

HEALTHWATCH BRIGHTON AND HOVE

Date: 10th September 2013

Meeting: Health & Wellbeing Overview & Committee

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Title/Subject Matter: Healthwatch Update

Purpose of the Report

The purpose of this report is to give members an update regarding the development of Healthwatch Brighton and Hove and to highlight the relationship between Overview and Scrutiny and Healthwatch.

Healthwatch Brighton and Hove

Healthwatch Brighton and Hove, in line with national guidance, undertakes the following functions:

Influencing

To shape the planning and delivery of NHS, public health and adult and children's care services. This includes scrutinising the quality of services, particularly in response to public concern, holding them to account, representing the voice of the public and patients, contributing to the work of the Health and Wellbeing Board, contributing to the Joint Strategic Needs Assessment (JSNA) and working in partnership with commissioners of NHS, public health and adult and children's social care services.

Local Healthwatch can escalate matters to the overview and scrutiny committee of a local authority where they feel it necessary to do so. The overview and scrutiny committee must acknowledge receipt and keep Healthwatch informed of any action they take.

Signposting

To help people to make choices about their care by providing evidence based information about local services and supporting patients and the public to choose the most appropriate service.

Advising

To empower and enable individuals to speak out, including supporting them to access NHS complaints advocacy services.

Powers

Local Healthwatch has:

- powers to request information from commissioners and providers of health and social care and expect a response within 20 working days.
- make reports and recommendations and expect a response within 20 working days.
- enter and view premises where publically funded health or social care is provided with the exception of children's social care services.
- have a seat on the local statutory health and wellbeing board, actively participating in local decision making.
- refer matters to the local Health Scrutiny Committee.

Further information can be found here:

Healthwatch England www.healthwatch.co.uk

Healthwatch Brighton and Hove www.healthwatchbrightonandhove.co.uk

healthwatch
Brighton and Hove
Development Phases 2013 - 2014

Phase 1 > Transition - April - July 2013

- Helpline set-up
- Monthly Magazine established
- Healthwatch website development
- Intelligence data base developed
- Hospital Pilot project launched
- Transition project work undertaken
- Interim Representation
- Public Engagement work undertaken
- Volunteer Strategy developed
- Relationships established with Community Spokes
- Relationships established with Commissioners and Providers

As part of its approach to setting up Healthwatch Brighton and Hove CVSF committed to continuing to work closely with the volunteers involved in the Brighton and Hove LINK to ensure that their experience and expertise informed the work undertaken by Healthwatch Brighton and Hove during the set up period whilst new mechanisms for engaging with and involving patients, residents and new volunteers were being developed. The Healthwatch Transition Group stopped operating on 31st July 2013.

Phase 2 > Mobilisation - August – October 2013

- Staff and Volunteer recruitment
- Paid Independent Chairperson (open recruitment process)
- Shadow Governing Body Member recruitment (open recruitment process)
- Healthwatch Representative's recruitment
- Launching Healthwatch Brighton and Hove
- Developing the Work Programme
- Developing a Communication and Engagement Strategy
- Establishing engagement mechanisms with Community Spokes
- Agreeing a Memorandum of Understanding for work with commissioners and providers

Healthwatch Brighton and Hove will be recruiting an Independent Chairperson and Members to a Shadow Governing Body. The shadow governing body will be responsible for deciding the type of independent organisation that Healthwatch will become.

As well as undertaking its core functions, Healthwatch Brighton and Hove will be implementing the volunteering strategy, volunteer support programme, and volunteering roles. We aim to start recruiting to these roles in September 2013.

Healthwatch Brighton and Hove will be formerly launched, and this will be an opportunity for the public, Healthwatch volunteers and associates to engage in prioritising the feed-back received about local health and social care services in the development of the new work plan.

Phase 3> Implementation – November – March 2014

- Developing the Legal Structure for the new Independent Governing Body.
- Influencing the key health and social care commissioners and providers.
- Providing information to help people make choices about the services they use.
- Listening to people views, concerns and suggestions about services and using that information to help shape and improve them.
- Researching, carrying out Enter and View, writing reports and making recommendations.
- Producing an Annual Report.

During this phase the new Shadow Governing Body will agree its legal form, this will be an open and transparent structure for making decisions and Enabling local people to influence what it does (e.g. internal processes, work prioritisation, recommendations, impact analysis) and acts in accordance with the Nolan principles of standards in public life.

