

Healthwatch Transition: The work so far

April-July 2013 - FINAL



Contents

- Background to Healthwatch Brighton and Hove 3
- The role of Healthwatch Brighton and Hove 3
- Setting up Healthwatch Brighton and Hove 4
- Transition into Healthwatch Brighton and Hove 5
- The Role of the Healthwatch Transition Group 5
- Healthwatch Transition Group Members 6
- Healthwatch Transition Group Achievements, April-July 2013 ... 7
- Healthwatch Achievements so far 8
- Next steps 10
- Acknowledgements 11
- Getting involved..... 12

Background to Healthwatch Brighton and Hove

Healthwatch Brighton and Hove is a new independent health watchdog run by and for local people. It is independent of the NHS and the Council.

Healthwatch Brighton and Hove is currently being set up, but will help local people get the best out of their health and care services, and give them a voice so they can influence how health and care services are provided locally. It will also provide local people with information about local health and care services, and support them if they need help to resolve a complaint about their NHS care or treatment.

Healthwatch organisations are being set up in local areas across England. They are statutory organisations brought about through the passing of the government's Health and Social Care Act, 2012. The legislation requires all local areas in England to have a Healthwatch organisation from 1st April 2013.

The role of Healthwatch Brighton and Hove

1. Obtain the views of people about local health and social care services, and make those views known to those involved in commissioning, providing and monitoring health and care services
2. Promote and enable the involvement of local people in the commissioning and provision of local health and social care services and how they are monitored
3. Recommend investigation or special review of services, either via Healthwatch England, or directly to the Care Quality Commission
4. Provide advice, signposting and information to the public about accessing health and social care services and help them to make informed choices about what services to use
5. Write reports and make recommendations about how health and social care services could or should be improved and ask for responses from providers

6. Play a role in the preparation of the statutory Joint Strategic Needs Assessments and Joint Health and Wellbeing Strategies on which local commissioning decisions will be made

7. Provide an Independent Complaints Advocacy Service (ICAS) which empowers anyone who wishes to resolve a complaint about healthcare commissioned and/or provided by the NHS in England

Local people can contact Healthwatch Brighton and Hove if they:

- need help with finding local health and social care services
- want to know how to make a complaint about a health service
- want to influence the way that health and social care services are planned and delivered
- want to share their experiences, good or bad, of using health and social care services
- are interested in volunteering with Healthwatch Brighton and Hove
- to subscribe to our FREE monthly magazine on health and social care

Setting up Healthwatch Brighton and Hove

Healthwatch Brighton and Hove is a new organisation. It replaces the Brighton and Hove Local Involvement Network (B&H LINK) which closed on 31st March 2013 plus provides some additional services. Following a competitive process, Brighton and Hove City Council put in place an agreement with Brighton and Hove Community and Voluntary Sector Forum (CVSF) to set up and develop Healthwatch Brighton and Hove. CVSF is the local umbrella organisation for the city's Community and Voluntary Sector, and hosted the B&H LINK for five years. You can find out more about CVSF's approach to setting up Healthwatch Brighton and Hove here:

www.healthwatchbrightonandhove.co.uk/content/what-weve-done

Transition into Healthwatch Brighton and Hove

CVSF's approach to setting up Healthwatch Brighton and Hove takes the view that Healthwatch provides an opportunity to strengthen what is already working well in the city. It also provides the opportunity to get more people involved in shaping and improving health and social care services. CVSF is keen to build on the success of the B&H LINK and to learn from its experience and expertise and to use this to help inform the development of a strong and influential Healthwatch Brighton and Hove.

As part of its approach to setting up Healthwatch Brighton and Hove, CVSF committed to continuing to work closely with the volunteers involved in the B&H LINK to ensure that they have opportunities to feed into the development of Healthwatch, and to ensure that their experience and expertise informs the work undertaken by Healthwatch Brighton and Hove during the set up period whilst new mechanisms for engaging with and involving patients and residents and new volunteers are being developed.

With this in mind, 16 ex-B&H LINK volunteers and 4 Healthwatch staff members, came together in April 2013 to form a Transition Group. It was agreed that the group would be an interim measure, and have a limited-lifespan and remit until the end of July 2013.

The Role of the Healthwatch Transition Group

The Transition Group has continued a prioritised list of unfinished B&H LINK activities, projects and priorities under Healthwatch Brighton and Hove, and has continued to raise concerns about services with health and social care providers and commissioners. Members of the group have also attended meetings on behalf of Healthwatch Brighton and Hove to help ensure that patient voice and experience is heard at these meetings, and to continue to build relationships with the city's providers, commissioners and decision-makers.

