

DUDLEY HEALTH AND WELL-BEING BOARD 26TH MARCH 2014

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 1st April 2013. The following outlines key areas of progress made by HWD up to the end of February 2014:

Organisational Development

4. HWD Board have spent the last two months identifying priorities and producing strategies on a page and action plans.
5. Meetings have been arranged with key stakeholders over the coming month to further develop opportunities to collaborate on programmes of research or work, in order to highlight the voice of the patient and public on health and social care issues. The aim is to influence stakeholder thinking on how they are going to meet patient and public health and social care needs and ensure quality services are delivered.

Urgent Care

6. Following HWD input to the consultation, we now have a seat on the Urgent Care Project Steering Group tasked with developing the service specification for the new Centre.

Information Points

7. 60 settings have now registered as Community Information Points from public facing settings in Dudley borough. Points registered include local authority reception points, community churches, voluntary networks and local pharmacies. Training jointly developed by HWD and Dudley Citizens Advice Bureau is being rolled out to the 57 Information Champions that have signed up so far, in venues provided by DMBC. The focus is to prevent people from falling into crisis situations by providing them with information about where to go for preventative health, wellbeing and benefits advice.

Dudley Group NHS Foundation Trust

8. Following the meeting in December with Paula Clark, Chief Executive, Liz Abbiss, Head of Communications and Patient Experience and Paul Maubach, Chief Accountable Officer, Dudley CCG, feedback has been given on the Trust's patient experience strategy.
9. HWD has offered to run a focus group session to review the new complaints procedures established by the PALS/Complaints Department.
10. CQC is due to inspect the hospital week commencing 24th March 2014. HWD will be sharing information on patient experiences prior to the inspection and participating at the two public listening events on 25th March 2014.

CQC Inspection of Dudley and Walsall Mental Health Partnership NHS Trust

11. HWD held a Mental Health Discussion Group event on 8th January 2014 and 27 individuals who were users of services, carers, and support workers, provided details on their experiences of accessing mental health services. The aim was to focus on the five areas of interest to the CQC – 'are local mental health services safe, effective, caring, well led, and responsive to your needs.' Feedback from the event which was relevant to the quality of care provided by the Trust was shared with the CQC to inform the design of the inspection process.
12. A further meeting will be held with the participants to feedback findings following the release of the inspection final report.
13. HWD attended Dudley Mind's event 'listening to experiences of users of services' within Bushey Fields.

Enter and View

14. On the 19th February 2014, the first training session for 8 volunteers interested in becoming Enter and View authorised representatives was delivered by HWD staff and a colleague from Dudley MBC Learning and Development Team. A further session is planned for 27th March.
15. The session outlined HWD's statutory powers to Enter and View public and communal areas in publicly funded health and social care settings, the role of the authorised representative, what excellence in health and social care should look like and an overview of safeguarding and abuse.

Safeguarding

16. Two HWD staff members have undertaken Safeguarding Adults Training delivered by Dudley MBC Learning and Development Team.
17. HWD participated in the Stoke Peer Review of Adult Safeguarding in Dudley.
18. HWD is a member of the Dudley Safeguarding Adults and Children Boards Pan Review Group seeking reassurance of safeguarding standards at Dudley Group NHS Foundation Trust.

Engagement Statistics

19. During the last two months, in addition to the many engagement activities undertaken by HWD, over 20 enquiries have been received from the public with the majority being directly from someone who accesses services and of a negative sentiment. The greatest number of enquiries related to primary care/GPs closely followed by inpatient care and mental health services. Where appropriate enquirers were signposted to organisations complaints processes.

Social networking and connecting

20.
 - **158** signed up to the Healthwatch Dudley mailing list
 - **695** total followers on Twitter

Website hits

January	1059
February	1036

Finance

21. 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

22. 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

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

A handwritten signature in black ink, appearing to read 'Jayne Emery', with a stylized, cursive script.

Jayne Emery
Chief Officer of Healthwatch Dudley

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