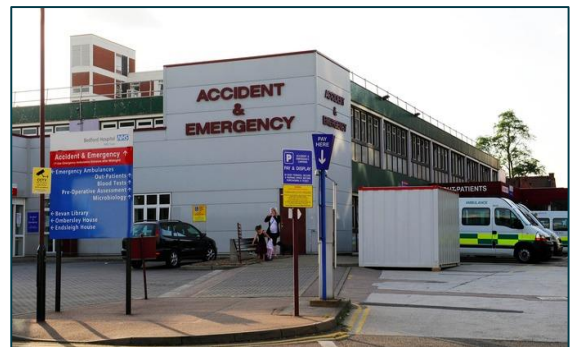
## ***What we have achieved from visiting services***

Earlier in 2017 following discussion at the Bedford Locality Board, HBB undertook a pilot survey in 7 GP practices. 10 patients from each practice were selected completely at random. HBB conducted bespoke one-to-one interviews with patients in GP waiting areas, this sampling took place at various times of day, during weekday opening hours.

The purpose of this research was to understand whether patients were presenting for acute accident & emergency situations, for minor illness symptoms or chronic care management, which would have been better dealt with via a more appropriate level of care.

Following a presentation of the research findings to the Bedford Locality Board it was agreed, that in order to provide a more rounded picture, a study of patients at A&E should be undertaken. This would ensure a better understanding of their knowledge and motives for choosing the A&E Department for their diagnosis and treatment.

HBB is obviously aware of the wider implications of the work associated with the ongoing development of the Accountable Care System (ACS). The development of local health provision e.g. GP extended hours and access to summary care records, etc. will do much to improve the patient journey.



### **Analysis of study work undertaken**

The analysis indicates more 25-34 year olds (28%) visited A&E than any other age group. The figures for under 12s were 20% and for 45-54 year olds it was 21%. The survey found that most of the under 12 year old patients were cases, for example, of injuries incurring whilst at school, where safeguarding required immediate presentation to A&E.

Amongst the 148 respondents, 105 of them were White English/Welsh/Scottish /Northern Irish. This equates to almost two-thirds of the overall number of respondents. The next majority of respondents were Mixed White & Caribbean with 7 respondents.


Whilst Healthwatch Bedford Borough is not in a position to clinically assess the appropriateness of patients attending A&E, rather than perhaps a more suitable health care resource, based on the information provided by the patients responses to the questionnaires, it is estimated that around 42% may have been able to be dealt with by alternative providers of healthcare; e.g. Pharmacy/GP, etc.

In most responses to the study, patients saw A&E as the best place because of the resources available, and for immediate diagnosis and treatment.

Overall, 10 patients were found to have additional communication needs; 9 patients were non-English speakers, whilst the remaining patient presented with hearing and visual impairment. Our understanding from this group of patients, was that they could not really understand what additional support, in terms of their communication needs, was available to them.

Our completed study was agreed by Bedford Hospital NHS Trust and a final version was sent to the Bedford Clinical Commissioning Group for action.

A copy of the report is available from HBB on request.



Helping  
you find the  
answers



## Signposting

Healthwatch Bedford Borough, handled over one hundred and fifty cases and recorded experiences of health and social care. This is in addition to giving information and signposting at a wide variety of events within the community. Increasingly, HBB is acting as a clearing house for unmet and complex needs within the Health and Social Care system, thus enabling members of the public to access health and social care services and to make a complaint if necessary.



### **Cases include:**

**Concerns about referrals to hospitals including hospital-to-hospital referrals** - This can include likely waiting times and a lack of clarity about when the referral was made. Following on from that, the patient is often unsure what the next step is likely to be and who to contact if they haven't heard about their next appointment. HBB will liaise with providers to ensure that a correct referral has been made and that the patient understands what is happening.

**Translation and Interpretation** - Some providers offer translation and interpretation by request from the patient or their GP. However, many patients and their families are not aware of this, in the case of D/deaf patients the law requires health providers to anticipate a patient's needs and provide a level 6 NRPCD registered BSL interpreter (NHS Accessible Information Standard) August, 2016. HBB will liaise with providers, when it is felt that NICE clinical guidance regarding communication has not been followed and is then causing unnecessary anxiety for the patient.

