

**DUDLEY HEALTH AND WELL-BEING BOARD 26<sup>TH</sup> SEPTEMBER 2013**

**Report of the Chief Officer of Healthwatch Dudley**

**Update on Healthwatch Dudley progress**

**Purpose of Report**

1. To update the Board on Healthwatch Dudley (HWD) progress.

**Background**

2. All Councils were required to establish a Local Healthwatch organisation (LHW) by April 1st 2013. Local Healthwatch is the consumer champion for health and social care. The establishment of LHW is of particular relevance to the Health and Wellbeing Board, how the Board and Local Healthwatch interact with each other will have a direct influence on improving outcomes for local communities and people who use services.

**Healthwatch Dudley**

3. Dudley Council for Voluntary Service (DCVS) commenced delivery of Healthwatch Dudley (HWD) on 1<sup>st</sup> April. The following outlines key areas of progress made by HWD up to the end of August 2013:

**Launch Event**

4. A HWD launch event, where participants were asked 'How can we work together to build the best Healthwatch?' was held on 8<sup>th</sup> May 2013. We brought together over seventy people from forty local stakeholder organisations develop ideas for discussion as part of an un-conferenced approach where participants are able to steer the agenda for the meeting. Thirty discussion topics were suggested and grouped together into a smaller number of representative categories. Then there were eleven workshop sessions with lots of vibrant debate. There were lots of questions, some of which were answered on the day and others which have been used to start a 'questions and answers page' on the HWD website ([www.healthwatchdudley.co.uk](http://www.healthwatchdudley.co.uk)).

**Staff Recruitment**

5. HWD has a full staffing complement in place that comprises:
  - Chief Officer
  - Participatory Research Officer
  - Communications Development Officer

- Administration Officer.

### **Customer Relationship Management (CRM)**

6. HWD are investing time identifying the most appropriate platform to record, track and analyse data collected via an online CRM system with interactive dashboards and reports. This will allow HWD to filter and share real-time information to identify problems and opportunities. While also providing invaluable support for surveys, user incentive schemes and training for users of the website and CRM system, leaving HWD time to co-ordinate activity.

### **Board Recruitment**

7. HWD are currently recruiting board members who have interests in health, social care, children's services and a passion for making local services the best they can be. Board members are being asked to commit to supporting one or more areas of interest in:
  - Primary Health Care
  - Secondary Health Care
  - Adult Social Care
  - Mental Health Care
  - Public Health
  - Children and Young People's Services.
8. The HWD team have adopted an innovative recruitment approach to select board members. People interested in the board member role were invited to meet with the HWD team for an informal chat and some tea and cake. They could also get answers to any questions that they had about HWD and the board member role prior to submitting their application form. Applications have been reviewed. Shortlisted candidates have been invited to take part in an assessed interactive workshop on the evening of Wednesday 11<sup>th</sup> September.

### **New Economics Foundation (nef)**

9. The nef held a health inequalities workshop on Wednesday 24<sup>th</sup> July at Dudley Conference Centre. It was an important ground breaking event that involved HWD bringing together different people with an interest in health and health inequalities. They included representatives from organisations working with older people, people with alcohol and substance misuse problems, people with mental health problems, and people with learning disabilities. There was an in-depth conversation about the extent of health inequalities across Dudley borough and action that could be taken to deal with them. A blog and summary of information and insights gathered from the participants at the workshop can be found at <http://healthwatchdudley.co.uk/research-reports/>

### **Information Points**

10. Information Points are going to be opened in a number of locations in order to provide an accessible Healthwatch service to all residents of the Dudley borough. Meetings have taken place with Libraries who are willing to have an Information Point in all 13 libraries. They will be taking enquires and using an online referral form to submit them to HWD staff for processing. HWD has been working in partnership with the Council and Clinical Commissioning Group (CCG) who also

have plans to have public access points in different localities or ratings systems for services to avoid duplication of effort and service provision.

11. In conjunction with colleagues from the Directorate of Adult, Community and Housing Services, visits are being made to the forty-three different voluntary and community organisations that have Service Level Agreements' (SLA) to raise the profile of HWD and talk about potential for the development of Information Points and the use of existing volunteers in organisations to act as trained HWD Champions.