The group has not taken any governance of financial decisions relating to the setup of Healthwatch Brighton and Hove. This responsibility lies with CVSF trustees until Healthwatch's own governing arrangements are put in place. The group however have input into and been helping shape the development of Healthwatch Brighton and Hove's Helpline, Volunteering Strategy, and Hospital Project.

Healthwatch Transition Group Members

Members of the Healthwatch Transition Group include:

Alexandra Barnes	ex-B&H LINK Steering Group
Bob Deschene	ex-B&H LINK Steering Group
Colin Vincient	ex-B&H LINK Steering Group
David Price Watkins	ex-B&H LINK Steering Group
Doris Ndebele	ex-B&H LINK Steering Group,
Elaine Elliott	Healthwatch Development Officer
Kerry Dowding	Healthwatch Development Officer
Farida Gallagher	ex-B&H LINK Enter and View volunteer
Francis Tonks	ex-B&H LINK Steering Group
Gabraella Howard-Lovell	ex-B&H LINK Children and Young People volunteer
Hilary Denyer	ex-B&H LINK Steering Group
Libby Young	CVSF Operations Manager/Healthwatch Interim Manager
Magda Pasiut	CVSF/Healthwatch Development Officer
Mick Lister	ex-B&H LINK Steering Group (Vice Chair)
Peter Lloyd	ex-B&H LINK Research Group
Rachelle Howard	ex-B&H LINK Enter and View volunteer
Robert Brown MBE	ex-B&H LINK Steering Group (Chair)
Sathi Sivapragasam	ex-B&H LINK Enter and View volunteer
Sylvia New	ex-B&H LINK Steering Group, and LINK volunteer
Tim Sayers	ex-B&H LINK Mental Health Action Group (Chair)

Healthwatch Transition Group Achievements, April-July 2013

- Surveying 86 local people who are using, or have used recently, physiotherapy services to find out how well the service is working for patients - and sharing this information with local providers and commissioners
- Collating information about how local people have experienced the new NHS 111 service - and sharing this with the local implementation board
- Reviewing information and data available on Sussex Partnership Foundation Trust - to establish an evidence-base for future work and involvement opportunities
- Helping to identify issues related to Hospital services, and shape a project to improve services at Accident and Emergency at Royal Sussex County Hospital, and across the wider urgent care system
- Participating in PLACE visits at the Royal Sussex County Hospital - assessing the quality of the environment that services are being provided in
- Participating in PLACE visits to a number of Sussex Partnership Foundation Trust's mental health sites - assessing the quality of the environment that services are being provided in
- Inputting into the Sussex Community Trust's consultation on becoming a Foundation Trust and on Sussex Community Trust's Quality Innovation Productivity Prevention programme
- Responding to the Sussex Community Trust's Quality Accounts 2012-2013
- Responding to the Brighton Sussex University Hospital Trust Quality Accounts 2012-2013
- Inputting into Brighton and Hove City Council's Adult Social Care Local Account
- Contributing articles and ideas to the monthly Healthwatch Magazine
- Following up on the recommendations from the B&H LINK Care Homes work - to ensure these are monitored
- Speaking with the Clinical Commissioning Group Board about their public meetings - to ensure members of the public can engage appropriately

- Running a stall at People’s day - to raise awareness of Healthwatch Brighton and Hove and to invite local people to sign up to receive our Healthwatch Magazine, to volunteer with Healthwatch and to attend a public meeting about Accident and Emergency Services at Royal Sussex County Hospital
- Helping to shape Healthwatch Brighton and Hove’s Volunteering Strategy, volunteer support programme and volunteering roles
- Attending the following meetings to raise concerns about health and social care services and to provide a patient voice and experience perspective:
 - Health and Wellbeing Board
 - Health and Wellbeing Overview and Scrutiny Committee
 - Adult Care and Health Committee
 - Safeguarding Adults Board
 - NHS 111 Clinical Governance Group
 - Care Quality Improvement Group and Care Governance Board
 - Brighton and Hove Strategic Partnership
 - Hospital Patient Experience Panel
 - Palliative Care Pathway
 - Communities and Families Tackling Addiction
 - Short Term Services Board
 - Day Services Commissioning Board
 - Quality Team at the Clinical Commissioning Group

Other work undertaken by Healthwatch

- Establishing internal systems, processes and procedures to run the new Healthwatch helpline - so we can help local people get the best out of their health and social care services
- Establishing a website and social media channels - so local people can stay in touch and find about Healthwatch Brighton and Hove online

