

## **MEDWAY HEALTH AND WELLBEING BOARD**

**17 JUNE 2014**

### **UPDATE ON HEALTHWATCH MEDWAY**

Report from: The Very Reverend Dr Mark Beach/Independent  
Chair of Healthwatch Medway

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Healthwatch Medway

#### **Summary**

This report sets out, for information only, an update on the progress of Healthwatch Medway, the annual report for which is due to be completed on 30 June 2014.

#### **1. Budget and Policy Framework**

- 1.1 The Health and Social Care Act 2012 set up Healthwatch as the new consumer champion for the public, patients, health and care service users, and their carers and families. The Act itself outlines two forms of Healthwatch. Healthwatch England, which was established on 1 October 2012; and local Healthwatch organisations, which started on 1 April 2013 and were based in upper-tier and unitary local authority areas in England.

#### **2. Background**

- 2.1 Appendix 1 to this report sets out the update on Healthwatch Medway submitted by the Very Reverend Dr Mark Beach.
- 2.2 The Medway Health and Wellbeing last received a 'Healthwatch Update' report on 22 October 2013.
- 2.3 When awarding the local Healthwatch Medway contract, a decision was taken by Medway Council to award the three functions of 'local' Healthwatch to two different providers – SEAP (who would provide the independent NHS complaints advocacy function) and Medway Citizens Advice Bureau (who would provide local healthwatch functions of information / signposting, and citizen participation and engagement).
- 2.4 This report represents a brief overview of Healthwatch Medway's activity for 2013 – 2014, which will be detailed in full in the Healthwatch Medway Annual Report due for publication on 30 June 2014.

### **3. Public engagement**

3.1 See report appendix 1.

### **4. Risk management**

4.1. There are no specific risks associated with this report.

### **5. Financial and legal implications**

5.1. There are no specific legal and financial implications connected with this report. In the event of there being any recommendations relating to commissioning these should be referred to the Partnership Commissioning Team.

### **6. Recommendations**

6.1. The Board is asked to note the content of this report.

### **Lead officer contact**

The Very Reverend Dr Mark Beach, Healthwatch Medway  
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### **Background papers**

Appendix 1 – Not Confidential

Healthwatch Medway  
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## **AN OVERVIEW OF HEALTHWATCH MEDWAY - 2013/2014**

### **Introduction**

The Health and Social Care Act 2012 set up Healthwatch as the new consumer champion to give citizens and communities stronger influence over the health and care services provided in their locality. The Act itself outlines two forms of Healthwatch. Healthwatch England, which was established in October 2012 by the Care Quality Commission; and local Healthwatch organisations; which started on 1 April 2013, and were based in upper-tier and unitary local authority areas in England.

When awarding the local Healthwatch Medway contract, a decision was taken by Medway Council to award the three functions of 'local' Healthwatch to two different providers – SEAP (who would provide the complaints advocacy function for NHS services) and Medway Citizens Advice Bureau (who would provide local healthwatch functions of information & signposting, and the promotion of citizen engagement) commencing in April 2013.

This briefing provides an overview of Healthwatch Medway's activity during 2013 – 2014, which is to be detailed in full in the Healthwatch Medway Annual Report due for publication on June 30<sup>th</sup> 2014.

For ease of reference this report has been set out in line with the structure recommended by Healthwatch England for local Healthwatch Annual Reports.

### **1. Statutory activities**

Information and Signposting – Healthwatch Medway has provided a web-based information and signposting facility alongside a working hours telephone service for Medway residents. The service provides information and signposts people regarding access to health and care services, and helps them to understand any options and the choices that they have in relation to these services. It is an impartial service provided directly to individual residents and promoted to the local community at locations across Medway and via digital media channels. The Healthwatch Medway annual report will identify key themes and issues that have emerged from this service when it is published in June 2014.

Community Engagement – A Community Engagement Strategy was developed to inform Healthwatch Medway's approach to engaging with the public, communities of interest, providers and other stakeholders. Insights and experiences gathered are acted upon and analysed as appropriate. This activity provides the basis of Healthwatch Medway's evidence based intelligence, which is then directed toward points of influence within, and outside of the local system in order to improve health and care services. Informational

materials have been commissioned and distributed widely across Medway, within primary, social care and community settings. The Healthwatch Medway annual report will identify key themes and issues that have emerged from this service when it is published in June 2014.

Support, Empower, Advocate and Promote (SEAP) provides the NHS complaints advisory service for Medway residents. Healthwatch Medway routinely signposts residents to this service, and to other health NHS related complaints services, liaising with SEAP and other regarding trends which are emergent from casework activity.

