

<b>TITLE</b>	<b>Update from Health and Wellbeing Board Members</b>
<b>FOR CONSIDERATION BY</b>	Health and Wellbeing Board on 5 June 2014
<b>WARD</b>	None Specific

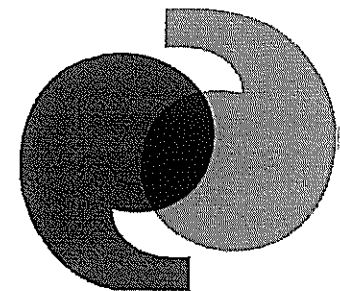
# healthwatch

Wokingham Borough

Healthwatch - overview of our first  
year  
Health & Wellbeing Board 5.6.14

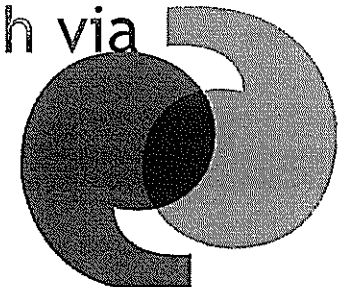
## Over the past year we have...

- received 129 helpline phone calls
  - been sent 176 Speak Out forms
  - signed up 800+ members onto our mailing list
  - spoken to 137 members of the public at the CAB  
all sharing their voice about local services
- 
- Recruited and trained 40 volunteers
  - Held 6 Enter and View training sessions  
to help collect peoples voice and lived experience
- 
- Engaged with 150+ voluntary & community groups
  - Attended over 60 events
  - Deposited 10,000 leaflets into pupil book bags
  - Gained over 650 followers on Twitter  
reaching out to the public



## We have also...

- Begun to look into rise in Wokingham patients at the Royal Berks A&E, difficulty in getting a GP appointment, rise in use of the foodbank, patient transport
- Worked with the 14 GP surgeries, 3 acute hospitals, 1 community hospital, 1 mental health trust, the Local Authority
- Captured the voice of young people, residents in care homes & those with learning disabilities
- Reached into the far corners of the Borough via the MICE bus



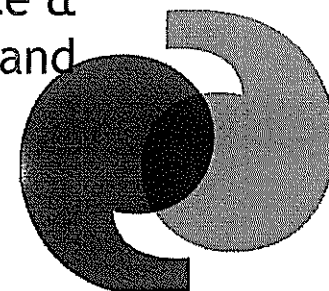
# The Voice of the Community

Wokingham Borough has 7 volunteer car driving schemes - these groups had never met. Healthwatch facilitated a initial meeting - that has now turned into a forum

Volunteer drivers were resigning due to the stress of trying to park at the Royal Berkshire Hospital.

Healthwatch was able to escalate this to hospital management, showing the impact of missed appointments as far more than a financial sum - the stress, anxiety and time delay in being seen has an impact on physical and mental health of patient and often family members

As a result of Healthwatch's intervention the Hospital has agreed for the Volunteer Drivers to have a designated car parking space & initiated the relationship between voluntary sector drivers and hospital



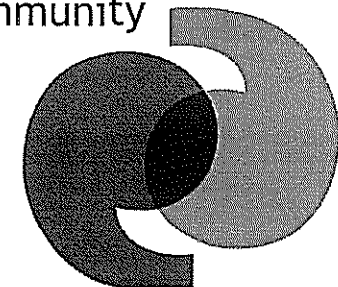
# Delivery plan for 2014/15

Our vision is to empower all the residents of Wokingham Borough to speak up and realise that their views, comments and stories are valued and important.

We have several **objectives**;

- Embed Healthwatch in Wokingham Borough
- We are a strong voice for children and young people
- Identifying priorities for Wokingham residents & challenging others to take action
- Influence decision making at senior strategic level and ensure that improvements are made

**Budget** remains the same as last year, however we had the LINK underspend to use as a transition fund. Our late start means that we will experience 40% cut to achieve what we want to achieve this year. We are unable to take on any additional unfunded projects, unable to continue with our community partnerships and unable to train any more volunteers.



