

North Yorkshire County Council**Health and Wellbeing Board****30 September 2015****Annual Reports 2014/15 - North Yorkshire Healthwatch and North Yorkshire NHS
Complaints Advocacy Service**

(The reports are enclosed in the Strategy Booklet for the meeting)

Introduction and Key Messages**North Yorkshire Healthwatch**

1. I am pleased to present the 2014/15 Annual Report for North Yorkshire Healthwatch. [Available here](#)
2. A great deal of work has taken place over the last year. For instance we have considerably increased the number of trained volunteers which has enabled us to complete a series of enter and view visits and to take forward the work we have been doing to gather information on patient experiences of Hospital Discharge and Post Hospital Support arrangements, Out of Hours GP Service and Care Support. I hope fellow members of the Health and Wellbeing Board will agree we have working constructively on a number of fronts to influence how health and social care is being provided.
3. I hope fellow members of the Health and Wellbeing Board find the Annual Report informative.

Sir Michael Carlisle - Chairman, North Yorkshire Healthwatch

NHS Complaints Advocacy Service

4. Cloverleaf Advocacy is an independent body appointed by North Yorkshire County Council in 2013 to deliver a free, confidential NHS complaints advocacy service. It supports anyone who normally lives in North Yorkshire and needs help to deal with a formal complaint about any NHS service. The service assists individuals to get a clear response to their concern or complaint aiding resolution, learning and future NHS quality improvements. Our Annual Report for 2014/2015 in PDF format can be downloaded at [Annual Report 2014/2015](#).
5. 2014/15 saw the number of new cases increase to 223 from the 94 that had been experienced in 2013/14 and of course the service only supports a small percentage of the total complaints which NHS services receive from North Yorkshire residents. We have also supported 16 people who had decided that they wished to appeal against a local NHS decision, by submitting their case to the Parliamentary and Health Service Ombudsman. The levels of clinical care and the attitude of staff feature strongly in the cases brought to our attention by patients. We are encouraging NHS providers to use the highlighted areas of concern to continually improve the quality of service delivery and to enhance their internal complaints handling processes.

Bob Carter – Assistant Director, Cloverleaf Advocacy