

Central Bedfordshire Health and Wellbeing Board

Contains Confidential or Exempt Information No.

Title of Report Healthwatch Central Bedfordshire – Strategic Planning

Meeting Date: 3rd April 2014

Responsible Officer(s) Ruth Featherstone (Chair)

Presented by: Ruth Featherstone (Chair)

Action Required: To receive an update on recent activities of Healthwatch Central Bedfordshire and to address the recommendations listed below.

Executive Summary

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| 1. | This report is submitted to the Board for information and consideration. |
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Background

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| 2. | At present there are a number of issues and concerns for the provision of health and social care in Central Bedfordshire, including: <ul style="list-style-type: none">▪ Wider strategic review of health services in Bedfordshire▪ Better Care Fund – integrated services▪ Procurement of LD and Mental Health services in Bedfordshire |
| 3. | Healthwatch Central Bedfordshire understands the priorities of the Health & Wellbeing Board and would like to highlight current areas of Healthwatch Central Bedfordshire's work with recommendations to the Board. |

Detailed Recommendation

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| 4. | <ol style="list-style-type: none">I. That the Health and Wellbeing Board support the activities of Healthwatch Central Bedfordshire and.,II. That the Health and Wellbeing Board support the issues raised by Healthwatch Central Bedfordshire in this report and demonstrate how members of the Board will work individually and jointly with Healthwatch Central Bedfordshire to address our recommendations and.,III. That the Health and Wellbeing Board support Healthwatch Central Bedfordshire in carrying out our statutory functions, in particular our role in relation to the Better Care Fund. |
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Report – HWCB Update	
5.	<p>HWCB Volunteers</p> <p>The recruitment of volunteers is very important and key to supporting the work of Healthwatch Central Bedfordshire. Volunteers are an integral part of Healthwatch Central Bedfordshire and we are continuing to build our volunteer base. Recruited volunteers have been offered safeguarding training as part of their development for individual roles. Additional training for more specific roles, such as ‘Enter & View’, will also be made available.</p>
6.	<p>HWCB Directors</p> <p>To ensure Healthwatch Central Bedfordshire lives up to its shared vision, aims and values, in line with the Department of Health and Healthwatch England requirements we have advertised on our website for additional Directors / Trustees. To assist in setting the strategic direction of Healthwatch Central Bedfordshire we are seeking applications from people who have proven experience gained in a professional, personal or voluntary capacity in one or more of the following areas:</p> <ul style="list-style-type: none"> ▪ Health & Social Care ▪ Finance ▪ Community Development ▪ Business Development ▪ Law ▪ Market Research ▪ Patient and Public Engagement <p>The deadline for applications is 4th April 2014.</p>
7.	<p>HWCB Website</p> <p>Healthwatch Central Bedfordshire are pleased to inform the Board that we now have a very robust website following website migration by Healthwatch England. HWCB website is now more user friendly and easier to navigate. We have also recently piloted an application called ‘BrowseAloud’ – this is assistive technology that adds text-to-speech functionality to websites. BrowseAloud adds speech and reading support tools to online content to extend the reach of websites for people who require reading support. This includes those with dyslexia, learning difficulties, mild visual impairments and those with English as a second language. Key items currently highlighted include:</p> <ul style="list-style-type: none"> ▪ A link to NHS Winter website page which, with the insertion of a postcode, can give you weekly figures on how your local hospital is performing. ▪ Information for local residents to find and choose the right services in their area, i.e., GP, Dentist, Hospital, Pharmacy and social care & support services via ‘find services’ tab (a direct link to NHS Choices website). ▪ Questions to ask at a doctor’s appointment plus details of a check list of questions accompanied by a video to download, via our ‘useful info’ tab.

	<ul style="list-style-type: none"> ▪ Information and a form to complete on how to volunteer with HWCB including a list of volunteer roles, via our 'get involved' tab. ▪ A link to a CBC survey to help improve and inform Adult Social Care and support services. ▪ Details of BCCG's stakeholder forum on healthcare services in Bedfordshire and how local residents can get involved in the review. ▪ Varied information about health and social care events. <p>Visit our website at www.healthwatch-centralbedfordshire.org.uk for the latest information and updates.</p>
<p>8.</p>	<p>HWCB Board Meetings</p> <p>All future HWCB Board meetings will be held in public. The following dates and venues have been confirmed as follows:</p> <ul style="list-style-type: none"> ▪ Tuesday 18th March 2014 ▪ Thursday 12th June 2014 ▪ Tuesday 9th September 2014 ▪ Tuesday 9th December 2014 <p>All meetings will start at 18.00 in the Warrenfield Room at the Rufus Centre. The agenda for the meeting in March can be found on our website at www.healthwatch-centralbedfordshire.org.uk . There is an opportunity for consumers to put forward questions to the Board at the meetings.</p>
<p>9.</p>	<p>HWCB Recruitment</p> <p>An Insight & Research Officer with HWCB has been appointed and came into post on 17th February 2014. This role includes responsibility for developing and maintaining high quality and effective insight and research services to enable Healthwatch Central Bedfordshire to monitor, assess, report and advocate on the provision of health and social care services in Central Bedfordshire.</p>
<p>10.</p>	<p>HWCB – Activities</p> <ul style="list-style-type: none"> ▪ Young People Workshops – working on the main priority identified at our launch event HWCB are currently holding a series of workshops for young people to air their views on mental health service provision within Central Bedfordshire. As part of this workshop we have prepared a short questionnaire to explore the type of emotional and behavioural difficulties / problems or worries' currently facing young people and what is known about availability and access to support. Our engagement has also revealed evidence of other mental health issues which we are evaluating and Healthwatch Luton, who are researching mental health provision, have requested data relating to the amount of young people being admitted to mental health units out of county since 2010 in Central Bedfordshire to inform their research. We subsequently put in an FOI request to SEPT for this information and have received relevant data. ▪ Young People DVD – HWCB are developing a short DVD featuring young people talking about their experiences of Health and Social Care with the aim of presenting on our website to inform providers and

