

# Central Bedfordshire Health and Wellbeing Board

**Contains Confidential or Exempt Information** No

**Title of Report** Healthwatch Central Bedfordshire – Context and Activities

**Meeting Date:** 9 May 2013

**Responsible Officer(s)** Ruth Featherstone, Chair

**Presented by:** Ruth Featherstone

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## Action Required:

1. note the Healthwatch work and progress to date for information and consideration by the Board.
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## Executive Summary

<b>1.</b>	<b>This Report is submitted to the Board for information only</b> <ol style="list-style-type: none"><li>1. <b>The Report outlines the activities and proposed development of Healthwatch Central Bedfordshire.</b></li><li>2. <b>The intention is to improve services and make sure that the patient or service user is at the heart of the new health and care system and is never forgotten or relegated.</b></li><li>3. <b>The activities are set out together with the relationships to be fostered in order to achieve this in the context of Healthwatch Central Bedfordshire.</b></li></ol>
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## Background

<b>2.</b>	The creation of Healthwatch Central Bedfordshire as part of the network of local Healthwatch organisations
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## REPORT

<b>3.</b>	This Report is the first Report of Healthwatch Central Bedfordshire to the Health and Wellbeing Board and seeks to explain the relationship between our local Healthwatch and Healthwatch England and outlines the activities and proposed development of Healthwatch Central Bedfordshire. .
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4.	<p>Healthwatch Central Bedfordshire came into existence on 1 April 2013. An independent panel met and a Chair has been appointed. Healthwatch is the new consumer champion for health and social care in England. It is to give people a powerful voice making sure their views and experiences are heard by those who run, plan and regulate health and social care services. The intention is to improve services and to make sure that the patient or service user is at the heart of the new health and care system and is never forgotten or relegated.</p>
	<p>Healthwatch is made up of two parts; the nationally focused Healthwatch England and 152 community focused local Healthwatch. Together they form the Healthwatch network working closely to ensure consumers' views are represented nationally and locally.</p>
	<p>Healthwatch is both proactive and reactive and the defined activities of Healthwatch Central Bedfordshire reflect this as follows:</p>
	<p><b>1. Gathering views and understanding the experiences of people who use services, carers and the wider community</b></p> <p>We will achieve this by:</p> <ul style="list-style-type: none"> <li>• gathering information that is already available and working with other community groups to understand local views and experiences of health and care services</li> <li>• actively seeking the views of those people whose views are seldom heard</li> <li>• sharing information</li> <li>• working in collaboration with the Care Quality Commission</li> <li>• developing good relationships and working with other local Healthwatch organisations through Healthwatch England and independently</li> <li>• developing skills to understand and interpret data and information</li> </ul> <p>collating information to be used as evidence to support recommendations to Healthwatch England and the CQC</p>
	<p><b>2. Making people's views known</b></p> <p>We will achieve this by:</p> <ul style="list-style-type: none"> <li>• identifying existing channels to avoid unnecessary duplication</li> <li>• developing effective and varied methods of gathering views from local and national sources particularly where there are gaps</li> <li>• being responsive to what we find out and reporting on developments</li> <li>• publishing findings and making them accessible</li> </ul>

	<ul style="list-style-type: none"> <li>• identifying causes for concern or celebration in our area and feeding back findings on these to the CQC and local commissioners as part of a regular and ongoing dialogue</li> <li>• using people’s views to influence decision-making bodies such as local commissioning groups, the Health and Wellbeing Board and through Healthwatch England, the CQC, national regulators and the Secretary of State</li> </ul>
	<p><b>3. Promoting and supporting the involvement of local people in the commissioning of local care services and how they are scrutinized</b></p> <p>To achieve this Healthwatch Central Bedfordshire will need to assert its independence and build its credibility and knowledge base and demonstrate its success to the local community. Visibility is crucial to ensure that it :</p> <ul style="list-style-type: none"> <li>• is easy to reach</li> <li>• is inclusive of all groups within its community</li> <li>• respects, involves and works with existing networks</li> <li>• encourages membership of Healthwatch Central Bedfordshire</li> <li>• offers support and training to its staff and volunteers on equality and diversity legislation, safeguarding and information gathering</li> <li>• carries out “enter and view” visits and the purpose is understood and respected</li> <li>• develops meaningful dialogue across the local health and care system</li> <li>• maintains a constructive relationship with the Health and Wellbeing Board by maximising the opportunity presented by having a full representative on the Board</li> <li>• makes a valuable contribution to the Joint Strategic Needs Assessment</li> </ul>
	<p><b>4. Recommending investigation or special review of services through Healthwatch England or directly to the Care Quality Commission</b></p> <p>To ensure this Healthwatch Central Bedfordshire will:</p> <ul style="list-style-type: none"> <li>• agree and establish timely two way information flows with Healthwatch England and Healthwatch Central Bedfordshire</li> <li>• use protocols for good information governance</li> <li>• ensure that urgent concerns are escalated</li> <li>• enshrine the NHS Constitution as the benchmark of NHS service-users’</li> </ul>

