



Health and Social Care Act

Healthwatch



National policy context

- Government wants NHS to be *“genuinely centred on patients and carers”* and *“give citizens a greater say in how the NHS is run”*
- Healthwatch is to be established to be a new ‘consumer champion’ from April 2013



Local Involvement Networks

- Community based, locally accountable network of individuals, groups and organisations designed to strengthen the patient, public and user voice in the commissioning, provision and scrutiny of local health and social care services.



Local Involvement Networks

– the national picture

- No national leadership for LINks
- Tripartite structure of LA, host and LINks – unclear about accountability and roles between partners
- Lack of awareness amongst health and social care professionals and no consistent identity
- Struggled to involve a wide range of people of all ages and different sections of the community



Healthwatch

- A national body to provide coherence and guidance to those working at local level
- Strong visual identity
- Greater transparency and accountability
- Have a seat on every statutory health and wellbeing board
- Enable user and carer involvement and service improvement on behalf of the whole community
- Operate independently
- Represent voice of local people in needs assessment and commissioning decision-making



National Healthwatch

- Enable the collective views and experiences of people using services to influence national policy, advice and guidance
- It will be a committee of the Care Quality Commission (CQC)
 - strengthen links between public and patient views with regulation
 - Address failings in the quality and safety of care
- Leadership and support to local Healthwatch
- Have its own identity with operational and editorial independence from the Care Quality Commission



Local Healthwatch

- Provide information and advice to the public about accessing health and social care services (signposting)
- Support Healthwatch England to carry out its role
- Promote and support involving local people in monitoring, commissioning and service provision
- Gain views of people about their need for and experience of local care services and make those views to those in commissioning, provision or scrutiny of care services
- Make reports and recommendations about how those services could or should be improved



Legislation

- Criteria to be satisfied by bodies with which contracts are made (and subcontractors)
- Duties on providers to respond to reports and recommendations
- Duties on services to allow entry to authorised representatives
- Acknowledgement of the referral of matters to LA overview and scrutiny committees
- Directions to provide Annual Reports



Summary

- Corporate bodies which carry out statutory functions, embedded in local communities
- Local consumer champions;
 - representing collective voice of patients, public and social care customers on statutory health and wellbeing boards
- Integral role in preparing Joint Strategic Needs Assessment & Health and Wellbeing Strategies
- Real influence with commissioners, providers, regulators and Healthwatch England
- Support individuals to access information about independent advocacy if they need to complain about NHS services



Issues in planning

- Local authorities duty to commission
- Flexibility over organisational form
 - Operating as part of existing community networks
- Adequately funded and expected to challenge constructively (both effective and value for money)
- Work with employed staff in addition to volunteers
- Determine own programme of work
- Produce reports to which local authorities and NHS bodies have a duty to respond and have regard to the recommendations
- Growing relationship to become critical friend – holding to account, speaking up for local people and helping those responsible to improve outcomes



Pathfinder models

Different terms for similar models
e.g. 'umbrella', 'hub', 'network'

- A distributed model or 'network of networks'
- A dedicated social enterprise
- Consortia arrangements
- A registered charity
- A user-led, voluntary organisation



Pathfinder recommendations

10 tips to guide commissioners and stakeholders

1. Start with a clear vision and values
2. Good project management
3. Have extensive engagement and mapping from the outset
4. Use good networks that exist and design in sustainability
5. Establish good relationships and trust



Pathfinder recommendations

10 tips to guide commissioners and stakeholders

6. Dedicate local authority officer resource and have clear leadership from elected members
7. Be creative
8. Have clear governance and robust commissioning framework
9. Build on the LINK legacy
10. Test the system



Wokingham - next steps

- Initial stakeholder event - 21 June 5.00-7.30pm
 - What form should local Healthwatch take?
 - Further events / consultation through partnerships, ULOs, other groups
- Develop local prospectus / specification
- Further events with local groups and organisations with an interest
- Enter formal contract tender process