

# **HealthWatch in B&NES Public Engagement**

**Health and Wellbeing Network June 15<sup>th</sup>**

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# Principle of H&SC reform

➔ patients and the public must be at the heart of everything our health and care services do.

*HealthWatch*

*Champion of patients, people using services, carers  
and the wider public*

➔ HealthWatch England

➔ Local HealthWatch

# The HealthWatch System

## HealthWatch England

- Independent consumer champion
- Committee of Care Quality Commission
- Provides leadership, support and advice to local HealthWatch
- Advises SoS and NHS Commissioning Board
- Receives concerns from local HW and requests CQC investigation

# The HealthWatch System

## Local HealthWatch

### Must Dos

- Links current role
- Advice and Information (new)
- Supporting people in making choices (new)

### Could Do

- NHS Complaint Advocacy from 2013

# Duty for B&NES Council

- Local Authority duty to commission local HealthWatch-freedom to decide how to do this
- Ensure an effective HealthWatch is established by July 2012
- DH announced additional funding available to local authorities. Amount has currently not been declared

# Existing arrangements

- B&NES LINK
- Commissioned advocacy & support services
- Patient Participation Groups
- H&WB Network
- User, carer and public involvement
- Sec 242/244- Overview and scrutiny
- Pals, Complaints & Customer services

