

the **Healthy Debate**

Local Healthwatch for the Borough of Dudley

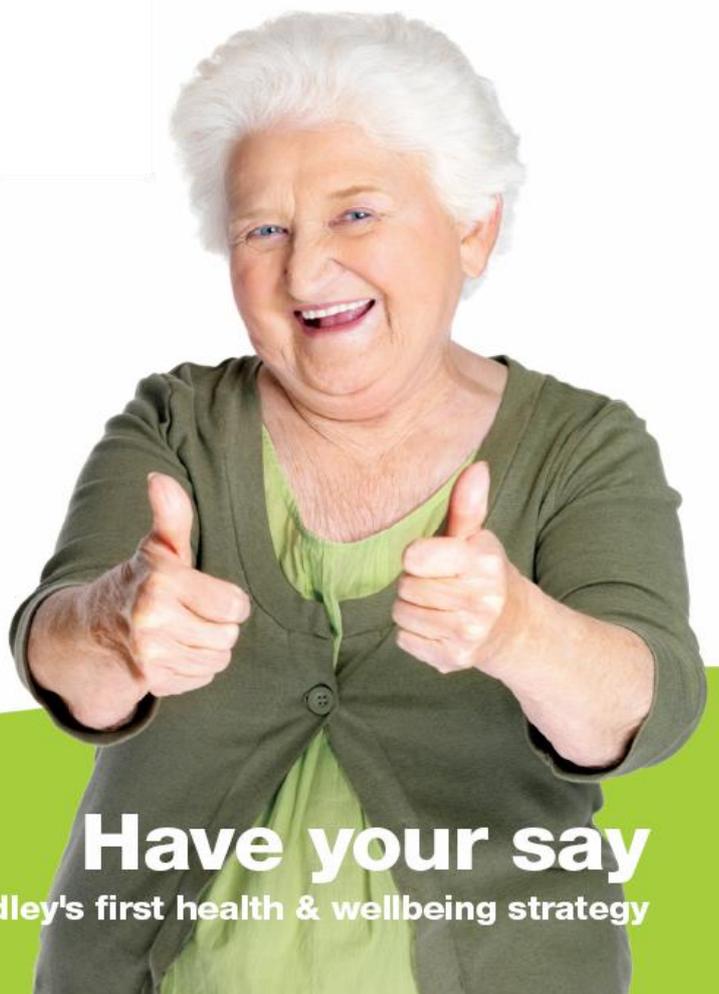
A Vision Paper



follow us on



@thehealthdebate
#thehealthydebate



Have your say

on the local HealthWatch and Dudley's first health & wellbeing strategy

Local Healthwatch for the Borough of Dudley

Vision Paper

What is Healthwatch

The Health and Social Care Act 2012 sets out the Governments vision for the NHS and its aims to put patients and the public at the heart of health and social care. The Governments intention is to give citizens a greater say in how the NHS and social care are run.

One of the ways the Government intends to do this is by creating a new consumer champion – Healthwatch.

Healthwatch Dudley will be an independent organisation. It will help to improve outcomes in health and social care for all. It will have a seat on the Health and Wellbeing Board and will bring together the public and patient voice to improve health and social care services. Local Healthwatch will take over the functions of the Local Involvement Networks (LINKs).

Local authorities must have a Local Healthwatch running by 1 April 2013.

Local Healthwatch will be a “body coporate” which means that it must be a properly registered company having its own legal identity and able to employ its own staff. It should be formed and operated as a Social Enterprise meaning that any profits (or surpluses) are reinvested in the company or community to help it achieve its declared objectives. Directors of the company will have no right to take profits out of the company other than through agreed salaries.

More information on the Health and Social Care Act can be found on the Department of Health website at <http://www.dh.gov.uk/health/2012/06/act-explained/>

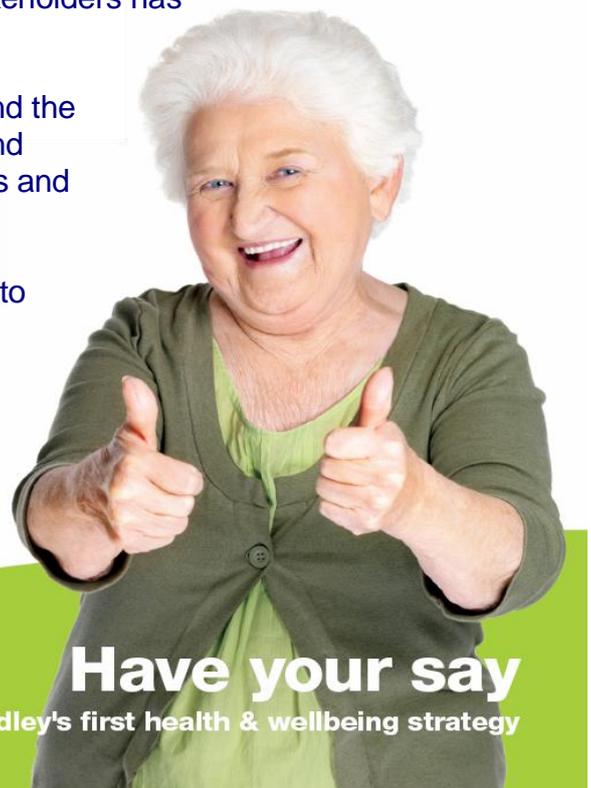
The local picture

Engagement and involvement with local people and stakeholders has been shaping the forthcoming Healthwatch for Dudley.