**Duty of Candour and Safety Issues** – NHS health providers legally have a duty of candour. We are aware that providers take this responsibility seriously. In cases where referral information is unclear or where there is an omission rather than a mistake, the system is far from transparent for individuals and the families. HBB works with individuals explaining the patient safety system and their right to ask for information, when they think a mistake has been made. Depending on an explanation from a provider, it may be necessary to refer individuals to Pohwer, Bedford Borough's advocacy agency. Feedback is that people have appreciated the help of both HBB and Pohwer in obtaining a resolution to the issue and in so doing making a difference for others.

**Disability policies and anticipatory duty** - Providers often need to have very complex systems when working with individuals. In the case of disability, there needs to be systems-wide response rather than individuals themselves being placed in stressful situations whereby

insisting on their rights as a disabled person, are adhered to. In such circumstances, HBB will remind providers of their need to have a policy that ensures disability needs are anticipated.

**GP appointments** - The difficulty of getting a GP's appointment remains a cause for concern. Many Bedford Borough residents mention the problems of appointments in surveys, events and outreach work. They ask us to record their experiences as they feel that the system currently does not reflect their needs. This is especially difficult for those with complex conditions.

**Mental Health Care** - Leaving mental health secondary care provision can be a difficult time for some, even when the care provided is stepped down. In addition, the current mental health funding picture means that some people display needs, but do not fit the threshold eligibility criteria for secondary mental health care.



HBB are aware that individuals can feel vulnerable and finding out about resources available to them can be daunting. We will spend time with people to find out about their interests & concerns and suggest courses & groups including MIND, the ELFT recovery college and the Wellbeing Service.

The introduction of specialist practitioners for mental health conditions in GP practices are very welcome and we hope to see a future change in people's experiences.

**Complex complaints** – With complex complaints, it can be difficult ensuring that providers respond in enough depth and in a timely manner. HBB have worked with Pohwer, the advocacy agency, to understand the evidence they need in such circumstances, to bring the complaint to a satisfactory conclusion.

**Social services** – HBB understands that in a system that relies upon good rapport and strong relationships between social workers and individuals, then the system will always be difficult. We have worked with both Barnardos and Pohwer to make sure that adults and their children have an advocate to explain where they feel this relationship has not been successful. Carers in particular advise that their circumstances can be very isolating and feel it is important that they are listened to.

**Continuing Health Care system and Individual Funding Requests** - At a time when resources are clearly stretched, the NHS has responded by creating systems which categorise people and their problems. Both the Continuing Health Care system and Individual Funding Requests (IFR) can be bewildering for people trying to understand why the NHS will not respond to their needs or no longer provide funding. HBB has developed expertise in this area and are able to give people more information about the criteria that needs to be met and work with individuals and indeed GP's in looking at the appeals process.

**Private Ambulance Service (PAS)** - HBB accepted multiple phone calls and e-mails from a number of people before PAS was placed into liquidation. Where vulnerable individuals were left without return transport and particularly where people were concerned that the impact of



missing appointments could be cumulative, HBB drew this matter to the attention of the Bedfordshire Clinical Commissioning Group and the Quality Surveillance at NHS England.

**National Health Service Business Authority** - The National Health Service Business Authority is tasked with ensuring that primary care prescription costs are only met for those on low incomes and in need. New powers have been given to fine those who claim benefits that they are not entitled to. However, the transfer of information between the Benefits system and the National Health Service occasionally means that an individual's right to benefits are questioned and the complex benefits system means that people make mistakes in good faith.

The resulting letters with further surcharges can be intimidating for those on low income or who otherwise struggle with mild to moderate mental health problems.

HBB has liaised with the Department of Work and Pensions (DWP) to ensure the appropriate evidence is supplied and sent on to the National Health Service Business Authority.

