

Bath & North East Somerset Council		
MEETING/ DECISION MAKER	Policy Development & Scrutiny Panel Committee	
MEETING/ DECISION DATE:	22nd November 2013	
TITLE:	Healthwatch Bath and North East Somerset update	
WARD:	All	
AN OPEN PUBLIC ITEM LIKELY TO BE TAKEN IN EXEMPT SESSION		
<p>List of attachments to this report:</p> <p>Please list all the appendices here, clearly indicating any which are exempt and the reasons for exemption</p>		

1 THE ISSUE

1.1 Update report from Healthwatch Bath and North East Somerset

2 RECOMMENDATION

3 RESOURCE IMPLICATIONS (FINANCE, PROPERTY, PEOPLE)

4 STATUTORY CONSIDERATIONS AND BASIS FOR PROPOSAL

5 THE REPORT



Report to the Wellbeing Policy Development and Scrutiny Panel 22 November 2013

1. Setting Up Healthwatch – the implementation stage

Since April 2013 and the start of the contract Healthwatch Bath and North East has revamped current staff contracts and advertised and employed new staff. New staff will support the recruitment of volunteers, provide the new function of information and signposting for the public and the research and evaluation officer who will map the issues coming from the public.

2. Patient and Public Involvement

Healthwatch has a dedicated phone line, email address and website for the public to use, plus face book and twitter accounts. Healthwatch e bulletins have been produced monthly along with 'In Contact' the quarterly newsletter. Marketing and communication has designed a range of leaflets, postcards, posters and pull up banners to assist with awareness with the general public. So far leaflets have been put in venues across the area including libraries, health centres, One Stop Shop Centres. A large part of our work will be to explain to people what Healthwatch is and how volunteers can get involved. Healthwatch Bath and North East Somerset has been listening to people who use services and building relationships with those who commission services so that we can reflect, what local people say is most needed.

3. Information and signposting

Healthwatch Bath and North East Somerset has been signposting local people with information on how to access health and social care services through Well Aware and we have been building the information Well Aware holds on services in Bath and North East Somerset. An animation on the website helps people navigate the system. Well Aware was already commissioned in Bath and North East Somerset and the Care Forum has bought this as added value to the Healthwatch contract. Well Aware has information about groups and organisations offering health and social care services and activities to the public and professionals. Well Aware has special information on learning difficulties, low vision resources, mental health and employment and men's health and wellbeing issues. As the project co-ordinator meet new groups in the community these are added to the database. Well Aware can be accessed online but also through a freephone number for those who cannot access the web and can be talked through their needs.

4. Volunteers in Healthwatch

The first cohort of volunteers have been inducted, given Healthwatch information, safeguarding and enter and view training and we are actively engaging a second cohort of volunteers. Volunteer champions will bring issues and concerns to Healthwatch and if volunteers have more time to give they can become a representative for Healthwatch on NHS trust boards and Bath and North East Somerset Council meetings, providing two way communication. Healthwatch staff, have attended meetings and have met with groups to raise awareness of Healthwatch and the need to establish a volunteer base to support the work of Healthwatch. The governance and terms of reference for the Healthwatch Advisory group have been drawn up and shared at the first Advisory group meeting in June where participants were taken through the new health and social care climate and given information on NHS England, the CCG, the JSNA and the Health and Wellbeing Strategy. At the second meeting in August of the Healthwatch Advisory group the draft Community Engagement Strategy was discussed. The third meeting is planned for 14th November 2013. We have been discussing with

commissioners how we can involve volunteers in service planning and redesign to maintain focus on what is important and to ensure local people get the services they need.

5. Engaging with Communities

Healthwatch Bath and North East Somerset has a particular responsibility for championing the needs of those who are seldom heard and we have been reflecting this in the production of the draft Community Engagement Strategy and the action plan. Healthwatch has engaged with:

- Good contact has been made with Bath One Stop Shop and the organisations that use the venue to ensure the public can be signposted through Wellaware and can access information about Healthwatch
- Met with Mike McCallum to discuss how Healthwatch Bathnes can reach people with Learning Difficulties to hear their concerns
- Met with the West of England Gypsy and Traveller Health Partnership
- Ensured that information on Healthwatch Bathnes was available at the Bath City Farm World Mental Health event
- Worked in partnership with the CCG PPI events across the area to ensure a Healthwatch presence
- Met with West England Rural Network to link with village agents in rural areas

Healthwatch Bath and North East Somerset will work with priority neighbourhoods and we have a new Project Co-ordinator Jan Perry, in post who has begun visiting and discussing ways of engaging these communities.

6. Engaging with children and young people

Healthwatch Bath and North East Somerset has been contacting groups who work with children and young people to raise awareness of the important of young people being having their say and being heard.

