

# Swindon Health Observatory

## Introduction

Healthwatch Swindon is the local consumer champion for health and social care set up to help people become involved in and influence the delivery and design of local services; not just now but in the future.

Healthwatch Swindon also works with key providers, establishments and voluntary groups to help local people of all ages get the best out of our health and social care services – whether that's improving them today or helping shape them for tomorrow.

Healthwatch Swindon is also unique in that it has representation at both the Health and Wellbeing Board and the scrutiny committee, which gives us the opportunity to:

- Present key areas that affect patients, carers, service users and the general public.
- Through the Joint Strategic Needs Assessment, support and work with the Health and Wellbeing Board to identify gaps in the provision of Health and Social Care Services in Swindon.

## Key Goals

The key goals of the “Swindon Health Observatory” are defined below:

- ***To centralise all relevant data, making it more powerful, insightful and providing an accurate overview of Health and Social Care services in Swindon.***
- ***To identify and encourage joint collaborations through research and data collection therefore adding value to existing data.***
- ***To provide a more effective resource for commissioners and providers to utilise statistically representational data into consideration when planning and monitoring services.***
- ***To highlight opportunities for bespoke, commissioned work, where a need or gaps are identified.***

***The Swindon Health Observatory will build a clear understanding of the issues affecting people living and working in Swindon to support and inform policy and decision makers.***

## **Key Considerations**

Key considerations include:

- which organisations provide useful data, how regularly and what data protection and other issues exist
- where does the information captured and provided by the above add value to existing data.
- How will the evidence be accessed/shared/used.

### **Type of organisations:**

Healthwatch Swindon maintains a list of key contacts including commissioners, third sector and voluntary organisations, service user groups and local strategic boards whose work overlaps with issues around health and social care for adults and children.

It has been agreed that the best approach would be to start discussions initially with Council contracted partners of health and social care services. However, it is also important that feedback from the wider voluntary and community sector is used. The advantage of this approach is that it gets the best return on existing activity.

### **Different streams of evidence:**

It was identified that there are 4 main streams of evidence to consider, being:

- Research – analysis of data, often bespoke.
- Feedback – reporting of service user and carer or people involved in wider community based work
- Signposting – feedback from direct approaches to Healthwatch Swindon
- Engagement – offering a platform to express views/comments.

All of the above are key to highlighting and supporting evidence with equal importance. The need to identify the streams is paramount to ensure that it can feed successfully into the observatory.

### **Reviewing current data available:**

Currently there are organisations already actively involved within the Swindon area that would fit under the umbrella of the Swindon Health Observatory and its goals.

To make the most of the opportunity we will review current data available, how it is used, the potential of the data **and** build successful relationships with the key organisations involved.

The work undertaken by Healthwatch will contribute to the ***Joint Strategic Needs Assessment (JSNA)***. The JSNA draws together some key themes from available evidence and informs the Swindon Health and Wellbeing Strategy and commissioning intentions.

It must be appreciated that not all evidence gained through these channels will be relevant OR statistically robust or representative. However, it is key that it is essential to establish a successful relationship to share ideas, best practice and resources to achieve an efficient Swindon Health Observatory.

### **How will the evidence be accessed/shared/used:**

To move forward it is imperative that all those involved are able to see the mutual benefits of the Swindon Health Observatory.

To establish how the evidence will be accessed, shared and used it is crucial that a joint working protocol is setup between the key members and stakeholders. In the first instance it is proposed that this should involve:

- Swindon Borough Council
- Healthwatch Swindon (Parkwood Healthcare) especially feedback from engagement and the advocacy service
- SBC Public Health through Joint Strategic Needs Assessment (JSNA)
- Swindon Citizen Advice Bureau
- Swindon Clinical Commissioning Group
- Other contracted providers

It is suggested that it should also make a provision to incorporate the following objectives:

- Providing and signposting recent data, analysis, research and reports;
- Sharing ideas, best practice and resources between a professional network to achieve efficiencies;
- Organising regular meetings and sessions on policy areas and research tools;
- Undertaking and conducting bespoke work and joint commissions to meet specific evidence need.

## **In Summary**

### **The Swindon Health Observatory IS about:**

- Helping each other to understand and review the data we collect independently and how/what we collect.
- Providing access to and representing “hard to reach” groups where voices/issues are less evident.
- Ensuring all engagement with the community, through whichever touch point, is captured effectively.
- Adding value to existing data through centralisation of common data.
- Looking at areas of overlap and how we can utilise resources effectively to help each other.
- Collectively adding support through data-based evidence to highlight concerns or gaps in provision, where separately is harder to substantiate or identify.