The Independent Chair of Healthwatch Medway sits on the Medway Health and Wellbeing Board. Healthwatch Medway has a statutory seat on this Board and is also a co-opted member of both the Medway Council Health and Adult Social Care and Children & Young Peoples' Overview & Scrutiny Committees.

Healthwatch Medway is represented at the NHS England Kent & Medway Local Area Team Quality Surveillance Group Meeting; the NHS England Keogh Action Plan Sub-Group Meeting, and Medway CCG Local Quality Meetings.

## **2. Engaging with people**

Insights and experiences from local people have been obtained through the Information & Signposting service, digital channels, and community engagement activities.

In light of the Mortality Review (Keogh), regulatory activity by Monitor, and ongoing inspection activities by the Care Quality Commission, Healthwatch Medway initially focused engagement activity upon Medway Foundation Trust Hospital to identify local themes of concern. Monthly 'listening events' have taken place within MFT since August 2013, providing insights and experiences about using the hospital services gathered from more than 500 Medway residents.

'Pop-up' listening events and information sharing sessions have been held across Medway; within libraries, at Mid Kent College, at community events and within community centres, and directly with specific communities of interest, such as the Medway African and Caribbean Association, Medway Ethnic Minority Forum, and the Physical Disability Partnership Board.

Digital channels including the Healthwatch Medway website, Facebook and Twitter have been actively used by Healthwatch Medway to promote the service, share information and gain insights on topical issues. Social media has also been used to promote local, regional and national opportunities (such as volunteering) for Medway residents to become involved in health and care activities. This has included promoting in excess of 50 discrete opportunities for local people to participate – such as by working with the National Institute for Health and Care Excellence, with Healthwatch England, the Care Quality Commission, NHS England, and MFT; at Medway CCG and MCH Listening events, and local PLACE assessments.

Informational materials in community languages can be downloaded from the Healthwatch Medway website, and a language line to support translation and interpretation accessed via Medway CAB, as required.

### **3. Role of volunteers and lay people**

A wide range of volunteering opportunities have been created within the organisation at both governance and delivery levels. This is in recognition of the need to ensure Healthwatch Medway is embedded within the community it serves alongside operational necessity.

The Independent Chair (a Non-Executive Director) and the Board of Executive Directors for Healthwatch Medway Community Interest Company are volunteers. An open recruitment process was undertaken for Non-Executive Directors and a second recruitment process is underway for more voluntary Non-Executive Directors. Volunteer Trustees from Medway Citizens Advice Bureau recently participated in a Staffing Subcommittee meeting with the Directors from Healthwatch Medway to agree an effective operating model for year 2 of the existing contract and the HANDS (Rochester) Volunteer Centre is represented on the Executive. An ongoing programme of Board development modules for the volunteer Directors have been designed; the delivery of which is ongoing.

A range of volunteer role descriptions were drafted and agreed to support operational delivery, including the roles of External Representative, Promotions & Communications, Social Researcher, Admin Support, Authorised (Enter & View) Visitors & Community Networkers. An open recruitment process took place with relevant information being provided in accessible formats to support the take up of opportunities by those experiencing poverty of opportunity. Following the recruitment process, individual training and development plans will be co-produced with successful volunteers, an overwhelming number of whom have protected characteristics. As such a high number of applicants have protected characteristics; additional support is likely to be required in order to support their full participation in these volunteer roles.

Lay representatives have been identified, authorised by cabinet, and regularly represent Healthwatch Medway at Strategic Committees, including the Health and Adult Social Care Overview & Scrutiny Committee, the Medway Health and Wellbeing Board, Children & Young Peoples' Overview & Scrutiny Committee, and task groups (sexual health, health inequalities, mental health). Each representative is provided with a detailed evidence-based briefing based on insights and experiences obtained by Healthwatch Medway. Medway CCG has invited Healthwatch Medway to nominate a lay representative to sit on its governing body.

### **4. Use of statutory powers**

At the time of its inception in April 2013, the Mortality Review (Keogh) process was already underway. Healthwatch Medway consequently undertook engagement activities to access real time patient experiences (raw data) connected with Medway Foundation Trust in order to contribute to the process of quality improvement. This activity has generated over five hundred MFT patient experiences which have been shared with commissioners, regulators and the provider. Healthwatch Medway provided a summary of evidence from Medway residents to inform the most recent CQC Inspection of MFT.

To date, Healthwatch Medway has not made recommendations to Healthwatch England to advise CQC to undertake any reviews or investigations, and nor has it conducted Enter & View (Authorised Visitors) activity as local evidence has not warranted this or suggested this would be an appropriate response to issues identified.

