

DUDLEY HEALTH AND WELLBEING BOARD

Agenda Item No.7

REPORT SUMMARY SHEET

DATE	17 June 2014
TITLE OF REPORT	Healthwatch Dudley Activity Report
Organisation and Author	Jayne Emery, Chief Officer, Healthwatch Dudley
Purpose of the report	To give the Health and Wellbeing Board an update on Healthwatch Dudley activities
Key points to note	The wide and varied range of activities and opportunities for local people to be heard and influence as a result of Healthwatch Dudley
Recommendations for the Board	That the Board note the activities being undertaken by Healthwatch Dudley
Item type	<i>Information</i>
H&WB strategy priority area	<i>Services, children, mental wellbeing, lifestyles, neighbourhoods, integration, health inequalities, quality assurance, community engagement,</i>

DUDLEY HEALTH AND WELLBEING BOARD

DATE

17 June 2014

REPORT OF:

Chief Officer, Healthwatch Dudley

TITLE OF REPORT

Update on Healthwatch Dudley Activities

HEALTH AND WELLBEING STRATEGY PRIORITIES

1. The voice, views and experiences of local people are integral to all Dudley Health and Wellbeing priorities. Healthwatch Dudley (HWD) is the link to ensure that these voices are heard and taken into account.

PURPOSE OF REPORT

2. To provide an update to the Board on HWD activities and key areas of work.

BACKGROUND

3. This report has been requested by the Board and follows the report submitted to the meeting on 26 March 2014.

OUTLINE OF ACTIVITIES

4.1 Organisational Development

HWD are currently recruiting for two new officers to support the team – Information and Administration Officer and Community and Volunteer Engagement Officer.

Pam Bradbury, Chair of HWD has recently been appointed one of six new Healthwatch England Committee members. Pam will help to represent the views of patients and the public at a national level.

4.2 Urgent Care

HWD has continued to be involved in the development of the service specification through the Urgent Care Centre Reference Group. HWD identified some gaps in the Group's engagement with patient representatives and health economy partners including dentists and pharmacists. This has been addressed by Dudley CCG who are now involving patient and health economy representatives.

4.3 Information Points

Training delivered jointly by HWD and CAB staff is underway for Information Champions who will support Community Information Points across Dudley borough. The training involves understanding the important difference between giving information and advice, walks through key websites including Dudley

Community Information Directory (DCID); it also covers indepth case studies and the range of support available to prevent people from getting into crisis situations. Feedback has been incredibly positive with comments including 'I feel loads more confident knowing that I can access lots of information in one place' (through links on members area on HWD website) and 'exciting opportunity to bring information to the public'.

Many more partners are now keen to join the Information Point network from local charities to the recent addition of dentists following HWD recent attendance at NHS England 'Improving Dental Care and Oral Health – A Call to Action'. The network and how DCID could be developed to enable its use as a social prescribing tool is currently being discussed at Dudley CCG Locality Meetings.

A volunteer who has been supporting HWD with communications and marketing has been further developing relationships with local community pharmacies to promote the role of HWD and encourage further sign up to the network.

4.4 The Dudley Group NHS Foundation Trust

HWD is now a member of the newly formed patient experience group. The group will ensure that the Trust has appropriate and effective systems in place that cover all aspects of patient experience, promoting effective shared learning and a culture of excellent patient care.

HWD provided a variety of patient experiences to the CQC along with attending the two listening events prior to their inspection of the Trust. HWD has been invited to the Quality Summit on 6 June, ahead of the release of the CQC quality report.

4.5 Mental Health Services

Following the recent CQC inspection of Dudley and Walsall Mental Health Partnership NHS Trust, HWD attended the Quality Summit to provide input from a patient/public perspective, in accordance with our statutory role. Our involvement will support in developing and taking forward their action plan.

HWD challenged commissioners about their engagement with people who access Dove House regarding re-configuration of services. This has resulted in plans being put on hold and a number of meetings taking place between DMBC, Dudley CCG, Dudley Mind and people who access the service to address the issues.

HWD has participated in a multi-agency event to look at a single point of access and development of a more effective pathway for mental health services. Further meetings have been planned and HWD will continue to support this work.

Similar support has been given to a multi-agency steering group through HWD staff team and a key volunteer with extensive work experience in mental health. The group has been established to review mental health services provided from Woodside Day Centre. The role of HWD is to ensure that the people who access services and those that don't are involved throughout the process.

4.6 Children and Young People

HWD presented at the recent 'Working Together for Change' Dudley Parent Carer Forum event. This forum represents parents and carers of children with disabilities and additional needs. HWD will continue to work with this forum to ensure that their voices are heard in a way that influences change and service design.

The views and experiences of children and young people about their health and wellbeing are extremely important to HWD. Staff are working with a DMBC Youth Empowerment Officer to develop a health project that will involve a wide range of activities for 12-18 year olds. The project will involve workshops, questionnaire design (linking to HWD Enter and View Function) and lots of opportunities to hear the voices of a diverse range of young people. It is hoped that outcomes will influence commissioning and local service delivery.

4.7 Social Networking

HWD now has 799 followers on Twitter, an increase of 104 from the last report.

Website Hits: 1,121 in March, 935 in April and so far 1,068 in May.

HWD mailing list has 405 subscribers

FINANCE

5. 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

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

EQUALITY IMPACT

7. A main function for HWD is to listen to lesser heard voices in Dudley borough. This includes older people, children, hidden carers, people with mental ill health, and people living in disadvantaged neighbourhoods.

RECOMMENDATIONS

8. It is recommended that the Board note the activities being undertaken by Healthwatch Dudley.



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