

# Healthwatch Swindon Update

Health & Well Being Board

Date: 08/05/2013

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Author: Clare Davis, Operations Manager, Parkwood Healthcare  
Wards: All  
Locality Affected: All  
Parishes Affected: All

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## 1. Purpose and Reasons

- 1.1 Update on Healthwatch Swindon, since contract start on the 1<sup>st</sup> April 2013
- 1.2 Healthwatch Swindon has a statutory place on the Health and Well Being Board. This is the first meeting since Healthwatch started, a chair person has not been recruited at this stage, but an update on activities is still needed.

## 2. Recommendations

The Committee is recommended to:

- 2.1 Accept the update and suggest any additional key priorities.

## 3. Detail

Activities so far

- 3.1 Healthwatch Swindon started on 1<sup>st</sup> April 2013, and its delivery is being supported by Parkwood Healthcare. Although a bank holiday the website and email address were both live in readiness for any possible enquiries.
- 3.2 Two members of staff are currently employed, they moved to Healthwatch Swindon under TUPE regulations, and were previously working for the Local Involvement Network (LINK).
- 3.3 It is important that positive working relationships are built between all key stakeholders and Healthwatch Swindon, and to start this a representative from Parkwood Healthcare has already attended the Learning Disability Partnership Board, the final LINK meeting, the Health and Well Being Strategy workplan development meeting as well as meeting key individuals including the Citizens Advice Bureau and Jo Ash (Head of Policy and Performance, Service Delivery).

These activities will continue over the next few months.

- 3.4 Recruitment for the Chair and Board of Directors has started, interviews are scheduled for the 10<sup>th</sup> May and 17<sup>th</sup> May 2013 respectively.
- 3.5 Staff are currently working on producing a community engagement plan, communications plan and development plan.

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Further information on the subject of this report can be obtained from Clare Davis, Direct Dial 07803 028046, [Clare.Davis@parkwoodhealthcare.co.uk](mailto:Clare.Davis@parkwoodhealthcare.co.uk)

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In addition, staff are undertaking a mapping exercise of relevant meetings and groups which Healthwatch needs to have a presence at, identifying who will be the most appropriate person to represent Healthwatch Swindon at them.

- 3.6 Parkwood Healthcare has developed a bespoke Healthwatch database, for the capturing and reporting of qualitative and quantitative data. This is being populated and will be readily available to staff as part of their day to day work.
- 3.7 Key performance indicators and reporting requirements are currently being agreed with the council.
- 3.8 Any live advocacy cases are being continued by SEAP (Support, Empower, Advocate, promote - the outgoing provider). This is to ensure continuity for current clients. Future cases will be looked after by a local advocate, who will be appointed by Parkwood Healthcare.
- 3.9 Key milestones have been met during Healthwatch Swindon's first month, with the next significant milestones being the successful appointment of a chairperson and board of directors.

## 4. Alternative Options

- 4.1 There are no alternative options.

## 5. Implications, Diversity Impact Assessment and Risk Management

### Financial and Procurement Implications

- 5.1 Healthwatch is an independent champion for consumers and users of health and social care in England. In Swindon the Healthwatch service is commissioned by Swindon Borough Council (Commissioning Children and Adults) as lead commissioner.
- 5.2 The contract to provide a Healthwatch service was awarded to Parkwood following an open tender exercise. The contract being for an initial 3 years with an option to extend by 2.
- 5.3 The Healthwatch contract is funded from within the 2013/14 adults voluntary organisations budget.

### Legal and Human Rights Implications

- 5.4 The Health and Social Care Act 2012 sets out that local Healthwatch will be established from April 2013. The aim of the local Healthwatch will be to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within their locality. As such, the local Healthwatch will have a seat on the Health and Wellbeing Board.

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All other implications (including Staff, Sustainability, Health, Rural, Crime and Disorder)

- 5.5 A local Healthwatch is an independent organisations and able to employ its own staff and volunteers. It has a role in promoting public health, health improvements and in tackling health inequalities.

Links to One Swindon, Strategic Objectives, Plans and Policies

- 5.6 Healthwatch will contribute to improving the health and wellbeing of local people and in ensuring people live healthy lives.

Diversity Impact Assessment

- 5.7 A Diversity Impact Assessment has not been completed for this report. This is because it relates to the establishment of the local Healthwatch, with no changes to staffing, budget or service eligibility criteria.

Risk Management

- 5.8 No specific risks have been identified at this stage for this report.

## **6 Consultees**

- 6.1 The Board Director Finance, Revenues, Benefits and Property (Section 151 Officer) and the Director of Law and Democratic Services (Monitoring Officer) are consulted in respect of all reports.

## **7. Background Papers**

- 7.1 None

## **8. Appendices**

- 8.1 None