### **Adult Social Care Local Account**

12. As part of Dudley's Making It Real programme, local people have been invited to help to produce the 2012/2013 Adult Social Care Local Account. It lists the differences made to people's lives as a result of the provision of adult social care services by Dudley Council and priorities for future improvements to future services. HWD are leading a series of workshops to ensure that a diverse range of stakeholder views are gathered to inform the production of a final Local Account that is a fair and balanced account of what is really happening in Dudley borough. The first workshop was held on Wednesday 31<sup>st</sup> July and a further two workshops are planned for Tuesday 24<sup>th</sup> September and Tuesday 22<sup>nd</sup> October to view proofs and to sign off the 2012/2013 Local Account.

### **Networking and Board Representation**

13. The HWD team have spent much time building relationships with strategic partners within the Dudley borough promoting the importance and value of HWD.

#### Networking – National

- Community Participation and Research Conference
- CQC National Conference
- Embedding Children and Young People's Participation Conference
- HW England National Conference

#### Networking – Regional

- West Midlands Strategic Clinical Network and Clinic Senate
- HW England Regional Launch Event
- HW Region Network Meetings
- NHS England Patient Voice and Insight Day
- Responding To Francis Regional Response
- West Midlands Academic Health Science Network
- West Midlands Ambulance Service NHS Foundation Trust
- Worcestershire Association of Carers

#### Networking – Local

- Building Health Partnerships
- Dementia Friendly Communities Halesowen
- Dudley Health and Well Being Board Annual Conference
- Healthcare Forums
- Integration Bid

- Mental Health Personalisation
- Patient Experience
- Patient Opportunity Panel
- Planning For Personalisation Meetings
- Primary Care Strategy
- Urgent Care Strategy

#### Representation

- Clinical Commission Group
- Dudley Safeguarding Adults Board
- Health and Well Being Board
- Health Scrutiny Committee
- Healthcare Forum
- Making It Real

### **Professor Sir Bruce Keogh Review**

14. As part of this overarching review of fourteen hospital trusts in England selected on the basis that they have been outliers for the last two consecutive years on mortality indicators HWD were invited to contribute to the work undertaken with the Dudley Group NHS Foundation Trust. HWD attended a patient listening event and the Risk Summit in Cambridge. The Risk Summit considered a report from the Rapid Response Review team alongside other hard and soft intelligence, in order to make judgements about the quality of care being provided by the Trust and agree any necessary actions, including offers of support. The key urgent actions identified that HWD are especially concerned about include:
  - the shortfalls in learning from serious incidents and complaints
  - the complaints process not being fit for purpose
  - adequately responding to the patients needs.
15. As local consumer champion for health and social care, HWD has a very important role to play. In the coming months we will be listening to the experiences of patients, their families and carers, to ensure that their views are fully taken into account. Our findings will inform key decisions that are made as new systems are introduced. HWD are committed to representing the views of local people and are looking forward to working with colleagues from Trust to support everyone through a challenging journey.

### **Patient-Led Assessments**

16. HWD identified volunteers to help both Russells Hall Hospital and the West Midlands Hospital in Halesowen undertake their annual Patient Led Assessment of the Care Environment (PLACE) focussing on non-clinical services and buildings. The assessments are 'patient-led' in order to ensure that the patient voice is given the highest priority and patient assessors make up at least 50% of the assessment team. Results of the assessments are due to be announced later this month.

### **Enter and View**

17. HWD can send authorised representatives (trained staff, board members and volunteers) into health and social care premises to listen to people's experiences of services and observe what is going on around them. The views of patients,

residents, carers and relatives are collected and evidence based feedback is reported to relevant organisations including:

- Care Quality Commission
- Dudley Council
- NHS commissioners
- Healthwatch England

18. Legislation allows Enter and View activity to be undertaken in a number of organisations including:

- NHS Trusts
- Local Authorities
- General Practitioners
- Dentists
- Opticians
- Community Pharmacists
- Adult Social Care Homes
- Day Centres.

HWD are undertaking Enter and View training delivered by Healthwatch England and a recruitment drive for volunteers to undertake Enter and View training is due to commence shortly. Relationships have been established with a number of partners including local inspectors from the CQC, members of the Dudley Safeguarding Adults Board and West Midlands Care Association to consider how this function can be undertaken most appropriately.

## **Finance**

19. Local Healthwatch is funded by the Government and primarily through Department of Health.

The contract runs for a 3 year period subject to the Governments on-going funding of the Healthwatch programme.

## **Law**

20. As outlined within the Health & Social Care Act 2012, Local Authorities have a statutory duty to support and establish local Healthwatch in their area.

## **Recommendation**

21. It is recommended that the Dudley Health and Well-being Board note the work being progressed by Healthwatch Dudley.



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