➤ *How does HealthWatch fit into this?*

➤ *What is our vision*

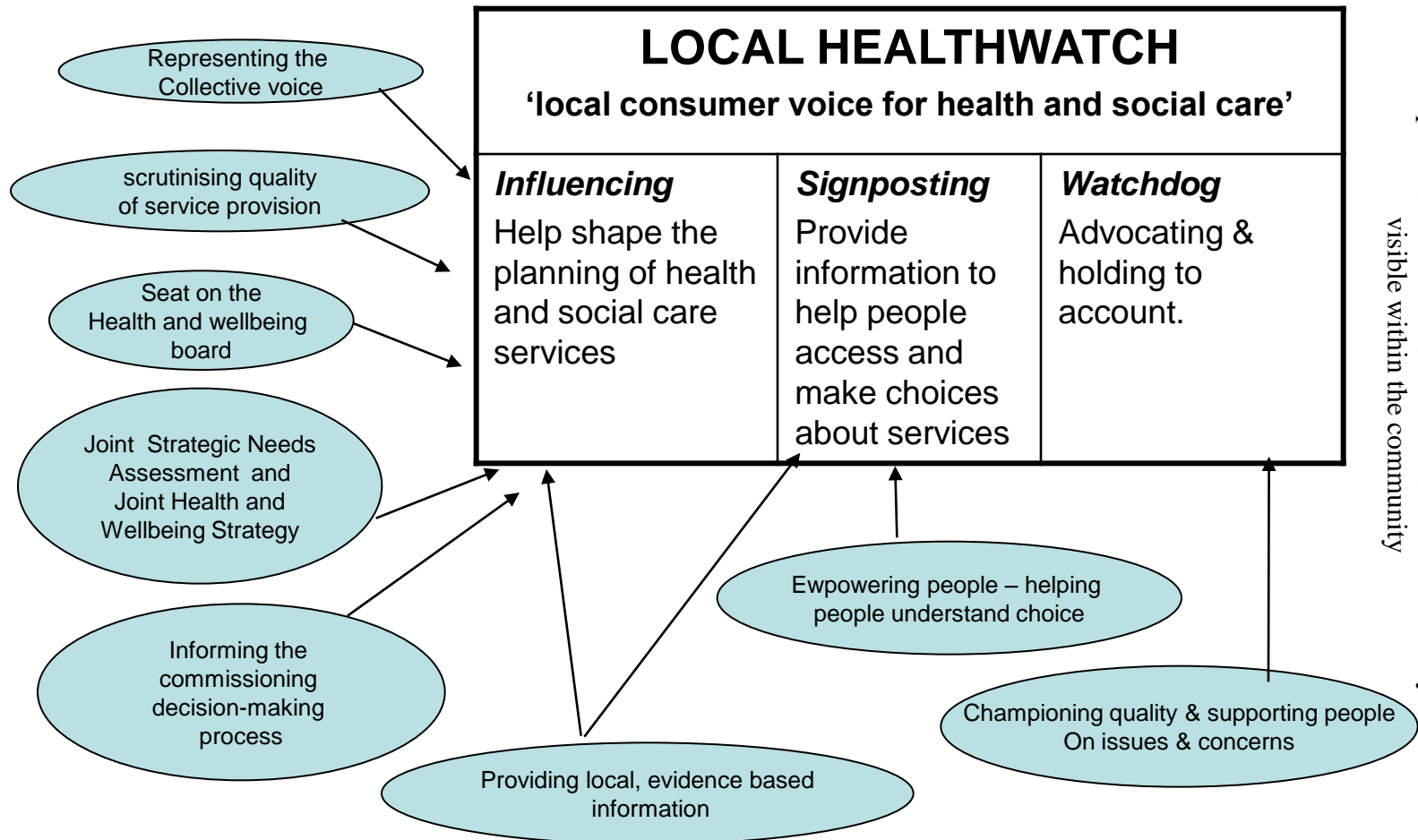
# Developing the vision

- Engagement with Link & others
- Engagement with Partnership Board
- Officer review
- HealthWatch transition plan
- Conferences and workshops
- Stakeholder events during May
- South west network
- Future forums document

➔ Consensus on our vision

# Local HealthWatch Functions

Strong LOCAL consumer voice on views and experiences  
to influence better health and social care outcomes



