

Healthwatch Worcestershire Board Meeting in Public 4 October 2014

Activity Report

Lead Director – Peter Pinfield

The report sets out a summary of the activity that has been undertaken by Healthwatch Worcestershire during the period April to September 2013.

1. Background Information

Healthwatch Worcestershire was incorporated as a limited company with the constitution of a social enterprise in February 2013. Since then the Directors and Healthwatch Team have primarily been engaged in defining Healthwatch Worcestershire's role as a local Healthwatch and putting in place the governance and infrastructure required by legislation to operate and function as a Local Healthwatch.

Despite the necessary commitment to this internal focus the Directors have sought to develop relationships with a range of stakeholders including Healthwatch England and the Care Quality Commission, and to take advantage of the opportunities to promote Healthwatch Worcestershire within the county as they have presented themselves. Healthwatch Worcestershire's 'signposting' service has been operational since the 1 April and as the company's infrastructure and governance is established, and the new Directors and Team members are recruited the focus will switch to delivering the local Healthwatch functions.

The following sections of this report summarise the external activity the Directors and Healthwatch Team have undertaken since April in delivering local Healthwatch functions.

2. Influencing the commissioning and provision of services

The Chair of Healthwatch Worcestershire is a member of the Health and Well Being Board. Healthwatch Worcestershire is represented on the Joint Strategic Needs Assessment working group.

Directors attend the Board meetings of the county's 3 Clinical Commissioning Group, the Worcestershire Health and Care Trust, and plan to attend the Board meeting of the Worcestershire Hospitals Acute Trust in future.

Healthwatch Worcestershire is represented on the Board of the Well Connected programme which aims to integrate the provision of health and social care services in Worcestershire, and its representative has been actively engaged in the governments 'Pioneer' bid process. From a social care perspective Directors of Healthwatch Worcestershire are engaged in the service user groups organised by the County Council. These include the Older Peoples Joint Consultative Committee, Carers Consultative Committee; Sensory Impairment JCC; Mental Health JCC and Learning Disability Partnership Board. In addition Healthwatch has been asked to attend and contribute to a number of County Council Scrutiny meetings.

3. Enabling Local people to monitor the performance of commissioners and providers of public funded health and social care services.

Healthwatch Worcestershire attends the Quality Surveillance meetings of the county's Clinical Commissioning Groups and Arden Local Area Team of NHS England, the Health Overview and Scrutiny Committee of Worcestershire County Council, and both the Adult and Children's Safeguarding Boards.

Healthwatch Worcestershire commented on the Quality Accounts of the following provider organisations in Worcestershire:

- Primrose Hospice, Bromsgrove
- St Richards Hospice, Worcester
- Worcestershire Health and Care Trust
- Worcestershire Acute Hospitals Trust

Healthwatch Worcestershire was invited to, and participated in the PLACE inspection at the Spire Hospital, Worcester.

'Enter and View' – Healthwatch Worcestershire has supported Healthwatch England in the quality assurance of the new enter & view policy which describes the practice as an engagement opportunity. Healthwatch Worcestershire envisages using enter & view as a research tool to gather the views of service users and carers and will now be developing a policy for its practical application.

4. Gathering the views of 'consumers'.

Healthwatch Worcestershire has developed a number of channels including a facility on its website and a freepost address for consumers to provide feedback of their experiences of health and/or social care.

Consumers can register to receive information, and Healthwatch Worcestershire will seek to develop a network of contacts through voluntary sector organisations and community groups with an interest in health and social care, District Councils, Town and Parish Councils and MPs constituency offices to extend its reach.

Healthwatch Worcestershire has taken the opportunity to attend community events such as the Age UK Festival; Droitwich Salt Day; Wychavon Older People and Health show case; Wyre Forest CCG open stall Health day; Bromsgrove and Redditch Ageing Well Launch day; Learning Disability and Wellbeing show case day

Healthwatch Worcestershire and Worcester University are exploring the opportunity for partnership work in research. To date Healthwatch Worcestershire has used the Worcestershire Viewpoint survey to research experiences in relation to social care, attendance at Accident & Emergency, and GPs. It is currently using the survey to inform a response to the government's consultation on the future funding of social care costs and its future local implementation.

5. 'Signposting'

Healthwatch Worcestershire's signposting service was operational from 1 April with a commitment to respond to enquirers within the following working day. Early enquiries

identified the confusion that existed around the complaints process in relation to GPs, which has subsequently been championed as an issue by Healthwatch England.

To date signposting issues have fallen into the following broad categories:

GP	12
Acute Trust	6
Social Care	4
Care home/Organisation	4
Dentist	2
Mental Health	2
Out of Hours	1
NHS 111	1
CCG	1
County Council	1
HACW	1
General	2

Total cases to date **37** of which **9** were referred to Onside

In delivering its signposting function in relation to complaints about health services Healthwatch Worcestershire works in close liaison with Onside Advocacy, the organisation which holds the ICAS contract.

6. Strategic Relationships with Commissioners, Providers and Regulators

Healthwatch Worcestershire has formed relationships with the senior leadership of the NHS organisations in Worcestershire and those in the County Council with the responsibility for delivering adult social care. An action is in hand to arrange a meeting with the Director of Children's Services and the Cabinet Member with Responsibility for those services to introduce them to the role of local Healthwatch in relation to the services they provide. Healthwatch Worcestershire works with Local Healthwatches in the Midlands with the aim of establishing opportunities to collaborate, and continues to work closely with Healthwatch England, contributing to the national launch, quality assurance of the new 'enter & view' training, the review of the complaints process in Acute Hospital Trusts, and trialling the new website.

Healthwatch Worcestershire has formed relationships with the CQC locally and at national level and is participating in CQC Local Healthwatch advisory conferences regarding proposals for review of dementia care and experiences and outcomes for people experiencing a mental health crisis.

Healthwatch Worcestershire has also responded to the County Council's Directorate of Adult Services and Health (DASH) Annual Report.

Healthwatch Worcestershire is participating in the West Midlands Academic Health Service Network.

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