**Muscular Skeletal Conditions and information about the pathways** - Bedfordshire has a hub for muscular skeletal provision, provided by CIRCLE MSK Bedfordshire. This enables patients to access physiotherapy, ESP's, advanced practitioners, specialist Clinicians and psychotherapy around how to manage chronic pain. For some conditions, surgery will not offer any benefits.

NICE Clinical Guidance is limited for muscular skeletal conditions and the pathways for patients appear unclear. HBB has worked with individuals when they are seeking clarity about the options available to them.





# Making a difference together



## Working with other organisations

The HBB Healthwatch Reference Group (HRG) is an essential part of the “Network of Networks” approach – its current membership is as follows:

- Age Concern Bedfordshire
- Bedfordshire Clinical Commissioning Group (BCCG)
- Carers in Bedfordshire
- Healthwatch Ambassadors
- Mature Citizens Action Group (MCAG)
- Mind BLMK
- British Red Cross
- Citizens Advice Bureau (CAB)
- Bedfordshire Rural Communities Charity (BRCC)
- ACCM UK
- Neuro Network
- Bedford Community Self Help Group
- Sue Ryder St John`s Hospice, Moggerhanger
- Bedford Borough Council
- East London Foundation Trust (ELFT)

Meetings of the HRG are currently chaired by HBB’s Non-Executive Director, Jon Boswell. The opportunity is always taken to provide information on topical subjects/matters. Recent presentations have included:

- Bedfordshire, Luton and Milton Keynes (BLMK) Sustainability and Transformation Plan (STP).
- The proposed merger between Bedford Hospital NHS Trust and Luton and Dunstable University Hospital NHS Foundation Trust.
- Bedford Borough Social Prescribing plans.

Notes of each HRG meeting are posted on the HBB Website.



Mark England, Chief of Staff, BLMK STP presenting at the Healthwatch Reference Group



## Working with our local communities

Bedford Borough is home to a diverse population. Our population embraces 120 languages and dialects, which makes us one of the most culturally diverse Boroughs in the country.

Examples of HBB ensuring that all local voices are heard:

- **Parent Carers Forum**

The Bedford Borough Parent Carers Forum is an independent forum for parent and carers of children & young people with complex needs. The aim of the group is to help parents and carers influence and develop local services. Many of the parents and carers have both an understanding of their child's clinical condition, as well as lived-experience, that gives them a unique perspective on local health and social care services. Healthwatch Bedford Borough attended their forum to explain the history of Healthwatch, its role as an early warning system and the Information and Signposting service. The NHS now has criteria for Individual Funding Requests (IFR) and Continuing Health Care, and whilst HBB cannot take individuals through the complaint process, we can help make sure that they have the information they need and approach organisations to assist with reaching a resolution.



**BBPCF**  
Bedford Borough  
Parent Carer Forum

- **Fibromyalgia/CFS Health Clinic**

Healthwatch Bedford Borough attended an event relating to the complexities of managing Fibromyalgia and Chronic Fatigue Syndrome. The clinic event was extremely successful and displayed a real need for support and advice for people with debilitating conditions. Having had some feedback, there is very little support locally for patients with these complex conditions. HBB will be supporting this group to improve recognition.

- **Diabetes UK Queens Park launch**

Diabetes care is a key priority area for both the NHS and local authority. With 1 in 10 patients in Queens Park receiving a Type 2 Diabetes diagnosis, this is also a key significance in terms of patient education for Healthwatch Bedford Borough.

The 31<sup>st</sup> October 2017 saw the long awaited launch of Diabetes UK Queens Park. A very thorough presentation was given on the complexities of diabetes, diagnostic measuring, primary care and secondary care involvement and medicines management in both English, Tamil, Hindi and Urdu. Multiple questions were raised, which highlighted the overwhelming need for regular and sustainable patient education, in relation to this chronic long-term condition. Particularly, within BME communities in such areas of socio-economic deprivation.



Dr Shashidhar Ponnola, Diabetes Lead, Bedfordshire Clinical Commissioning Group.



## ***Bedfordshire, Luton and Milton Keynes Sustainability and Transformation Plan (BLMK STP)***

Healthwatch Bedford Borough first reported on this activity as part of its Annual Review for 2016 – 2017.

