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| **Work programme priorities 2025/2026** | | **Activities and outputs since the last meeting** | **Completion date** | **RAG rating\*** |
| 1 | Access to mental health services | N/A - Work programme to be approved at this meeting. Project planning will then begin at pace. |  | **Amber** |
| 2 | Hospital discharge | N/A - Work programme to be approved at this meeting. Project planning will then begin at pace. |  | **Amber** |
| 3 | End of Life care | Met with the BLMK ICB system transformation leads responsible for EoL/palliative care to discuss options for HBB to deliver a bespoke focus group at the end of November.  Proposal submitted and a formal ICB response is due to all four LHW on 25 September 2025.  \*This engagement piece has been funded by BLMK ICB. |  | **Green** |
| \* | * Green: *On track, no issues, on target for completion date* * Amber: *Minor issues, some internal corrective action needed to bring back on track and deliver as planned* * Red: *Major issues, the project requires corrective action with external Senior Management Team oversight* | | | |

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| **ISAB** | | Status: | Active | | |
| Actions | ISAB recruitment and training: | | | * Bedford ISAB currently has 8 members. * Board bios and photos are now ‘*live*’ on the website:   <https://www.healthwatchbedfordborough.co.uk/our-healthwatch-independent-strategic-advisory-board>   * Two 3hr board training seminars took place on 9 August 2025 and 19 August 2025. * A further training seminar will be required to include the two board members unable to attend either sessions 1 or 2. * A discussion has taken place between Ms Freda and Ms Byrne in relation to the ECS E&V lead coming down to Bedford to undertake shadow visits with newly trained E&V reps in mid-October – TBC. | |
| Date of: | | | Latest meeting: 15 July 2025 | | Next planned meeting: 19 November 2025 |

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| Staff Status | 2.1 paid employees (Whole Time Equivalent) |

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| Premises Status | There are no current estates issues to report. |

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| **Enter and View (activity since the last meeting)** | | | | |
| **Venue visited** | **Announced/Unannounced** | **Date of visit** | **Provider response by** | **Publication date** |
| **0** | 0 | N/A | N/A | N/A |
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| **Volunteers** | Activity since the last meeting | | | Activity planned | | | |
| * A mass recruitment drive has been undertaken via CVS for multiple posts. Our previous listing with CVS ran out in May 2025 and Ms Korotkova has lead on this piece of work. Interest in volunteering via the CVS system using dedicated advertisements has been vast. * NP has applied for a Youth Ambassador post via a board member. He has vast amounts of experience in social media platforms and Canva design. He was successfully interviewed by Ms Freda and Ms Korotkova. He is being processed by ECS. * WB came forward via CVS offering database support 16hrs per week. He has a research background and was successfully interviewed by Ms Freda and Ms Singaram. He is being processed by ECS. * CJ came forward via CVS offering E&V support. She has a mental health nursing, legal and lecturing background and was successfully interviewed by Ms Freda and Ms Singaram. She has agreed to offer volunteer hours in a dual role basis for E&V and community outreach on an ad hoc basis. She is being processed by ECS. * JM came forward via CVS offering admin support. She is hoping to gain some experience before returning to the workplace. Her interview with Ms Freda and Mr Vaughan is due to take place at the end of September. * DI came forward via CVS for a Youth Ambassador role. She is a 16yr old student in full time education. Her interview with Ms Freda and Ms Korotkova is due to take place over the coming week. | | | Once processed, volunteers will be inducted and trained accordingly. We would expect this process to take several weeks, but by the next meeting we will be able to provide assurance that support mechanisms are in place to: improve capacity, serve more of the population, provide different expertise, ideas and perspectives, spread awareness of HBB as a trusted brand and support our social capital, fostering trust and inclusivity within local communities. | | | |
| Number of volunteers that have applied since the last meeting: | | 5 | Recruitment no in this period, e.g. completed interview process and/or sent for processing: | | 3 | Hours given by new volunteers: | N/A |

