

TITLE	Healthwatch Update
FOR CONSIDERATION BY	Health Overview and Scrutiny Committee on 29 July 2013
WARD	None Specific

healthwatch

Wokingham Borough

1. Introduction

Open for business from 1st April with:

- Help line 0118 418 1418
- CAB based 'walk in' advice service
- 'Out of the box' Healthwatch Web site
- Email enquiry
- Healthwatch Wokingham Twitter

The trend of assessments for the first quarter has been in general about Residential and Nursing Care, and the Social Services and Financial Issues relating to this. A total of 12 assessments falling into this category were taken.

Healthwatch Twitter to date has received 50 Tweets and has 246 Followers and 437 following

Customer Relationship Management [CRM] is operational. This system allows Healthwatch to gather data from a number of sources, web site, helpline, social media, CAB contacts and look for trends and patterns. The system has been designed to align with the national Healthwatch England information HUB. Wokingham Borough is one of only 8 local Healthwatch's in the country to have this system.

The operational arm of Healthwatch Wokingham Borough will be provided by the Citizens Advice Bureau [CAB] and Help and Care [H&C].

2. Healthwatch England

The Healthwatch Wokingham Borough [HWW] Chair attended the first national Healthwatch England Conference - networking to other Healthwatch and Healthwatch England.

The key messages were:

- Healthwatch is a work in progress
- There is cross party support for Healthwatch as the consumer voice in health and social care
- That Healthwatch should 'Be like Which?'
- That Healthwatch should be independent, brave, collaborate, ambitious

3. HWW governance

HWW non-executive Board members have been appointed by an independent appointments panel, with one vacancy. The Board and delivery partners are actively seeking to recruit to the vacancy someone with experience in health and social care.

HWW Board members and staff attended Induction training 8th July and further training is planned.

HWW has been incorporated as a community interest company

- Company registered as CIC
- Executive Director forms submitted and approved
- Non Executive Director web filing by 12th July
- Contract for HWW and Service Level Agreements with delivery partners to be in place and signed 1st September

4. Community outreach

The CSU Open Forum Conference on 10th July was supported by Healthwatch Directors and operational team and promotional material. This event was co-sponsored by Healthwatch and the local CCG.

Key messages for HWW from the Open Forum event:

- HWW must ensure that the consumer voice is not ignored if it disagrees with the views of decision makers
- The local voluntary and community sector welcome Healthwatch and are actively seeking to work in partnership
- Some consumers of health and social care services find it difficult to articulate their needs and preferences HWW will need to find creative ways of reaching and listening to these individuals and communities of common interest
- HWW needs to listen to parents and carers, help people who want to make a complaint
- HWW need to work in partnership with Patient Groups to review services from the consumers perspective
- HWW should review local systems for dealing with complaints and how the local health economy is dealing with the recommendations of the Francis Report.

5. Promotion and marketing

The Healthwatch Marketing & PR Officer started 1st July.

Initial priorities:

- Promotion
- Updating web site by end July
- Make arrangements to promote HWW with the NHS and local council
- Bracknell Healthwatch via the ARK have offered some additional media support
- Connect with Wokingham Borough Voluntary Sector Forum

The Board and operational team have started to work with other Healthwatch organisations locally and it clear they are all at different stages of development.

HWW has agreed registration with Wokingham Volunteer Centre to activate engagement to source, connect and to look for volunteers.

All relevant meetings with CCG, Voluntary Groups, PPG's, SEAP and Healthwatch England will be attended by Healthwatch Directors and delivery partners to ensure positive engagement and presence whilst operational staff are actively recruited.

HWW will want to build on the local LINK Legacy, see:

<http://www.wokingham.gov.uk/EasySiteWeb/GatewayLink.aspx?allId=223254>

6. Staff update

- Healthwatch Development Officer

The post was filled, but the post holder became seriously ill and was not able to return to work. This is one of the main posts for HWW local delivery and its absence has slowed local mobilisation.

Recruitment interviews are being held next week with a view to filling the post on a permanent and temporary basis.

- Media Marketing and PR Officer

Started 1st July and is already effective

- HWW Manager

Currently on maternity leave – temp' replacement will start 1/8/2013

CAB HWW Coordinator and part time development officer both posts are in place.

Jim Stockley HWW Chair

David Liley Regional Manager SE, Help and Care

18/7/2013