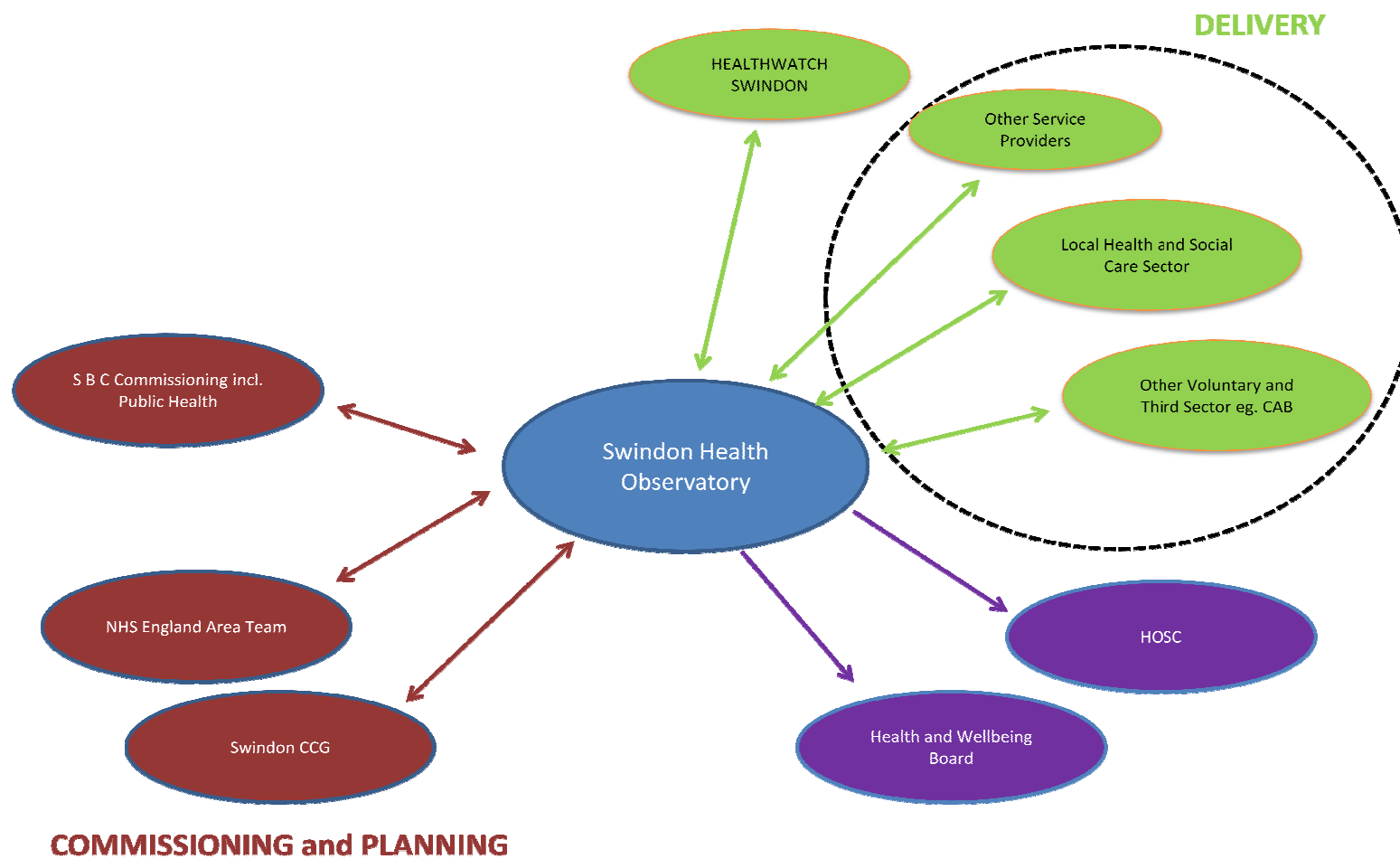
**Above all it is about identifying the issues affecting the people living and working in Swindon and then using this intelligence to inform and influence policy and decision makers.**

## **THE NEXT STEP.....**

Appendix 1: shows the Swindon Health Observatory in action.

Appendix 2: shows proposed Timescales and Milestones in relation to phase 1, which will initially work with those organisations who are tenants at the Swindon Advice and Support Centre (SASC).

## Appendix 1: Swindon Health Observatory in action.



## Appendix 2: Phase 1 - Proposed Timescales and Milestones.

Week Commencing	Jul 14th	Jul 21st	Jul 28th	Aug 4th	Aug 11th	Aug 18th	Aug 25th	Sep 1st	Sep 8th	Sep 15th	Sep 22nd	Oct 6th	Oct 13th	Oct 20th	Oct 27th	Nov 3rd	Nov 10th	Nov 17th
	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10	Week 11	Week 12	Week 13	Week 14	Week 15	Week 16	Week 17	Week 18
<b>Task</b>																		
<b>APPROVAL</b>																		
Review and prepare revised brief																		
Submit brief for feedback from HWS Directors																		
Finalise Brief and SET UP Timescales																		
Prepare presentation for delivering to initial contacts.																		
Finalise presentation for feedback from HWS Directors																		
<b>SETUP</b>																		
Finalise list of Organisations and formulate contact plan																		
Arrange to meet at present to all SASC tenants																		
Receive feedback and review.																		
Identify key timescales for Design and Implementation stages																		
<b>DESIGN</b>																		
To be confirmed																		
<b>IMPLEMENTATION</b>																		
To be confirmed																		
<b>REVIEW</b>																		
To be confirmed																		