	<p>commissioners of children’s services.</p> <ul style="list-style-type: none"> ▪ Mental Health and LD Procurement – HWCB were invited to nominate HWCB representatives to take part in the BCCG Mental Health and LD Procurement Evaluation Panels. There are four lots and HWCB have nominated three volunteers that were interested in taking part and are currently seeking a fourth volunteer. ▪ NCS (Hear 2 Listen) - HWCB were invited by ‘Hear 2 Listen’ to attend an NCS exhibition / conference at Bedford Academy which enables registered charities to engage with groups of young people. Over 200 young people attended the event with the intention of registering and supporting the organisation of their choice. HWCB stand received a lot of interest and numerous young people have pledged to join Healthwatch Central Bedfordshire as young people champions for their area. ▪ Access & Equality – HWCB have been invited by Sight Concern to design and manage a workshop at their upcoming annual conference and we will be using the resources of Healthwatch England to develop ways to engage with blind / partially sighted service users for this event. ▪ Strategic Review - HWCB have been fully involved in the wider BCCG strategic review and are an integral part of the Communication and Stakeholder Engagement Group and the high level Programme Advisory Group (PAG). ▪ Hospital Visit – the Chair and CEO were invited to visit two wards at Bedford Hospital on 19th January with a view to viewing the improvements put in place since the recent CQC inspection. We were able to interview patients and staff in the Acute Assessment Unit and the Stroke Ward about their experiences. A few of the patients interviewed were unclear how to complain if they had an issue about their care but overall they were complimentary about the quality of care received. The staff appeared confident and the wards seemed to be well run. The general atmosphere was calm and professional. ▪ Prime Ministers Challenge Fund – The Chair of HWCB was invited to be a part of the selection panel for bids made by GP’s to receive funding for innovative projects in their localities. This included one bid from GP’s in Central Bedfordshire. Our Chair was able to strongly support this bid and the results will be known by the end of March 2014 ▪ Healthy, Wealthy and Wise – HWCB have been invited to attend the Healthy, Wealthy and Wise event on 22nd March 2014, chaired by Andrew Selous MP, as a topic expert to assist with discussion and provide information.
<p>Main report – Issues and recommendations</p>	
<p>11.</p>	<p>Better Care Fund Norman Lamb MP, Minister of State for Care & Support, in a letter to HWCB, has welcomed our involvement in the Better Care Fund planning and its emphasis on the importance of integrating mental health. The minister states that <i>‘people living and working in a local area are clearly best placed to</i></p>

	<p><i>develop the best ways to join up local services as one size does not fit all areas. Consequently I would urge you to continue your work in this regard</i>'. We are therefore working with both CBC and the BCCG on broad-based engagement on the Better Care Fund Plan before final submission. We will continue to work with both organisations and to engage with patients, service users and the public at large before final submission of the draft plan in April. We understand that 2014/15 will be a year for continual preparation and planning before the Better Care Fund is implemented in 2015/16. HWCB will ensure that the views and feedback from patients and carers are an integral part of the design and delivery of local services.</p>
12.	<p>Bedfordshire & Milton Keynes Healthcare Review HWCB were invited to scrutinise BCCG's strategic review of health services in the 'Bedfordshire and Milton Keynes Stakeholder and Communications Strategy' including the 'Case for Change'. In the former, HWCB emphasised the importance of trust between all parties involved and drew attention to the benefit of partners speaking with one voice so as not to confuse local residents. HWCB were encouraged by the 'listen and learn' message. Commenting on the Case for Change, HWCB has welcomed inclusion of a strong patient voice to enrich the case for change with a balance of patient experiences to be included in the final version.</p>
13.	<p>Excess Winter Deaths Following HWCB's recommendation to the Health and Wellbeing Board in January, HWCB were invited to attend the HCOP meeting to highlight our concerns and the need for year round planning to avoid excess deaths due to extreme weather conditions. Since this meeting, working collaboratively with Private Sector Housing, Public Health has recently recruited to a 6 month secondment, which will work across both teams, leading on the development and delivery of Central Bedfordshire Council's approach and activities related to the Warmer Homes Healthy People (WHHP) project. The postholder will undertake a strategic review, working with partners and stakeholders, to develop an action plan to identify a sustainable programme of work that will include interventions towards tackling fuel poverty in Central Bedfordshire and reducing the impacts of cold weather, high fuel costs, and fuel-inefficient housing. HWCB are heartened by this proposal that will go some way towards addressing our concerns.</p>
Strategy Implications	
14.	<p>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 and have influence and input into the Joint Strategic Needs Assessment.</p>
Governance & Delivery	
15.	<p>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.</p>

Management Responsibility

16.	Update on progress of Healthwatch Central Bedfordshire to the Health & Wellbeing Board will be through the Director of Social Care, Health & Housing.
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Public Sector Equality Duty (PSED)

17.	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.
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	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)

Ruth Featherstone

Presented by Ruth Featherstone