

Central Bedfordshire Health and Wellbeing Board

Contains Confidential or Exempt Information No.

Title of Report Healthwatch Central Bedfordshire - Moving Forward

Meeting Date: 7 November 2013

Responsible Officer(s) Ruth Featherstone, Chair

Presented by: Ruth Featherstone, Chair

Action Required:

1. To receive an update on recent activities of Healthwatch Central Bedfordshire
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Executive Summary

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| 1. | This report is submitted to the Board for information and to consider whether Healthwatch Central Bedfordshire identified priorities are in harmony with the priorities of the Health & Wellbeing Board. |
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Background

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| 2. | Healthwatch Central Bedfordshire is the local health and social care consumer champion promoting choice locally, influencing the provision of high quality, social care and wellbeing services for all across Central Bedfordshire. |
| 3. | Healthwatch Central Bedfordshire was established to put the voice of local residents at the heart of health and social care. HWCB has continued to build on public awareness of our role and functions and our main priorities have been identified in consultation with key stakeholders. |

Detailed Recommendation

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| 4. | That the Health and Wellbeing Board consider the priorities identified at the launch of Healthwatch Central Bedfordshire and identify how these accord with the priorities of the Health and Wellbeing Board and demonstrate how members of the Board may individually and jointly work with Healthwatch Central Bedfordshire to push forward the launch priorities in the forthcoming year. |
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Report	
1.	Healthwatch Central Bedfordshire's official launch was held on 20 th September at Priory House designed to increase public and stakeholder awareness. Over 75 key stakeholders and local residents attended. The presentations gave an overview of Healthwatch Central Bedfordshire with contributions from Central Bedfordshire Council, Bedfordshire Clinical Commissioning Group and Healthwatch England. The event included a market place area with information about local health and social care services, an interactive session and ending with a question and answer session.
2.	The interactive session of the event was designed to obtain feedback from delegates regarding their priorities for Healthwatch Central Bedfordshire with the opportunity to choose the issues that matter most to them and/or where they feel we can make a difference. Categories included Hospital Services, GP Practices and Medical Centres, Older people, Children & Young People, Disabled People and Mental Health. All agreed that the priorities listed were of equal importance and difficult to prioritise however there was also the understanding that, given the limited capacity and resources of Healthwatch Central Bedfordshire, there was a need to concentrate on specific areas. Full results from the session are listed below:
3.	<p>Category 1 - Hospital Services (Luton & Dunstable and Bedford)</p> <p>Priority 1 - A & E Service; quality of service, waiting times etc. 11%</p> <p>Priority 2 - Improving quality of care; dignity & respect 41%</p> <p>Priority 3 - Outpatient experience; research into quality of care 5%</p> <p>Priority 4 - Inpatient experience –including families & carers' experience 16%</p> <p>Priority 5 - Discharge service; improving patient experience 27%</p> <p>Category 2 - GP Practices & Medical Centres</p> <p>Priority 1 - Accessibility; appt systems & patient environment 52%</p> <p>Priority 2 - Information & Guidance 18%</p> <p>Priority 3 - Understanding local needs 5%</p> <p>Priority 4 - Accessibility of Patient Groups/Forums 2%</p> <p>Priority 5 - Patient experience; dignity & respect 27%</p> <p>Category 3 - Older People</p> <p>Priority 1 - Quality & standards of Domiciliary Care (Home Care) 25%</p> <p>Priority 2 - Experience & satisfaction in Residential or Nursing Homes 25%</p> <p>Priority 3 - End of Life Care 6%</p> <p>Priority 4 - Dementia Care – improving community based service 14%</p> <p>Priority 5 - Reablement; quality of life & support in the community 31%</p>

