

Report to: Health and Wellbeing Board

Date: 21 January 2015

Report of: Healthwatch Bolton

Report No:

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Report Title: **HEALTHWATCH BOLTON EVIDENCE BRIEFING JANUARY 2015**

Non Confidential: This report does **not** contain information which warrants its consideration in the absence of the press or members of the public

Purpose: The purpose of this report is to highlight the numbers and types of contacts received and the types of issues raised and comments made to Healthwatch Bolton during the third quarter (October to December 2014)

Recommendations: The Health and Wellbeing Board is recommended to:

- Confirm that regular quarterly reports of this nature be shared with the Board on an ongoing basis;
- Consider how the report's recommendations can be actioned, including:
 - The need to address the effects of certain "gatekeeping" trends (e.g. use of "booking centres", GP triage systems) and of poor post-discharge follow-up (from all acute services) on patient behaviour and outcomes;
 - The Health and Wellbeing Board to take a lead on reviewing customer service values in health and social care in Bolton, seeking to identify and promote good practice.

Decision:

**Background
Doc(s):**