- Bath Mums – through twitter
- Bath Area Play Project to discuss how we can work together to hear the issues and concerns of children and young people
- Meeting with Mary Kearney Knowles on Nov 18 to discuss how safeguarding advocates who meet with children in care could feedback the issues and concerns 'looked after' children have with their health and social care

Healthwatch Bath and North East Somerset have been working with a young care leaver who will be producing a Healthwatch leaflet and poster for young people. A page on the website will be dedicated to Healthwatch hearing from young people and we are planning an event for young people in the new year to hear their issues and concerns.

7. Healthwatch launch

Healthwatch Bath and North East Somerset held a launch for stakeholders and volunteers on 23 September. Claire Pimm, Healthwatch England Head of Communications, spoke on the development of Healthwatch England and participants were given an update of what has been achieved so far. The launch was well attended and the press releases ensured some press coverage that enabled the public to hear more about Healthwatch.

8. Network of networks

Healthwatch Bath and North East Somerset has been developing a network of networks with meetings held before the Health and Wellbeing Board meetings and the opportunity to feed views from these meetings to the board. The network also give the opportunity to ensure service users and the third sector can learn from each other. We are working with our commissioners to establish this without duplication and ensure we capture the information from particular groups of service users and focus their views to make the most impact. As the network grows we will hear more local issues that can be raised with commissioners and nationally through Healthwatch England and the regulator CQC.

9. Advocacy

The Care Forum held an event on 25th September for all advocate organisations to hear more about the work of Healthwatch and how important it is to be aligned to Healthwatch. Healthwatch Bath and North East Somerset work closely with SEAP (Support, Empower, Advocate and Promote) Complaints Advocacy team and we have signposted 4 people to them for support in making their complaint. The Care Forum communication team have produced two presentations to explain NHS concerns and complaints process and another to explain the Adult Social Care concerns and complaints process; these are on the Healthwatch website. Information is regularly tweeted, monthly e bulletins have been produced and a quarterly newsletter sent to everyone.

10. Healthwatch and the Health and Wellbeing Board

Healthwatch has a statutory place on the Health and Wellbeing Board, The Care Forum General Manager – Healthwatch Pat Foster has been attending the Health and Wellbeing Board on behalf of Healthwatch Bath and North East Somerset. This has ensured continuity until the volunteer is found to represent Healthwatch and provide the two way flow of communication, it has been important to get the right volunteer who has been recruited, inducted and trained to enable them to bring the evidence from Healthwatch, we are pleased to say that we have just selected Diana Hall to be the volunteer rep.

11. Building Relationships with Stakeholders

Relationships have been built with new commissioners in the NHS England Local Area team around primary care and specialist services, the Clinical Commissioning Group around secondary care, community care and mental health services and with Public Health now that it has moved into the Local Authority. Healthwatch Bath and North East Somerset has attended the Clinical Commissioning Quality group and discussed how to develop a common understanding and how to develop a conduit for sharing information with commissioners to enable Healthwatch to develop an informed view of the commissioning issues and trends. Healthwatch has renewed the relationships built with Patient and Public Engagement Managers at NHS Trusts and the new manager for the Care Quality Commission, we are also building a relationship with the regulators and have a meeting planned with the CQC compliance officer to share ways of working. Healthwatch has also been busy contacting Patient Participation Groups and visiting when asked to give information about Healthwatch. Worked with the West of England Academic Health Science Network and attended their event to discuss patient and public involvement so as not to duplicate resources.

12. Healthwatch England

Staff attended the launch of Healthwatch England in June, following this we registered Healthwatch on the Healthwatch England communication and information hubs. Healthwatch Bath and North East Somerset has been working closely with Healthwatch England to ensure that we can share information through the Healthwatch hub. A new member of staff, Kate Strong joined us in August as the Research and Information Officer and it will be her role to take the information from the public stories and identify patterns of concern. Kate has met with Jon Poole to discuss the health inequalities identified within the JSNA. These patterns will form the basis of the work programme for Healthwatch. Healthwatch have worked with Healthwatch England's advisory group on complaints and the complaints video made by Healthwatch England is on the Healthwatch website. The Care Forum has agreed to pilot the draft Healthwatch England Outcomes and Impact Development tool to develop an effective operational approach to governance, finance, relationships and operations.

Pat Foster
General Manager - Healthwatch

6 RATIONALE

7 OTHER OPTIONS CONSIDERED

8 CONSULTATION

9 RISK MANAGEMENT

- 9.1 A risk assessment related to the issue and recommendations has been undertaken, in compliance with the Council's decision making risk management guidance.

Contact person	Pat Foster – General Manager The Care Forum Tel: 0117 9589344 Email: patfoster@thecareforum.org.uk
Background papers	<i>List here any background papers not included with this report because they are already in the public domain, and where/how they are available for inspection.</i>
Please contact the report author if you need to access this report in an alternative format	