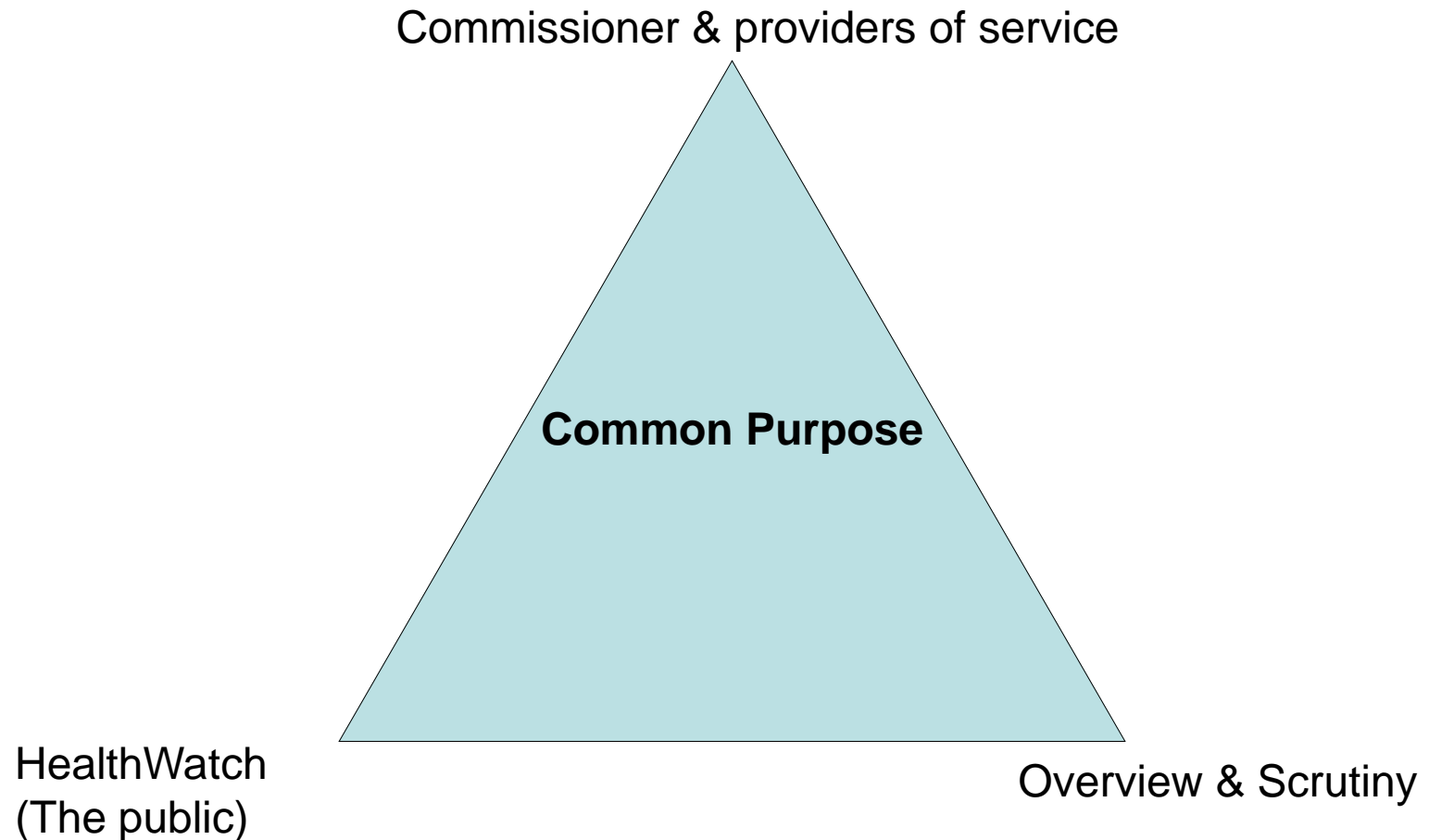
# Vision for B&NES HealthWatch

## 6 Themes:



1. Undertake the 3 operational functions
2. Act as a network or brand bringing together the existing infrastructure of engagement and support
3. Outreach in communities to be inclusive and accessible to all groups e.g. adults, children, minorities, users, carers & patient groups
4. Deliver information & choice through signposting
5. Establish a common agenda of priorities & work alongside partners
6. Participate in a triangle of relationship

