

HEALTH AND WELLBEING BOARD

17 SEPTEMBER 2013

Title:	Summary of Healthwatch Work Programme (2013/14)		
Report of Healthwatch Barking and Dagenham			
Open	For Information		
Wards Affected: NONE	Key Decision: NO		
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Sponsor: Frances Carroll, Chair of Healthwatch Barking and Dagenham			
Summary: This paper provides an overview of a programme of key projects identified and agreed by the Healthwatch Barking and Dagenham Board. They are to be carried out and completed by Healthwatch Barking and Dagenham for the operating year 2013/14.			
Recommendation(s) The Health and Wellbeing Board is recommended to: (i) Note the work programme of Healthwatch Barking and Dagenham which identifies issues affecting the provision of Health and Social Care services to local people. The reports and outcomes of the work programme will represent the voice of people from the local community.			
Reason(s) To ensure that the Health & Wellbeing Board are informed in advance of the Healthwatch work programme for the year.			

1. Background

- 1.1. This report provides an overview for the Health & Wellbeing Board of the work programme from Healthwatch Barking and Dagenham for the remainder of this year. The topics have been chosen for their interest to the borough. They include services for both older and younger residents representing health and social care activities.

2. Enter and View

- 2.1. Where pieces of work include an Enter & View visit, all volunteers will be appropriately trained. All Enter & View visits will be announced, with service providers having 20 days' written notice. This notice will clearly state the defined purpose of our visit. Our aim is to build a good rapport; reassuring them that we are not inspectors, but a critical friend. We can however, conduct unannounced visits if thought necessary.

3. Capturing and Sharing Outcomes

- 3.1. Each piece of work will generate a Healthwatch report with recommendations. As all changes require the combined influence of a range of health and social care organisations and statutory bodies; our reports will be distributed to:
 - Health & Wellbeing Board
 - Health and Adult Services Select Committee
 - Barking & Dagenham Clinical Commissioning Group
 - Local Authority Commissioners
 - NHS England
 - Healthwatch England
 - Care Quality Commission
 - Feedback to the public will always be given in an appropriate way through a variety of media.

4. Further Public Engagement Work

- 4.1. This work programme is not exhaustive, as we have allowed time to undertake work on other issues that become apparent through general consultation with the public. Along with this work programme, Healthwatch volunteers and staff have arranged 15 days of public consultations to be conducted at diverse venues in the borough. Healthwatch is also undertaking two further public launch events in September and October 2013.

5. Mandatory Implications

5.1. Joint Strategic Needs Assessment

- 5.1.1. The Work Programme is reflective of the issues highlighted in the Joint Strategic Needs Assessment. For example, Board Members will note that Healthwatch will be investigating dental services for children. It is hoped that the findings of this investigation can inform future editions of the JSNA as oral health is a key indicator of health inequality.

5.2. Health and Wellbeing Strategy

- 5.2.1. The Work Programme has been developed to reflect strategic themes and priorities from the Joint Health and Wellbeing Strategy 2012-15.

- **Care and Support** – Dental Care Services for Children, Services for Young People with Additional Health and Social Care Needs (Post Education), Children’s Diabetes Services, Discharge of Elderly Patients, Hospital In-Patient Services Frail & Elderly People and Duty of Candour
- **Protection and Safeguarding** – Discharge of Elderly Patients and Duty of Candour
- **Improvement and Integration of Services** – Children’s Diabetes Services, Urgent Care Appointments, Hospital Discharge Stroke Services and Discharge of Elderly Patients
- **Prevention** – Children’s Diabetes Services and Duty of Candour

5.3. Integration

- 5.3.1. The findings and recommendations arising from Healthwatch activities will be reported back to commissioners to help to drive improvements in local health and social care services. The views of patients, service users, and residents generally will be especially valuable to understand how services can become more integrated and seamless, thus improving the patient experience.

5.4. Financial Implications

- 5.4.1. The commitments outlined in the Work Programme will all be met through existing budgets and resources.

5.5. Legal Implications

- 5.5.1. The work programme has been developed to assist Healthwatch in fulfilling its duties and functions as set out in the Health and Social Care Act 2012 and locally agreed contractual obligations.

5.6. Risk Management

- 5.6.1. The Council, as the commissioner of Healthwatch Barking and Dagenham, regularly monitors Healthwatch’s performance; the delivery of the Work Programme is included in this.

6. Non-mandatory Implications

6.1. Customer Impact

- 6.1.1. The Work Programme is wholly reliant on engaging with local people to bring forth their experiences and views about health and social care services. The information collected from Healthwatch activities will be shared with stakeholders and used to drive improvements.
- 6.1.2. The Work Programme underlines Healthwatch's commitment to engage with all types of service user and different, sometimes hard to reach, sections of the community. Young people with special needs and elderly and frail people illustrate this range.