The Healthwatch Stakeholder forum held in July 2011 and the Healthwatch reference group made up of local people and community group representatives has clarified the values and approach to be adopted by the local Healthwatch.

This paper brings together the thinking so far and seeks to gather further views before being confirmed as the approach for Healthwatch Dudley.

Our discussions with the public and other stakeholders told us that organisations or consortiums (groups of organisations working together) expressing an interest in bidding to run Local Healthwatch in Dudley should demonstrate the following:



Have your say

on the local HealthWatch and Dudley's first health & wellbeing strategy

- an excellent track record of effective engagement with all sectors and ages of the local community
- skills and competencies that will enable effective holding to account and challenge of commissioners and providers.
- ability to demonstrate excellent partnership working with other agencies
- a strong understanding of the borough's health and social care needs and to have, or quickly develop, a thorough awareness of existing and planned services.
- a successful track record in the effective delivery of Healthwatch related activities and of making a difference to the communities they serve.
- be open and transparent and demonstrate quality services that provide value for money and improve the outcomes for local people.
- be representative of all sections of the community
- build on what works well and not duplicate what already exists
- have excellent governance and accountability mechanisms that inspire confidence and credibility.

Question 1 . The Local Picture

What else does a prospective Healthwatch Dudley bidder need to demonstrate?

The vision for Local Healthwatch

Healthwatch Dudley will improve health and social care services for local people by ensuring the voice of local people influences decisions and increases choice.

Healthwatch Dudley will be the independent and trusted champion for local people for health and social care, representing the varied communities, public, patients, residents, carers and people who use services within the borough. We want Healthwatch Dudley to be an organisation that anyone locally can feel confident getting in touch with to share their views and experiences, knowing that the organisation will actively make decision makers aware of their views.

Aims

- It will provide information and advice to help people access and make choices about services and encourage participation and co-production (working together to develop excellent services).
- It will signpost to or provide – directly or through another organisation an independent complaints advocacy to support people if they need help to complain about NHS services.
- It will be a network of networks
- It will bring together different engagement mechanisms or channels



Question 2 . The Vision for Local Healthwatch in Dudley

Do you agree with this vision and the aims for Local Healthwatch for the Borough of Dudley?

If not, what would you change or add?

What will Local Healthwatch do?

As set out by the Government, Local Healthwatch will have 7 core functions these are described below:

Function One: Gathering views and understanding the experiences of patients and the public

Local Healthwatch will:

- Ensure ongoing engagement with all sections of the local population so that a wide cross-section of views are represented in respect of local health and social care.
- Seek the community's views about the current provision of health and social care (including use of high quality research) and use this to identify the need for changes or additions to services.
- Demonstrate an ability to analyse and report back high quality user

feedback and public views on services to relevant commissioners so that they can inform the whole commissioning process

- Build on any opportunities to become involved in wider engagement and consultative work on behalf of local and regional partners

Function Two: Making people's views known

Local Healthwatch will:

- Communicate the local community's views to health and social care commissioners in a professional and accessible fashion.

Function Three: Promoting and supporting the involvement of people in the commissioning and provision of local care services and how they are held to account

Local Healthwatch will:

- Give input and feedback from the public into new or proposed services
- Use a broad range of stakeholder engagement methods to increase opportunities for local people to have their say



- Exercise their enter and view powers effectively by working together with other inspection regimes

Function Four: Recommending investigation or special review of services via Healthwatch England or directly to the Care Quality Commission (CQC)

Local Healthwatch will:

- Regularly evaluate existing health and social care services, making recommendations for special reviews or investigations to the Care Quality Commission through Healthwatch England based on strong local information.

Function Five: Providing advice and information (signposting) about access to services and support for making informed choices

Local Healthwatch will:

- Influence or provide advice and information (signposting) services to ensure that all sections of the local population have access to good quality impartial advice and advocacy relating to health and social care services available to them.
- Establish and maintain a database of existing local networks and support systems.

Function Six: Making the views and experiences of people known to Healthwatch England (and to other local Healthwatch organisations) and providing a steer to help it carry out its role as national champion

Local Healthwatch will:

- Ensure local information collection systems complement those established by Healthwatch England

Function Seven: NHS Complaints Advocacy

Local Healthwatch will:

Make arrangements for supporting local people with any complaints they may wish to progress in relation to NHS service provision either through a directly provided complaints advocacy service; or referral to another organisation contracted by the local authority for these purposes

Additional Duties

In addition Local Healthwatch may be asked to undertake additional functions or duties by the Local Authority or by other members of the Local Partnership including the Health and Wellbeing Board, The Clinical Commissioning Groups, Foundation Trusts, etc. for which it will be encouraged to generate additional income.