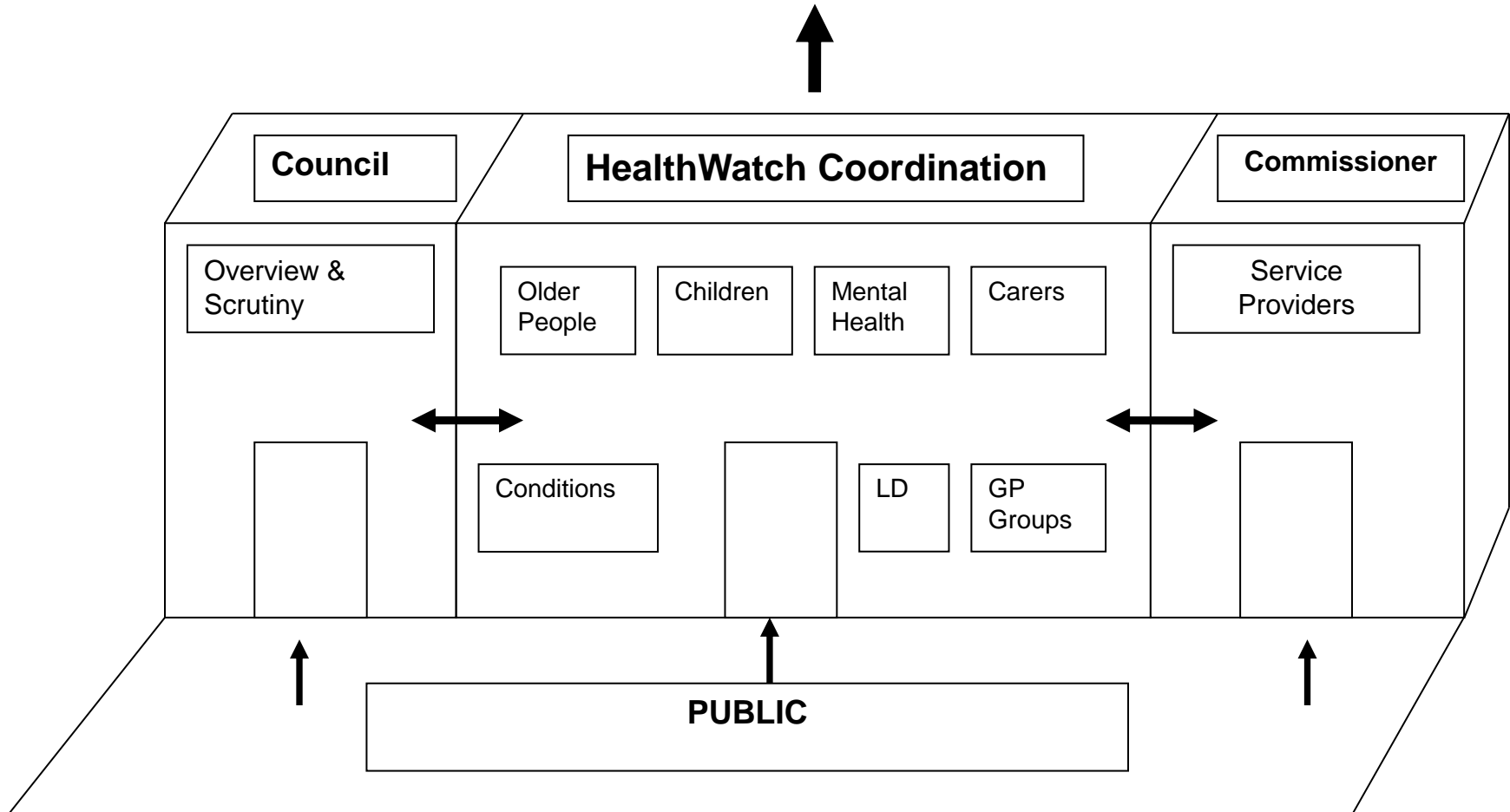
# Joined up involvement



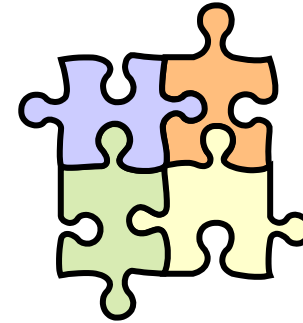
Working together for health & wellbeing

## HealthWatch House

# HEALTH & WELLBEING BOARD



# Future Vision- Completing the jigsaw



## ➤ **Become the provider of:**

Community engagement for H&SC

Advocacy

Information giving (component of PALs)

Patient and public Involvement

Other functions ?

# Summary of Issues to date

- More active membership
- More focus on social care and wellbeing
- Develop a creative culture with new methods of engagement
- Outreach into all communities
- Close involvement with patient groups
- Network and liaise with specialist groups
- Innovative communications through social media
- Well informed
- Participate actively in local decision making
- Skilled volunteers- selected and supported
- Maintain Independence and be a close partner
- Have a place on O&S

# Patient involvement & public accountability

## Future Forum Report

### Recommendation 1

- *HealthWatch locally should provide a patient advocate role, championing issues for patients, and a scrutiny and challenge function in relation to local commissioners and providers.*

# Patient involvement & public accountability

## Future Forum Report

### Recommendation 2

- *Local authorities should commission local HealthWatch.*
- *Health and wellbeing boards should be the place where local authorities explain and are challenged on how they are carrying out their responsibilities.*
- *Local HealthWatch should refer any disputes to HealthWatch England if resolution locally is not possible.*

