

HEALTH SCRUTINY PANEL
24 JULY 2013
HEALTHWATCH NOTTINGHAM
REPORT OF HEAD OF DEMOCRATIC SERVICES

1. Purpose

- 1.1 To meet with representatives of Healthwatch Nottingham to find out more about its role, and to discuss how the Panel and Healthwatch Nottingham can work effectively together.

2. Action required

- 2.1 The Panel is asked to consider if any action is required to support effective working between scrutiny and Healthwatch Nottingham.

3. Background information

- 3.1 As part of the reorganisation of the NHS, from April 2013 Local Involvement Networks ceased to exist and Healthwatch became the consumer champion for health and social care representing the collective voice of people who use services and the public. It exists in two forms – Local Healthwatch, at local level, and Healthwatch England, at national level.
- 3.2 Healthwatch England is the national body that exists to enable collective views of users of NHS and adult social care services to influence national policy, advice and guidance. It will take evidence from Local Healthwatch and other partners to create a picture of what matters most to service users across the country. It also provides national leadership, support and advice to the network of 152 Local Healthwatch organisations.
- 3.3 Local Healthwatch is funded by local authorities and they are responsible for ensuring that Local Healthwatch operates effectively and provides value for money, managing this through local contractual arrangements. The Panel may wish to use Healthwatch's Annual Reports as a tool by which to evaluate the effectiveness of Healthwatch's activities for that time period passing any comments about the performance of Healthwatch to commissioners or to the Portfolio Holder for Adults and Health.
- 3.4 In Nottingham, Local Healthwatch is known as Healthwatch Nottingham. It exists to give citizens and communities a strong voice to influence and challenge how health and social care services are provided in their area.

- 3.5 Healthwatch Nottingham's role includes:
- a) Engaging with communities, service users and the public to build up a local picture of community needs and aspirations and the experience of people who use local health and social care services;
 - b) As a member of the Health and Wellbeing Board, using its community knowledge and evidence to influence decisions made by the Board and ensure that the views and experiences of patients, carers and other service users are taken into account when local needs assessments and strategies are prepared;
 - c) Promoting and supporting the involvement of local people in the commissioning and provision of local health and social care services and how they are scrutinised;
 - d) Conducting independent evidence-led investigations using, where necessary, 'enter and view' powers;
 - e) Where founded in evidence, recommend investigations or special reviews to Healthwatch England or the Care Quality Commission;
 - f) Provide information and advice to the public about access to health and social care services, including signposting to advocacy services for those who wish to make a complaint about an NHS service.
- 3.6 Healthwatch Nottingham may wish to highlight concerns about a service to health scrutiny and can make referrals to scrutiny that must be responded to. Scrutiny must keep Healthwatch informed of any decisions and progress on the matter.
- 3.7 Following a procurement exercise the Council appointed Healthwatch Engagement and Liaison Partnership (HELP) to undertake the work of Healthwatch and to work with the Healthwatch Board to ensure it meets its statutory duties. HELP is a social enterprise established by four local voluntary sector organisations, which has been working over the last year to develop the local Healthwatch model. A summary of the model is attached at Appendix 1.
- 3.8 Following a recruitment exercise (which involved the Chair of the Health Scrutiny Panel) Martin Gawith was appointed as Chair and Adele Cresswell as Vice Chair of the Healthwatch Board.
- 3.9 The Panel will want to build relations with Healthwatch Nottingham to ensure there is clarity about respective roles to avoid duplication; consider how Healthwatch can contribute to scrutiny by gathering and providing evidence; and ensuring a mechanism is in place for responding to referrals from Healthwatch. As a starting point a list of potential ways in which health scrutiny might engage with Healthwatch is attached at Appendix 2. It is proposed that a protocol governing the working relationship between health scrutiny and Healthwatch Nottingham be developed.
- 3.10 In its working relationship with Healthwatch, the Panel will want to keep in mind Healthwatch's position as a member of the Health and Wellbeing

Board and the impact that this might have on the relationship and, in particular, Healthwatch's contribution to scrutiny relating to the Health and Wellbeing Board and its decisions/ activities.