	<p>rights</p> <ul style="list-style-type: none"> <li>• understand CQC’s essential standards of quality and safety</li> <li>• be aware of good practice such as outlined in Think Local Act Personal</li> </ul>
	<p><b>5. Providing advice and information about access to services and support for making informed choices</b></p> <p>To be effective Healthwatch Central Bedfordshire will:</p> <ul style="list-style-type: none"> <li>• identify what information already exists and how to access it</li> <li>• identify unmet needs so gaps can be filled</li> <li>• be up to date in accessing latest information and where to direct people</li> <li>• build awareness of Healthwatch Central Bedfordshire</li> <li>• understand the concept of personalisation</li> <li>• develop relationships with commissioners and providers</li> <li>• make sure information is accessible</li> <li>• use social networking to access groups that would otherwise be under represented</li> <li>• have the capacity and systems to direct people to services they require ensure that it provides feedback</li> </ul>
	<p><b>6. Making the views and experiences of people known to Healthwatch England and Local Healthwatch organisations</b></p> <p>It is crucial for Healthwatch Central Bedfordshire to have a close two way relationship with Healthwatch England to strengthen Healthwatch England’s role as national champion.</p> <p>In order to provide a steer to Healthwatch England, Healthwatch Central Bedfordshire will:</p> <ul style="list-style-type: none"> <li>• have robust protocols for keeping HWE up to date with issues and concerns</li> <li>• ensure that all contacts are meaningful</li> <li>• influence the emphasis of Healthwatch England’s work</li> <li>• be accountable to Healthwatch England</li> <li>• identify for Healthwatch England local matters with wider significance</li> <li>• ensure that Healthwatch Central Bedfordshire’s contribution to national outcomes are evaluated</li> </ul>

	<ul style="list-style-type: none"> <li>• foster its own independence by enshrining clear rules of engagement , self assessment tools, etc.</li> </ul> <p>Healthwatch England provides leadership, support and advice to Healthwatch Central Bedfordshire so we can be strong ambassadors for local people and develop strong partnerships across our community.</p>
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<b>Issues</b>	
Strategy Implications	
7.	Healthwatch’s work is aligned to the Health and Well Being Strategy in terms of improving outcomes for the most vulnerable and is an advocate for early intervention and prevention in terms of health and well being.
8.	The objectives in the Healthwatch report are in line with the main themes within the JSNA and the BCCG strategy.
Governance & Delivery	
9.	Central Bedfordshire Council is responsible for contracting support arrangements for the independent Healthwatch. Central Bedfordshire is responsible for commissioning Healthwatch under the Health and Social Care Act 2012.
Management Responsibility	
10.	Central Bedfordshire Council is responsible for contracting support arrangements that enables the work of the Healthwatch which is overseen by the Healthwatch Board.
11.	Commissioning Healthwatch Central Bedfordshire is a duty for the Local Authority under the Health and Social Care Act 2012. Management of this process is via a multi-agency Steering Group which also is responsible for leading the development of Healthwatch Central Bedfordshire. Updates on progress on commissioning Healthwatch to the Health and Well Being Board will be through the Director of Social Care, Health and Housing.
Public Sector Equality Duty (PSED)	
12.	The PSED requires public bodies to consider all individuals when carrying out their day to day work – in shaping policy, in delivering services and in relation to their own employees. It requires public bodies to have due regard to the need to eliminate discrimination, harassment and victimisation, advance equality of opportunity, and foster good relations between in respect of nine protected characteristics; age disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

	Are there any risks issues relating Public Sector Equality Duty	No
	No	Yes <i>Please describe in risk analysis</i>

<b>Risk Analysis</b>

Identified Risk	Likelihood	Impact	Actions to Manage Risk

Source Documents	Location (including url where possible)

Presented by Ruth Featherstone