	<p>Category 4 - Children & Young People</p> <p>Priority 1 - Young Carers 11%</p> <p>Priority 2 - Learning Disabilities 20%</p> <p>Priority 3 - Drug & Alcohol Services 8%</p> <p>Priority 4 - Sexual Health Services 8%</p> <p>Priority 5 - Child & Adolescent Mental Health Services 53%</p> <p>Category 5 – Disabled People</p> <p>Priority 1 - Patient experience of joint Health & Social Care Services 29%</p> <p>Priority 2 - Promoting Independence; combating social isolation 43%</p> <p>Priority 3 - Suitability of information and literature; i.e. Easy Read 0%</p> <p>Priority 4 - Patient journey; referral routes and care pathways 22%</p> <p>Priority 5 - Housing Needs; accessibility and feeling safe 6%</p> <p>Category 6 - Mental Health</p> <p>Priority 1 - Integrated care – mental & physical wellbeing 24%</p> <p>Priority 2 - Early intervention & crisis management 47%</p> <p>Priority 3 - Patient journey; access and care pathway 17%</p> <p>Priority 4 - Community Services; e.g. access to talking therapies 8%</p> <p>Priority 5 - Promotion of personal budgets; choice and control 5%</p>
4.	<p>Healthwatch Central Bedfordshire, as an independent organisation, is working on the priorities identified at the launch and developing ways in which these priorities can inform and influence the priorities of the Commissioners and Providers of health and social care services in Central Bedfordshire.</p>
5.	<p>Further developments following the establishment of Healthwatch Central Bedfordshire are as follows:</p>
	<p>i. A Communications Officer has been appointed and came into post on 7th October 2013. This role includes responsibility for recruiting, managing and training volunteers, all communications including maintaining and updating the website and engagement activities to continue the promotion of Healthwatch Central Bedfordshire.</p>
	<p>ii. We have a responsibility to champion the needs of children and young people and, in accordance with guidelines in the Governance structure of Healthwatch Central Bedfordshire, we also have a responsibility to include the voice of younger people on our Board. The CEO met with members of the Youth Parliament to raise awareness of Healthwatch Central Bedfordshire and to explore opportunities for either a representative or member of the Youth Parliament to sit on the HWCB Board. This produced a very positive and enthusiastic response with the request for two members to be part of the Board.</p>

	<p>iii. Following the recent changes to Paediatric services at Bedford Hospital and the subsequent CQC report relating to various different departments at the hospital, the CEO and Chair attended a meeting with Stephen Conroy, Chief Executive and Nina Fraser, Director of Nursing and Patient Services at Bedford Hospital. This was to establish joint working to ensure the patient voice is heard and that the new model of care for children's services is one in which local residents would like to see established at Bedford Hospital. Our interest also extended to staffing ratios and their current recruitment drive. HWCB will be monitoring staff ratios at Bedford Hospital and will shortly be visiting one of the wards identified in the CQC report.</p>
	<p>iv. Healthwatch Central Bedfordshire has taken part in the BCCG stakeholder mapping events and subsequent consultations relating to the changes to children's services at Bedford Hospital. All communications and details of formal consultations on the potential models for delivery have been posted on our website.</p>
	<p>v. We have a particular responsibility for those in greatest need and those who sometimes struggle to be heard. Healthwatch Central Bedfordshire is therefore currently developing individual draft engagement plans for the following:</p> <ul style="list-style-type: none"> § Adults including older people § Children and young adults § The seldom heard which includes the 'working group' <p>Healthwatch Central Bedfordshire will be inviting key stakeholders and local residents to contribute and give added value to this process.</p>
	<p>vi. Building good relationships with our neighbouring local Healthwatch is essential and the CEO and Chair have met with both Bedford Borough and Luton Healthwatch to keep up to date with latest research and current projects and to explore joint working and training opportunities for volunteers. Regular meetings will be maintained.</p>
	<p>vii. Jointly working with Central Bedfordshire Council, Healthwatch Central Bedfordshire were commissioned to manage the outreach project 'Just Ask' and to facilitate the 'Festival for Older People'. Both projects were designed to raise awareness and promote both CBC and Healthwatch Central Bedfordshire with our partner organisations, Aragon Housing and OPRG. Information about health, social care and housing services were readily available to local residents.</p>
	<p>viii. The CEO is currently developing a mapping exercise of key stakeholder groups to effectively manage stakeholder meetings, with the assistance of the Board, to maximise our impact on the quality of health and social care in Central Bedfordshire.</p>

Issues	
Strategy Implications	
7.	Healthwatch Central Bedfordshire will impact upon the Health and Wellbeing Strategy for Central Bedfordshire, the Community Engagement Strategy, the Social Care Health and Housing Advice and Information Strategy, the BCCG's Engagement and Communication Strategy and have influence and input into the Joint Strategic Needs Assessment.
Governance & Delivery	
9.	Through our contract with Central Bedfordshire Council managed by the Assistant Director of Commissioning which provides the governance and delivery of Healthwatch Central Bedfordshire including monitoring.
Management Responsibility	
10.	Updates on progress of Healthwatch Central Bedfordshire to the Health & Wellbeing Board will be through the Director of Social Care, Health & Housing.
Public Sector Equality Duty (PSED)	
11.	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>

Risk Analysis

Briefly analyse the major risks associated with the proposal and explain how these risks will be managed. This information may be presented in the following table.

Identified Risk	Likelihood	Impact	Actions to Manage Risk

Source Documents	Location (including url where possible)

Presented by Ruth Featherstone