

Healthwatch Swindon

Health and Wellbeing Board

8 October 2014

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Wards:	All
Locality Affected:	All
Parishes Affected:	All

1. Purpose and Reasons

- 1.1 The report provides an update on the progress of Healthwatch Swindon with examples of ways in which we are contributing to the Board's work to improve the health and wellbeing of our local population and reduce health inequalities.
- 1.2 It was agreed at the previous meeting that Healthwatch Swindon would provide regular updates to the Health and Wellbeing Board as well as addressing the concerns raised by Commissioning Officers in their report dated 23rd July 2014.

2. Recommendations

The Board is recommended to:

- 2.1 Note the update from Healthwatch Swindon and comment as appropriate.

3. Detail

- 3.1 Set up in April 2013, Healthwatch Swindon replaced the Local Involvement Network (LINK). Parkwood Healthcare was awarded a contract by Swindon Borough Council, following a competitive tender process. Established as a company limited by guarantee, the board of directors is responsible for its governance and strategy.

Our guiding principles continue to be developed around:

- Engaging and listening to the views and experiences of the public.
- Being visible within key groups, voluntary and third sector organisations and seldom heard communities.
- Strategically focussing on relevant issues and the provision of health and social care.
- Developing partnerships based on a credible and effective working style with service providers, commissioners and stakeholders.
- Influencing the design and delivery of services within Swindon through evidence based insight.

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- Supporting the public through the complex and challenging process of making a complaint through provision of an NHS Advocacy complaints function.
- 3.2 We are continuing to recruit directors to the Healthwatch Swindon Board. Two candidates were recommended for appointment to the Board in September following one in August. By November there will be five directors in total including the Chair. At this point it is anticipated that full responsibility for governance and strategy will be held by the Board locally. Parkwood Healthcare will still remain ultimately responsible for the fulfilment of the three year contract with the Council.
- 3.3 Healthwatch Swindon continues to utilise volunteers to support our activities both practically and strategically. Examples include:
- 3.3.1 Review and comment on Care Act consultation, contributing to national feedback to the Department of Health by Healthwatch England.
 - 3.3.2 Through the JSNA steering group, review and feed back on the draft Sexual Health JSNA.
 - 3.3.3 Provide evidence and recommendations for Southwest Strategic Clinical Network & Clinical Senate project on the transition and transfer from Paediatric to Adult services.
 - 3.3.4 Introduction of volunteers to the West of England Academic Research network for potential Involvement.
 - 3.3.5 Publicising and encouraging local people to participate in review of Pharmaceutical Needs Assessment.

However it is acknowledged that further work must continue to develop the volunteer capacity and finalise the Volunteer Action Programme. In recognition of the importance we place on this objective, the newly appointed Director will be directly responsible for volunteer activity.

- 3.4 Our contract with the council requires us to develop a “health observatory”. This will build a picture of service delivery gaps by combining health & social care data from third sector organisations commissioned by the council with our own.

This is developing slowly but will progress as soon as we move to Swindon Advice and Support Centre where communication and trusted relationships with other organisations will develop further. The requirement to recruit Directors to allow handover of the strategic role to Healthwatch Swindon has also taken priority.

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We will continue to explore opportunities to work with other organisations to have a significant impact on how the voice of the people can influence health and social care service providers. Healthwatch Swindon looks forward to taking tenancy within SAASC from October 2014.

- 3.5 We are working towards completion of a coherent and an effective engagement strategy, which will be submitted as a draft to the Commissioning Officers in October 2014. Although regular and planned engagement is taking place, we recognise the importance and concerns regarding this and identify this as a priority.

As part of our priority to engage with young people, we look forward to being involved in the forthcoming JSNA for Paediatrics. We also have involvement with the Information, Advice and Support Service (IASS) steering group – see paragraph 3.7.3 below.

- 3.6 Part of the contract is to provide an independent NHS complaints advocacy service. Prior to April 2014, we ran this service with the support of Swan Advocacy. In April 2014 we recruited an in-house advocate and undertook a handover period, which finished in July 2014. So far we have helped to support 37 clients (April to August 2014).

In September 2014 Healthwatch Swindon also extended the advocacy provision through:

3.6.1 Increasing the role from 15 to 20 hours a week.

3.6.2 Recruiting a volunteer to provide administration support.

We also welcome the opportunity to be involved in the forthcoming Advocacy Workshop.

It has been identified by the Commissioning Officers that there needs to be a higher level of reporting with regards to the provision of NHS complaints advocacy. We acknowledge this and recognise that this could provide and identify key data and trends regarding service delivery that will be of benefit to the Health and Wellbeing Board.

- 3.7 We are committed to our role as a member of the Health and Wellbeing Board and continue to work towards having a more proactive influence, particularly with the involvement with the Joint Strategic Needs Assessment steering group. Below is further activity that we have undertaken:

3.7.1 Through the Healthy Weight Implementation Group, working with Public Health on the Active Swindon consultation.

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- 3.7.2 Collated data, summarised and presented the results of the survey conducted by the Learning Disability and Partnership Board. (Appendix 2).
- 3.7.3 Involvement in the Information, Advice and Support Service (IASS) steering group, which Swindon Borough Council have initiated as required by the Special Educational Needs reform.
- 3.7.4 Following attendance at the Discovering Autism Spectrum Happiness (DASH), we will be following up concerns regarding commissioners' intentions for the development of an autism JSNA and commissioning strategy.
- 3.7.5 An independent survey by Service User Network Swindon (SUNS) raised concerns regarding secondary mental health services provided by Avon and Wiltshire Mental Health Partnership Trust in Swindon. Further to this, and the recent Care Quality Commission inspection, we are developing a project to identify if the views are representative of service users in Swindon.
- 3.7.6 Continuing work around access to primary care has seen us:
 - Support the development of a new Patient Participation Group (PPG).
 - Involve PPG members in consultation with the General Medical Council.
 - Highlight the issue of access to primary care to the Health, Adult and Children Services Overview and Scrutiny Committee, who are following up independently.
 - Involved in an exploratory meeting with NHS England Area Team and Healthwatch England.

4. Alternative Options

- 4.1 No alternative options.

5. Implications

- 5.1 None.

Financial and Procurement Implications

- 5.2 None.

Legal and Human Rights Implications

- 5.3 None.

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All other Implications

5.4 None.

6. Consultees

6.1 None.

7. Background Papers

7.1 None.

8. Appendices

8.1 Appendix 1 - Swindon Health Observatory Brief.

8.2 Appendix 2 – Learning Disability Partnership Board Survey.