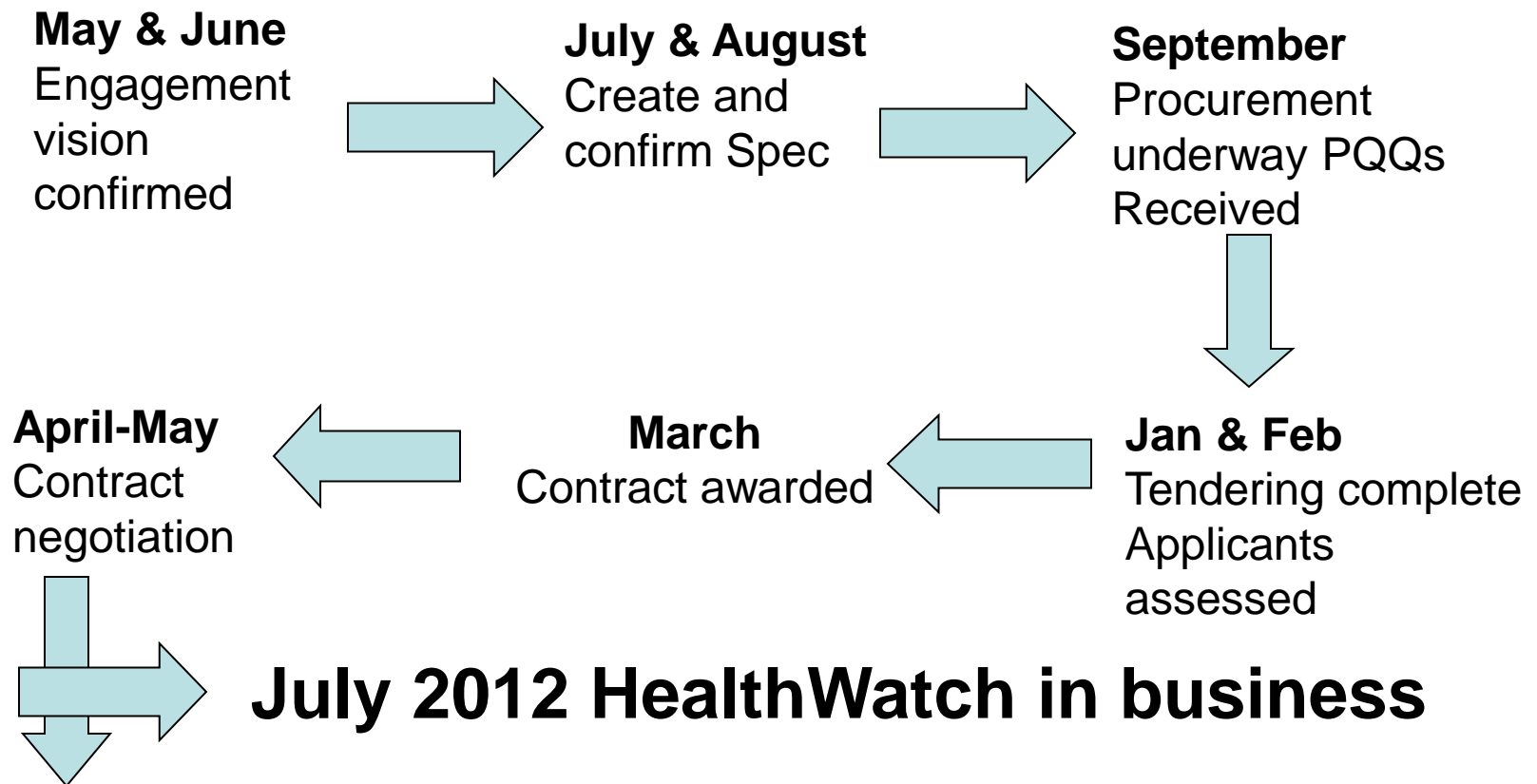
# Patient involvement & public accountability

## Future Forum Report

### Recommendation 3

- *Commissioners and providers of services should be under a duty to have 'due regard' to local HealthWatch's findings.*

# Next Steps -Timeline



# Engagement Questions



- **How:** How will HealthWatch need to operate? How might it grow in the future?
- **Who:** Who will HealthWatch need to relate to, and influence, to be effective? How might HealthWatch identify who to involve?
- **Anything else** we have missed that is important in preparing to tender