### **STP Priorities**

The BLMK STP is linked to five priority areas that 16 local partners have identified. These priorities are:

- Priority 1: Illness prevention and health promotion: Preventing ill health and promoting good health by giving people the knowledge and ability, individually and through local communities, to manage their own health effectively
- Priority 2: Primary, community and social care: Delivering high quality and resilient primary, community and social care services across Bedfordshire, Luton and Milton Keynes
- Priority 3: Secondary care: Delivering high quality and sustainable secondary (hospital) care services across Bedfordshire, Luton and Milton Keynes
- Priority 4: Digital programme: Working together to design and deliver a digital programme, maximising the use of information technology to support the delivery of care and services in the community and in primary and secondary care
- Priority 5: Demand management and commissioning: Working together to make sure the right services are available in the right place, at the right time for everyone using health and social care in Bedfordshire, Luton and Milton Keynes

HBB continues to be involved in the strategic work, developing the Sustainability Transformation Plan.

Some key developments which have occurred are as follows:

- Both Bedford Hospital and Luton and Dunstable University Hospital Boards of Directors have decided to formally collaborate through a proposed merger. This business case is currently being evaluated by NHS Improvements and awaiting the next funding stream.
- BLMK STP has secured up to £6 million funding to develop an integrated health and social care hub at Gilbert Hitchcock House in Bedford and up to £1.1 million to improve access to physiotherapy services.
- A Joint Accountable Officer, a Joint Chief Finance Officer, Chief Operating Officers and a Joint Executive team will be established across the three CCGs in the BLMK STP footprint area. The three CCGs will remain as separate entities and will retain a strong focus on the place based agenda.
- BLMK STP has published a Single System Operating Plan for 2018/2019. It is important that HBB is able to engage with the STP policymakers, particularly to ensure that the residents of Bedford Borough see a demonstrable improvement in the delivery of local health and social care services.



# Bedford as One (BAO)

Healthwatch Bedford Borough works together with:

- ACCM UK
- Bedfordshire Police Community Cohesion Team
- Bhagwan Valmik Sabha (temple)
- Seedbeds (University of Bedfordshire)
- Bedford Council of Faiths (BCoF)
- Bedford Indian Community (BIC)

to form the partnership of the Bedford as One steering group. The Steering Group brings together representatives from the above organisations to encourage and support the education and wellbeing of the local population. These teaching events have been on relevant and often emotive topics including ‘Living Well with Dementia’, ‘The Final Journey’ and ‘Mental Health & Wellbeing’. These events have been greatly attended by the local communities, faithleads, professionals, patients and carers.

There have been opportunities during BAO events to listen to some very moving presentations from families and their carers, to gauge a deeper insight into their journeys.



The BAO Steering Group with Bedfordshire Police officials


In addition to this, Bedford As One have been awarded specialist awards in the categories:

- ‘Integration Champions’ - Bedfordshire Police Annual Community Cohesion Awards 2017
- ‘Working In Partnership’ - Bedfordshire Police Annual Community Cohesion Awards 2018
- Highly Commended In The Category Of Promoting Diversity - Bedfordshire Police Annual Community Cohesion Awards 2018

## Aims:

- To promote inter-community partnership, and inter-faith respect, harmony and inclusiveness.
- To narrow the gap between Bedford’s diverse communities to show that there is no difference between us and we can live together in a spirit of acceptance, harmony and compassion.
- To explore and share similarities between the teachings and practices of different religious and philosophical traditions, with the hope that such mutual harmonious co-existence among the members of Bedford’s diverse communities.
- To encourage the acceptance of diverse religious communities and groups through the promotion of better understanding and by working in partnership.