Phase 4> Independence- April 2014 – Onwards

- April 2014 – Healthwatch Contract Transferred from CVSF to the new Independent Governing Body.

From April 2014 Healthwatch Brighton and Hove will be an independent entity with its own legal form. The final form will have governance structures in place including: a membership, a governing body or board or management committee, a chair of the governing body or board, an annual report (which the Health and Social Care Act 2012 requires to be sent to the NHS England, relevant Clinical Commissioning Groups and Healthwatch England) and annual accounts.

Health & Wellbeing Overview and Scrutiny and Healthwatch

Working together for better outcomes

Listening and responding to communities and people who use services is fundamental to the functions of Healthwatch and Health and wellbeing Overview and Scrutiny, but each have different ways to gather views and experiences.

It is therefore vital that Healthwatch and Health and Wellbeing Overview and Scrutiny work together, both structures focus on the fundamental principle of improving outcomes for local people, there are opportunities for us to better work together and add value to each other's work.

The Centre for public Scrutiny document 'Local Healthwatch, Health and Wellbeing Boards and Health Scrutiny Roles, relationships and adding value', suggests the importance of:

- Understanding each other's roles and responsibilities – at different parts of the commissioning cycle.
- Building relationships - gaining trust and credibility.
- Valuing independence and difference - build on powers.
- Understanding that all have common goal – work out how to do it together.
- Knowing what each other are doing – by receiving agendas, attending each other's meetings, sharing work plans etc.
- Ensuring that we complement not duplicate other's work.
- Making sure we work together in transparent, inclusive and accountable ways.
- Co-ordinating engagement activity.

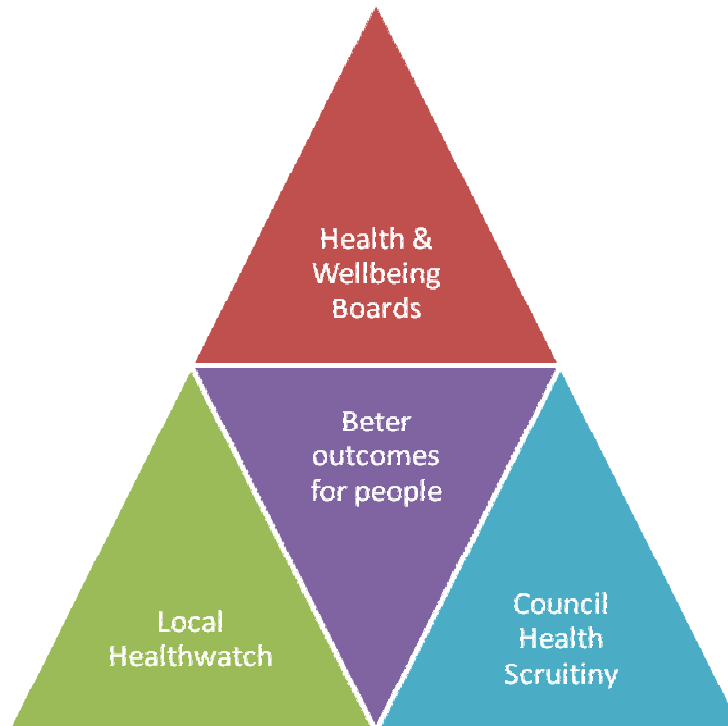
Further information can be found here:

The Centre for Public Scrutiny

'Local Healthwatch, Health and Wellbeing Boards and Health Scrutiny Roles, relationships and adding value'

www.cfps.org.uk

- Bring together individual and organisational knowledge, expertise and experience
- Develop area wide view of Health and Social Care.
- Agree area wide strategy
- Facilitate shared awareness of information to improve outcomes and decision making



- Understand patient and public experience
- Share information from VSC networks
- Influence the JSNA
- Have a seat on the Health & Wellbeing board
- Highlight Concerns
- Cascade information to the public

- Be a bridge between professionals and people who use services
- Bring a collective memory of public engagement, policy development and local knowledge about community needs and assets
- Be a valuable 'critical friend'
- Evaluate polices, actions and impact.
- Carry out pro-active qualitative reviews that can inform and enhance policy and services

The Centre for Public Scrutiny

'Local Healthwatch, Health and Wellbeing Boards and Health Scrutiny Roles, relationships and adding value'