# Get in touch - evidence is crucial



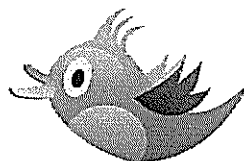
the local CAB



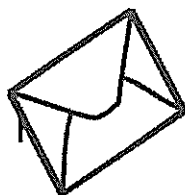
[www.healthwatchwokingham.co.uk](http://www.healthwatchwokingham.co.uk)



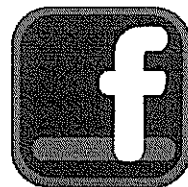
Telephone  
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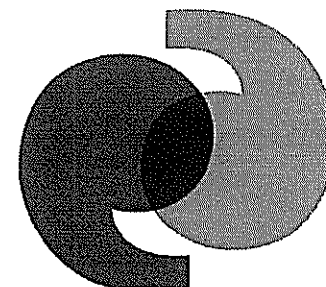
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Healthwatch Wokingham  
CAB Office  
Wokingham, RG40



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## Wokingham Integration Strategic Partnership update

### Wokingham Integration Strategic Partnership: managing the Better Care Fund

The Wokingham Integration Strategic Partnership is the sub group of the Health & Wellbeing Board which brings together representatives from across the local health and social care economy to identify ways in which the sectors could work more effectively and efficiently through closer integration.

The primary work of the Partnership in 14/15 is to programme manage the development and implementation of the Better Care Fund. The Better Care Fund was announced by the government as part of the 2013 Spending Round. The aim is to ensure better outcomes for patients and social care customers by funding integrated health and social services through pooled budgets. Some of this funding is linked to new duties which will arise from changes anticipated in the Care Bill.

Local Authorities and Clinical Commissioning Groups were required to submit a jointly developed plan which was agreed and signed off by the Health and Wellbeing Board. The plan outlines how we will spend the fund to meet the national conditions and how this will impact on local services against a number of performance measures. The final version of Wokingham's plan was submitted to NHS England on 4th April 2014.

### Wokingham's Better Care Fund programme

As well as ensuring that existing social care services are protected the programme includes:

- Developing a **Single Point of Access** for health and social care as part of a new Integrated Short Term Health and Social Care Team.
- The **Integrated Short Term Team** will develop a streamlined assessment process along with improved co-ordination and timely interventions which lead to better outcomes.
- The Integrated Short term Team will have access to **Step up and Step down facilities** for people needing a short period of residential reablement to maximise their independence.
- A **Night Care** service to provide more opportunities for vulnerable people to remain in their own home.
- A **Hospital at Home service** providing acute care in people's homes, as an alternative to a stay on an in-patient ward
- Enhanced **Care and Nursing Home Support** from health care to minimise avoidable hospital admissions
- Developing **Joint Information and interoperability of IT systems** to improve the production, sharing and analysis of information across health and social care. The first step will be to adopt the NHS number as the primary identifier for all of our services.



- Supporting initiatives to increase **Self Care** so that people, including those with long term conditions, have greater choice, control and ability to manage their health and social care.
- Enhanced hours for **Primary Care** to extend access to all local GP services. This will link with the Integrated Short Term service to provide a systematic approach to ensure that people have timely access to the right service in the most appropriate setting.

All of the above plans are being developed within a commitment to provide **7 day health and social care services**.

The Council and the Wokingham Clinical Commissioning Group have jointly appointed a temporary Programme Manager to work with managers, staff and partners to progress the plans. The Better Care Fund Programme is sponsored by the Wokingham Health & Wellbeing Board and managed through the Integration Strategic Partnership. Much work is already underway, for example on preparing our systems to adopt the NHS number as primary identifier and it is envisaged that the Short Term Integrated Service will be fully launched by August 2014.

The Wokingham Integration Strategic Partnership formally manages the programme, receiving regular highlight reports and monitoring the programme risk register.

### **Call to Action Bids**

CCGs were required to set aside 1% of their budgets for 14/15 as a Call to Action fund, to advance and pump prime integration projects which would be funded through the Better Care Fund in 15/16.

At its meeting on 20 May 2014, the Wokingham Integration Strategic Partnership agreed a set of bids under the Call to Action fund for consideration at the special meeting of the Berkshire West Partnership Board on 22 May, before going to the CCG Federation QIPP and Finance Committee meeting on Tuesday 27 May. The bids were to pump prime and advance work on aspects of the Better Care Fund programme, as well as requesting some additional project resource to support the local integration work.

Call to Action bids from across Berkshire West exceeded the total available funds but the Berkshire West Partnership Board have selected some of Wokingham's bids to go forward to the CCG Federation meeting this week. The nominated bids are to support Night Care Services, Step Down Beds (reablement) and implementing the NHS number on social care systems as the primary identifier. Other bids are still under consideration for pump priming across Berkshire West, including support for seven day working and Hospital @ Home. Some of the Call to Action Fund will be held as contingency and to fund Winter Pressures.