# Our plans for next year



## **Healthwatch Bedford Borough (HBB) will:**

- SP 1** Promote the role of Healthwatch Bedford Borough as the local consumer champion for health and social care services for adults, young people and children living in Bedford Borough.
- SP 2** Campaign for improved health and social care outcomes for adults, young people and children by enabling the views and voices of local people to be heard.
- SP 3** Champion the views and voices of the most vulnerable and least heard members of our community by effectively influencing the quality of health and social care for all people.
- SP 4** Provide a significant input into any transformation changes to health and social care services. This will include both representing the views of the people of Bedford Borough and ensuring that these views are listened to in the redesign and commissioning of new/revised health and social care services.
- SP 5** Provide a Signposting and Information Service to support patients/public to access health and social care services which are relevant to their specific needs. As part of this support to assist people, where the service provision has fallen short of expectation and guiding them to access the appropriate advocacy agency, where a formal complaint may be the necessary option.
- SP 6** As part of their statutory powers under the Health and Social Care Act 2012, HBB can Enter and View (E&V) health and social care services. This can be on an unannounced or announced basis. HBB regards E&V as a key strategic priority which will assist in ensuring that local health and care services are being delivered in an appropriate manner. HBB has determined that this work will be led and undertaken by staff who have been appropriately trained and accredited as Authorised Representatives.
- SP 7** Sustain the capacity of Healthwatch Bedford Borough as a thriving organisation which has a permanent future as the independent consumer champion of health and social care delivering on its vision, values and strategy.

*“A strong voice for local people”*





Our  
business  
structure  
and  
operational  
links



Healthwatch Bedford Borough is registered as a Community Interest Company (CIC) Company No 8385413. As part of its company registration it has had to satisfy the CIC Regulator by way of confirming:

- An asset lock - which in essence means the CIC is “owned” by the local Community.
- A Community Interest Test which means it has to dedicate its services to the benefit of the local community. This is undertaken annually and reported to the regulator.

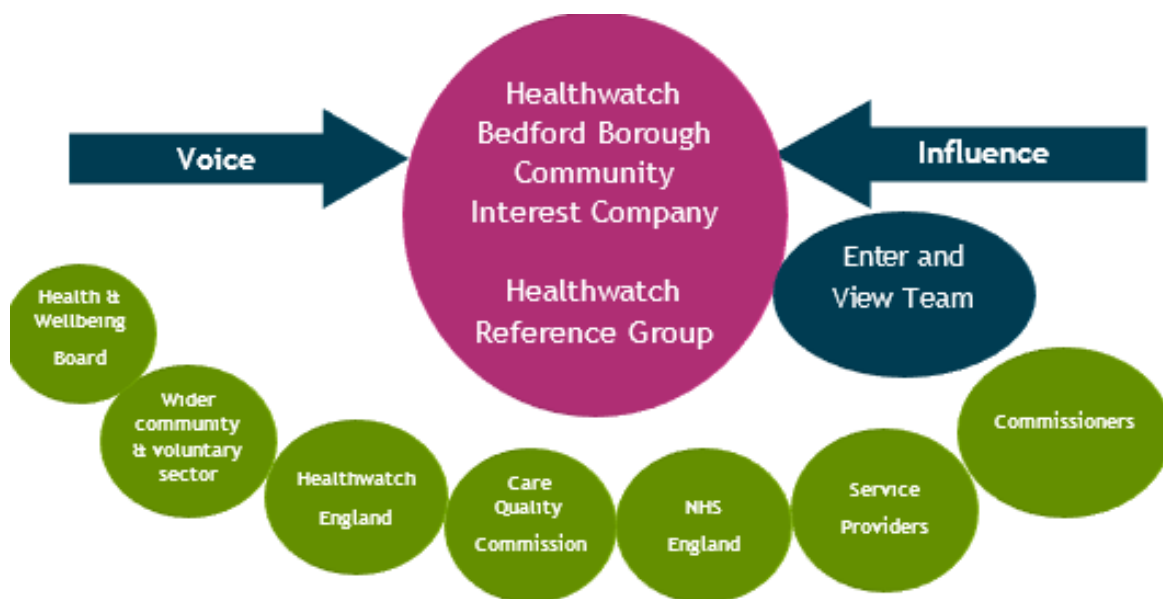
**Healthwatch Bedford Borough Board:**

- The Company is managed by the Board of Directors who meet formally on a monthly basis, both to ensure that the CIC functions effectively and to deliver the Strategic Objectives of Healthwatch Bedford Borough.
- The Board is also supported by a non-Executive Director who chairs the Healthwatch Reference Group.
- The Board meets quarterly with the Commissioning Team from Bedford Borough Council to undertake a Contract Monitoring Review.