Operational staff have attended Enter & View Training and newly recruited volunteers will undergo training associated with this role which is expected to be used as a last resort, where efforts to improve services by influencing commissioners and providers have failed.

Healthwatch Medway has submitted a response to the Quality Accounts of key stakeholder organisations, including the South East Coast Ambulance Service; Medway Foundation Trust, Kent & Medway Partnership Trust and Medway Community Healthcare.

## **5. Responses from the system**

Given the degree of change occurring in the Health and Social Care Systems as Healthwatch Medway was being formed, it is perhaps, unsurprising that it took some time for the organisation to ascertain its place within the local system, elicit engagement from key stakeholders, authorise its representatives through due process where relevant, and begin to actively participate in relevant fora.

Notwithstanding limited full-time staff, Healthwatch Medway is now represented at appropriate fora within NHS England Kent & Medway LAT Quality Surveillance mechanisms, and within Medway Clinical Commissioning Group Local Quality processes. It has been possible to engage with social care commissioners regarding integrated care and specialist provision, although it has proven more challenging to engage with the social care system in the context of complaints and quality monitoring, as structures that are comparable to the NHS do not exist. The Deputy Director Adult Social Care is meeting Healthwatch Medway representatives to consider how best to resolve this, moving forward.

Healthwatch Medway has developed a project proposal for partnership work with MFT to support patient and public engagement activity that will be conducted in 2014/15, and aims to support ongoing quality improvement and engagement of the community in MFT services.

Healthwatch Medway liaises with, and provides feedback to Healthwatch England on issues of local and national interest and is able to access high level briefings on issues of national concern. Healthwatch Medway is also represented at the South East Regional Healthwatch Forum that meets on a quarterly basis to support information sharing and promote best practice amongst local Healthwatches.

## **6. Being effective on the Health and Wellbeing Board**

Full Council has agreed the Independent Chair of Healthwatch Medway should represent Healthwatch Medway at the Medway Health & Wellbeing Board, along with a named substitute. The Independent Chair participates in both pre-agenda planning meetings and the full, formal meetings held in public, and a representative has attended every meeting since August 2013. The representative is provided with a detailed briefing, of Healthwatch Medway evidence from insights and experiences obtained for each meeting, pertinent to the agenda items. The representative is required to provide a summary of written response back from the meeting, to the Healthwatch Medway Board of Directors.

Healthwatch Medway was invited to deliver an update report to the October meeting of the Board, and participated in an update regarding the Health & Wellbeing Board to the Health and Adult Social Care Overview and Scrutiny Committee. Healthwatch Medway also participated in system wide Stocktake of Engagement activities, undertaken on behalf of the Health & Wellbeing Board by an external consultant. This review identified Healthwatch Medway as a critical partner and recommended more a detailed exploration of the contribution it could make in its consumer champion role.

Within the year, members of Healthwatch Medway have participated in, and provided a consumer perspective to a wide range of work programmes, commissioning and/or engagement activities, including Prioritisation of HWB JSNA priorities, Prioritisation of Better Care Fund priorities, Pharmaceutical Needs Assessment, Public Health services re-commissioning activity.

## **7. Contact and financial information**

The value of the contract for the provision of Healthwatch Medway by Medway Citizens Advice Bureau is £128,000 per annum.

The development of strategic relationships with key stakeholders is underway, with a view to the creation of partnerships to support patient and public engagement activity, and through which additional income can be derived in the interests of sustainability.

The Registered Office of the Contract Holder is Medway Citizens Advice Bureau, 3<sup>rd</sup> Floor Kingsley House, 37-39 Balmoral Road, Gillingham. Kent. ME7 4PF Tel: 01634 383760 Registration Number: 5568569

The Registered Office for Healthwatch Medway CIC is 2<sup>nd</sup> Floor Kingsley House, 37-39 Balmoral Road, Gillingham. Kent. ME7 4PF Tel: 01634 566777 Company Number: 08218398

It should be noted that at the point of writing the Contract Holder is Medway Citizens Advice Bureau, and Healthwatch Medway CIC is a dormant company that is not trading as an independent social enterprise.

## **8. Other requirements**

Healthwatch Medway CIC was set up as a trading subsidiary of Medway CAB. There are plans in place to ensure that in the next month, Healthwatch Medway CIC is able to trade as an independent social enterprise with a separate budget for which it is accountable.

Healthwatch Medway will provide its annual report to all relevant stakeholders and it will also be produced in easy read format. It will be published on the website and hard copies will be available in all public libraries and on request.

Healthwatch Medway is using the Healthwatch Trademark licence.