- Producing and publishing a monthly Healthwatch magazine - with information about local health and social care services, and updates on Healthwatch's work
- Producing weekly briefings for the Healthwatch Transition Group to ensure they are kept up to date with key information about health and social care services
- Resolving nearly 100 calls, since 26th April 2013, from local people concerned about a health or social care service - and sharing this information with local providers and commissioners
- Surveying 80 local people from a range of ethnic and cultural backgrounds, most of which have English as a second language, to gather their views on how well a number of different health services are working for them - and sharing this information with local providers and commissioners
- Gathering views on the state of the local health system to feed into the national Health Committee - to ensure we connect with and influence national conversations about health and social care services
- Setting up the new Independent Complaints Advocacy Service (ICAS) and operating arrangements between ICAS and Healthwatch Brighton and Hove
- Promoting the new Sussex Community Trust's consultation on becoming a Foundation Trust to local people - as a way for local people to become more involved in having a say about community health services
- Setting up a project to improve services at Accident and Emergency at Royal Sussex County Hospital, and across the wider urgent care system - in response to concerns about the services and to enable new people to get involved in Healthwatch Brighton and Hove's work
- Holding a public meeting, attended by 40 people, about the Hospital project - so local people can hear directly from staff at the hospital about some of the work being done to improve services and share their ideas about improving services
- Working with approx. 16 voluntary organisations/charities to plan engagement activity with their client groups and communities about how their use and experience of local emergency health services - so ensuring that we reach out and gather the views and experience of all populations and communities in the city

- Working with CVSF to establish a People's Panel made up of service users who will help to evaluate services currently being commissioned by Adult Social Care - so helping to ensure that local people are involved in local commissioning processes
- Mapping key service providers and commissioners service areas, priorities for 2013-2014, engagement plans, ways of collecting patient voice and information/data on service quality - to help inform development of a Healthwatch Brighton and Hove work plan
- Developing relationships with key services providers and commissioners
- Developing relationships and information sharing with Care Quality Commission
- Developing plans with 16 voluntary organisations/charities around how Healthwatch Brighton and Hove can work closely with them to gather the views and experience of their client groups and communities - to ensure Healthwatch's work involves and is informed by all populations and communities in the city
- Attending: Carers Forum, Adult Social Care City Summit, Patient Participation Group's Network Meeting, Sussex Interpreting Services AGM and Older People's Council Meeting - to raise awareness of Healthwatch Brighton and Hove
- Developing a Volunteering Strategy, volunteer support programme, and volunteering roles - so we can involve new people in Healthwatch's work in a supportive and fulfilling way

Next steps

The Healthwatch Transition Group stopped operating on 31st July 2013. The work of the Healthwatch Transition Group will feed into the development of a new work plan for Healthwatch Brighton and Hove.

The Healthwatch Brighton and Hove work plan will be developed through gathering feedback on health and social care services from the Citizens of Brighton and Hove. Feedback will be gathered in a variety of ways i.e. through: the Healthwatch helpline, health complaints advocacy service, community engagement activities, community spokes (the

16 voluntary organisations/charities we are developing relationships with) and patient opinion. In gathering feed-back Healthwatch will be ensuring that the voices of underrepresented communities are heard.

Healthwatch Brighton and Hove will be formally launched, and this will be an opportunity for the public, Healthwatch volunteers and associates to engage in prioritising the feed-back received on health and social care services in the development of the new work plan.

Healthwatch Brighton and Hove is in the process of developing Healthwatch Brighton and Hove's volunteering strategy, volunteer support programme, and volunteering roles. We aim to start recruiting to these roles in September 2013. Healthwatch Brighton and Hove will also be recruiting to a shadow governing body to lead the strategic development of Healthwatch, and to an advisory group which will advise around operational matters.

Acknowledgements

Thank you to the 16 volunteers who have so generously given so much of their time, expertise, and wisdom to Healthwatch over the last 4 months. Being involved in a transition period when there is so much change and so much set up work to do is not easy. However, the members of the Transition Group worked with a commitment, dedication and humour, to ensure that the voice and experience of patients is considered and listened to throughout this transition period. The volunteers also took the time to lend their support to CVSF at the start of this process in setting up and developing Healthwatch Brighton and Hove to be the strong and influential organisation it needs to be: Thank you. CVSF looks forward to continuing to work with all 16 volunteers in the future and with the many new volunteers which we hope to welcome soon.

Getting involved

If you would like to get involved in Healthwatch Brighton and Hove's work or even volunteer with Healthwatch, please contact us to find out more:

Email: enquiry@healthwatchbrightonandhove.co.uk

Phone: 01273 810236, Monday-Friday, 10.00am-4.00pm

If you would like to raise a concern about a health or social care service, or have an issue with a health service you would like help with, please contact us on:

Email: help@healthwatchbrightonandhove.co.uk

Phone: 01273 810235, Monday-Friday, 10.00am-12.00pm