**The Management Group** – which meets monthly - consists of the Board, all staff of Healthwatch Bedford Borough and a representative from Bedfordshire Clinical Commissioning Group (BCCG).

**The Healthwatch Reference Group** – which meets bi-monthly – carries out targeted pieces of work such as inputting to the JSNA editorial group, as well as providing evidence, information and knowledge to the Board.

**The Enter & View Team** – reports to both the Healthwatch Reference Group and the Board as appropriate.



# *Our finances*



## Financial Year 2017 – 2018

<b>Income</b>	<b>£</b>
Funding received from local authority to deliver local Healthwatch statutory activities	93,380
Other income	1,040
<b>Total income</b>	<b>94,420</b>
<b>Expenditure</b>	
Operational costs	15,956
Staffing costs	93,068
Office costs	8,648
<b>Total expenditure</b>	<b>117,672</b>
<b>Balance brought forward</b>	<b>- 23,252</b>

# Contact us



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**Twitter: [www.twitter.com/healthwatchbb](http://www.twitter.com/healthwatchbb)**



**Instagram: [@HealthwatchBedfordBorough](https://www.instagram.com/HealthwatchBedfordBorough)**



# Acknowledgements

HBB acknowledges that in many instances it needs the practical support of other organisations to enable positive change to occur - HBB would like to thank amongst others the following:

- **Access Bedford**
- **ACCM UK (Agency for Culture and Change Management)**
- **Bedford As One Steering Group**
- **Bedford Borough Council**
- **Bedford Borough Parent Carers Forum (BBPCF)**
- **Bedford Borough Sports Development Team**
- **Bedford Council of Faiths (BCoF)**
- **Bedford Hospital NHS Trust**
- **Bedford Indian Community (BIC)**
- **Bedford Locality (BCCG)**
- **Bedfordshire Clinical Commissioning Group (BCCG)**
- **Bedfordshire Libraries**
- **Bedfordshire Police**
- **Bedfordshire Police and Crime Commissioner's Office**
- **Bedfordshire Rural Communities Charity (BRCC)**
- **Bhagwan Valmik Sabha (Temple)**
- **BLMK STP Partners**
- **Care Quality Commission (CQC)**
- **Circle MSK Bedfordshire**
- **County & Parish Councillors**
- **CVS Bedfordshire**
- **East London Foundation Trust (ELFT)**
- **East of England Ambulance Service NHS Trust (EEAST)**
- **Essex Partnership University NHS Foundation Trust (EPUT)**
- **Faith Communities of Bedford Borough**
- **Gulshan-e-Baghdad Masjid (Mosque)**
- **Guru Nanak Gurdwara (Temple)**
- **Health Protection Team, Bedford**
- **Healthwatch Central Bedfordshire**
- **Healthwatch England**
- **Healthwatch Luton**
- **Healthwatch Milton Keynes**
- **Hear Me Out**
- **In2Beats Community Radio Station**
- **Jamia Masjid Hanfia Ghousia (Mosque)**
- **King's Arms Project**
- **Local Primary Care Practices**
- **Mohammad Yasin, MP**
- **Our Minds Matter, Bedford**
- **PLCA (Polish Language and Cultural Association)**
- **POhWER (Advocacy Agency)**
- **Polish British Integration Centre (PBIC)**
- **Project 229, Kempston**
- **Public Health England**
- **Public Health, Bedford Borough Council**
- **SignHealth**
- **Sri Guru Ravidass Sabha (Temple)**
- **University of Bedfordshire (UoB)**
- **Voluntary and Community Sector Organisations in Bedford Borough**











We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

We will be making this annual report publicly available on 30 June 2018 by publishing it on our website and sharing it with Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s and Bedford Borough Council.

If you require this report in an alternative format please contact us at the address above.

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