Question 3 . The Functions of Local Healthwatch in Dudley

Do the nationally developed functions above cover everything that Local Healthwatch should provide to accurately represent the views of residents and users of services in relation to Health and Social Care locally here in the borough?

If not what other functions do you think LHW should be asked to undertake?

How will Local Healthwatch be accessed?



Local Healthwatch will be accessible to all equally across the borough and will actively seek the views and experiences of local people, including groups that are rarely heard or consulted, using a variety of media and access channels. These may include:

- Website and other Digital/ Online Services (including access to surveys) and all current and emerging Social Media including Facebook, Twitter, Flickr, LinkedIn, Youtube etc
- Telephone (including out of hours contact) avoiding the use of expensive numbers particularly to mobile phone users which may limit access or put people off contacting Local Healthwatch
- Office Accommodation
- Shop Front / High Street access
- Community Outreach Services for example hubs within community centres.
- Mail Address (including a freepost facility where appropriate)

Local Healthwatch will also make full use of existing and well-established information and support systems and networks for example local Library's and existing support groups.

Core values for Local Healthwatch & how can we measure its success?

How Local Healthwatch is able to demonstrate its success will be important to developing a strong identity and respect amongst the members of the public and its key stakeholders.

From our engagement work we have learnt from you that Local Healthwatch for the Borough of Dudley should have a clear set of core values.

These should include:

- Operating as a single organisation that serves the health and social care interests of the public living and working within the borough whilst at the same time representing individuals living within the borough but accessing services from outside.
- Clearly Recognisable – an organisation with a strong identity which is distinctive from existing local organisations and that embraces and maximises the exposure from and upholds the Healthwatch brand developed at national level.



Have your say

on the local HealthWatch and Dudley's first health & wellbeing strategy

- Being independent - a free-standing body which is respected for its independence and trusted by residents and stakeholders alike.
- Being a “Network of Networks” – building on and co-ordinating existing enthusiasm, passion, commitment and expertise from existing organisations and community groups bringing these together, strengthening their ability and resources in order to create a powerful consumer voice
- User-focused – Champions the voice of the user in respect of health and social care services. An organisation which finds ways to work with the many different patient and service user representative groups across the local authority area as well as supporting individuals.
- Well-connected and Influential – able to signpost people to good quality information to help them make choices about health and social care; with access to established networks to gather comprehensive patient views and able to make an impact on the local commissioning of health and social care; complement other inspection regimes; and support patients and residents with signposting to information about the quality of local health services.
- Evidence based and technically able to deliver excellent services – an organisation which uses evidence to develop its priorities and target its efforts and can demonstrate the relevant skills and competencies required to deliver top quality services to the public.
- Flexible and Self Aware – an organisation which can work in partnership with key decision-makers (including the local authority, Clinical Commissioning Groups and other bodies at strategic level) while still being able to listen to individual patient concerns, represent them effectively, and challenge those same decision-making bodies when necessary and that actively seeks feedback on its own performance and looks at its strengths and weaknesses.
- Accountable and provides good value for money – working to a clear set of standards and a strong performance framework against which the local authority and the residents it serves can clearly identify its success and failings and hold it to account. An organisation that makes best use of its resources by seeking to avoid duplication with other bodies in the area, and where possible, working creatively with them to deliver the most cost effective solutions to achieve its priorities.



It will demonstrate the impact of its work via key performance indicators developed around the following themes:

Openness and Transparency

- Publishes how Local Healthwatch spends its annual budget
- Publishes salaries and expenses of senior members of its staff and board
- Clear about its board and employee recruitment and selection processes

Representation

How Local Healthwatch engages with a wide cross section of residents and users of services
Publishes details on the number of groups and networks it engages and works with

Awareness and Reach

- How widely is Local Healthwatch known within our communities?
- If someone needs help regarding health and social care do they know where to go?
- What can Local Healthwatch do to help?

Accessibility

- How accessible is Local Healthwatch?
- Where does it offer its services?
- When is it open?
- How many hours a week is the telephone line staffed?
- How reliable is the website?
- Are Local Healthwatch services accessible by all members of the community ?

Responsiveness

How quickly does Healthwatch respond to enquiries, letters, emails, phone calls?

Customer Satisfaction

- How satisfied are users of Local Healthwatch?
- How well and how quickly did it deal with enquires and or issues that are raised by members of the public?

In addition, there will be other performance indicators the Council as the commissioner of Local Healthwatch to ensure that it meets its contractual obligations.

Question 4. Core values for Local Healthwatch & measuring its success?

Do you agree with the core values, shown above, for Local Healthwatch?

Do you feel that the broad key performance areas Local Healthwatch will be expected to report on to the public provide you with the information needed to judge its performance?

If not, what else would you like to see reported to enable to make this judgement?

When will Local Healthwatch Start?

Local Healthwatch will be operational from April 2013 however it is likely that the chosen provider will start preparing for going live from next January.

We expect that this additional time will allow the new organisation to secure premises, employ any additional staff it requires and to get its structures in place. This will include establishing its board of governors, trustees or similar and required to make sure Local Healthwatch hits the ground running.

The procurement process to contract Local Healthwatch will commence mid July and we expect to announce the successful bidder sometime late December or early January 2013.