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| **Engagement** | Activity since the last meeting (outreach and engagement delivered) | Activity planned |
| 14 x face-to-face engagement activities (319 people engaged with) | 20 x face-to-face engagement activities pre-booked from 01.09.2025 – 31.10.2025 |
| Total number of pieces of feedback | 33 |
| No. via webforms (Have your say) | 11 |
| No. via telephone | 7 |
| No. via in person | 15 |

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| No of signposting cases | 27 | No of safeguarding referrals | 0 | No of advocacy referrals | 6 |

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| **Strategic Meetings attended** | | |
| Attendees | Number of meetings | Intelligence/impact |
| Ms Freda / Ms Korotkova | 38 x attended | To be discussed |

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| **Summary of intelligence trends since the last meeting** | | Actions taken/planned in response | | Target Date |
| 1 | Recurring theme: Residents raised concerns around access to GPs and delays in appointments. | | Raised at the local PCN and ICB meetings to feed intelligence directly into service planning. |  |
| 2 | Recurring theme: Ongoing feedback on dental access issues. | | Ongoing signposting to NHS 111 and practices with NHS availability. Also raised concerns via BLMK Primary Care Delivery Group. |  |
| 3 | Recurring theme: Notable rise in enquiries from migrant and minority communities, particularly around health protection and vaccination awareness. | | Continued partnership working with Bedford Borough Public Health Team (Health Protection). Attended Freshers week events together in partnership. |  |
| 4 | Recurring theme: Engagement with younger audiences (Freshers’ events, youth enquiries) indicates growing youth interest in volunteering and shaping health services. | | Remodelled youth ambassador roles. Continued presence at college / sixth form events. Used appropriate forums to feed back into strategic meetings to ensure young voices are heard. |  |
| 5 | Overall trend: increase in both individual enquiries (27) and community outreach (14 events), showing wider community reach and stronger public recognition. | | Plan to strengthen data analysis and reporting capacity to turn intelligence into action. Maintain momentum by ensuring follow-up outreach with groups newly engaged. Integrate findings into board updates, ICB intelligence sharing, and advocacy referrals. |  |

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| **Reports issued** | Published since the last meeting | Published on website Y/N |
| 0 | N/A |

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| **Media releases** | Published since the last meeting (list media releases) | Published on website Y/N |
| * Beds Life – August edition, see Pg 18:   <https://digital.magmanager.co.uk/Preview/Index/2782511#page/1>   * Listening Post – August edition:   <https://preview.mailerlite.io/emails/webview/1372806/164075116240570334>   * Beds Life – September edition, see Pg14:   <https://digital.magmanager.co.uk/Preview/Index/2782519#page/1> | Y  Y  Y |
| Planned pieces | Authors |
| * Listening Post – October edition (to include local health and care news updates, CEO update, outreach update, HBBs Universal consultation submission and HBBs first in the series of spotlight interviews on ISAB members; Elaine Singaram) * Beds Life – October edition | Craig Holden – CH Marketing Ltd and staff team.  Craig Holden – CH Marketing Ltd and staff team. |

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| **Impact achieved** | * Raising public awareness of HBB as a trusted brand * Helping the public understand important local health and care issues * Highlight community concerns * Influence decision makers * Strengthen HBBs role as an independent voice for patients * Sharing insights HBB demonstrates transparency * Show communities that their feedback is being heard and taken seriously * Encouraged more people to share their experiences with HBB * Increased active involvement from local organisations who are referring residents to HBB * Strengthened volunteer network |

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| **KPIs** | Key targets and activity specified in Healthwatch Contract | | | |
| Deliver all 8 statutory requirements of Healthwatch | | Ongoing | Compile an Annual Report by 30 June and publish on website | Completed |
| Improved patient and user experience of services | | Ongoing | Improved satisfaction with health and social care services | Ongoing |
| Improved communication between patients, users, service providers and commissioners | | Ongoing | Higher public awareness / profile of HBB | Ongoing |
| Good image / trust in HBB | | Ongoing | Strong relationships with commissioners and Health and Wellbeing Board | Ongoing |