- 3.11 Representatives of Healthwatch Nottingham will be attending the meeting to explain more about how Healthwatch Nottingham operates, its current work and to discuss with the Panel how health scrutiny and Healthwatch Nottingham can work constructively together.

4. List of attached information

- 4.1 The following information can be found in the appendices to this report:

Appendix 1 – Healthwatch Nottingham: Nottingham City Approach

Appendix 2 - Potential ways in which health scrutiny might engage with Healthwatch

5. Background papers, other than published works or those disclosing exempt or confidential information

None

6. Published documents referred to in compiling this report

None

7. Wards affected

All

8. Contact information

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Nottingham City Approach

As a key part of the Health and Social Care Act 2012, the role of Local Involvement Networks (Links) across the country will cease and a new organisation known as Local Healthwatch will carry out a range of new functions. This forms part of the reorganisation of the NHS that further changes the health and social care landscape, giving more responsibilities to local authorities for provision and commissioning. Healthwatch is also designed to give a stronger voice to local communities and service users in the way health services are run.

Local Healthwatch is the new organisation to champion the local, community voice of all citizens, service users and carers of health and adult social care services. It will engage with communities to ensure the services being provided locally meet their needs. It will also provide a one-stop shop for information and advice on local health and social care needs as well as signposting to advocacy services for those wishing to make a complaint about an NHS service.

Local Healthwatch will also be able to use its community knowledge and evidence to influence decisions made by the Health and Wellbeing Board. The Health and Wellbeing board will be responsible for making key strategic commissioning decisions in the city and the representation of Local Healthwatch on this board will enable it to represent the community voice when commissioning decisions are made.

1 Local Healthwatch Objectives

- Collect views and understanding of the experiences of local people using services, carers and the wider community
- Make their views known as a member of the Health and Wellbeing Board in developing local strategies and commissioning priorities
- Promote and support the involvement of local people in the commissioning and provision of local care services and how they are scrutinised
- Empower the community to become involved with commissioning, provision and scrutiny of health and social care services
- Conduct independent membership led evidence based investigations, using where necessary “enter and view” powers
- Where founded on research, recommend investigations or special reviews to Healthwatch England or the Care Quality Commission
- Provide advice and information to the public about access to services and support for making informed choices

- Provide a signposting service to health and social care complaints teams and advocacy services
- Provide feedback to users, carers and the community on changes or improvements which have been implemented as a result of their engagement

2 Business Model for Healthwatch Nottingham

The HELP consortium of four voluntary sector organisations who have been working over the past year to engage Nottingham citizens in shaping their Healthwatch have formed a social enterprise and been contracted, through the procurement process to run Healthwatch Nottingham.

Healthwatch Engagement and Liaison Partnership (HELP) is to provide the following roles:

- Support the Healthwatch Nottingham Board to undertake its statutory duties,
- Provide staffing to undertake the objectives listed above.
- Work with the Nottingham Network and its stakeholders to widen citizen engagement, avoid duplication of engagement and consultation and to improve citizen engagement.

The Chair of Healthwatch Nottingham will have a seat on the Board of HELP Ltd. All four HELP partner organisations have specialisms in working with citizens from different communities of interest. Over 600 individuals and organisations have signed up to information about Healthwatch and many have become further engaged in focus groups and specific consultation work.

HELP has established that there is a growing interest in how Healthwatch is going to be effective in Nottingham and has been gathering information on citizen's priority issues during the year.

3 Nottingham Model for Citizen Engagement

In Nottingham City there is an extensive arrangement of groups and networks across the health and social care landscape. Aligned to these are committees, forums and boards providing for representation of citizens, patients, users and carers with specialist interests and focus. It is within this wealth of structures that an extensive consultation has been undertaken during April to September 2012 to identify how best to ensure effective and efficient engagement for the City Council, Clinical Commissioning Group and Healthwatch.

A Network encompassing all Health and Social Care groups, forums and patient participation groups has been developed. This virtual network is to be known as Nottingham Network for Health and Social Care and will be supported by key statutory organisations

Nottingham Network incorporates organisations and individuals who have an interest in Health and Social Care services commissioned by the Nottingham City

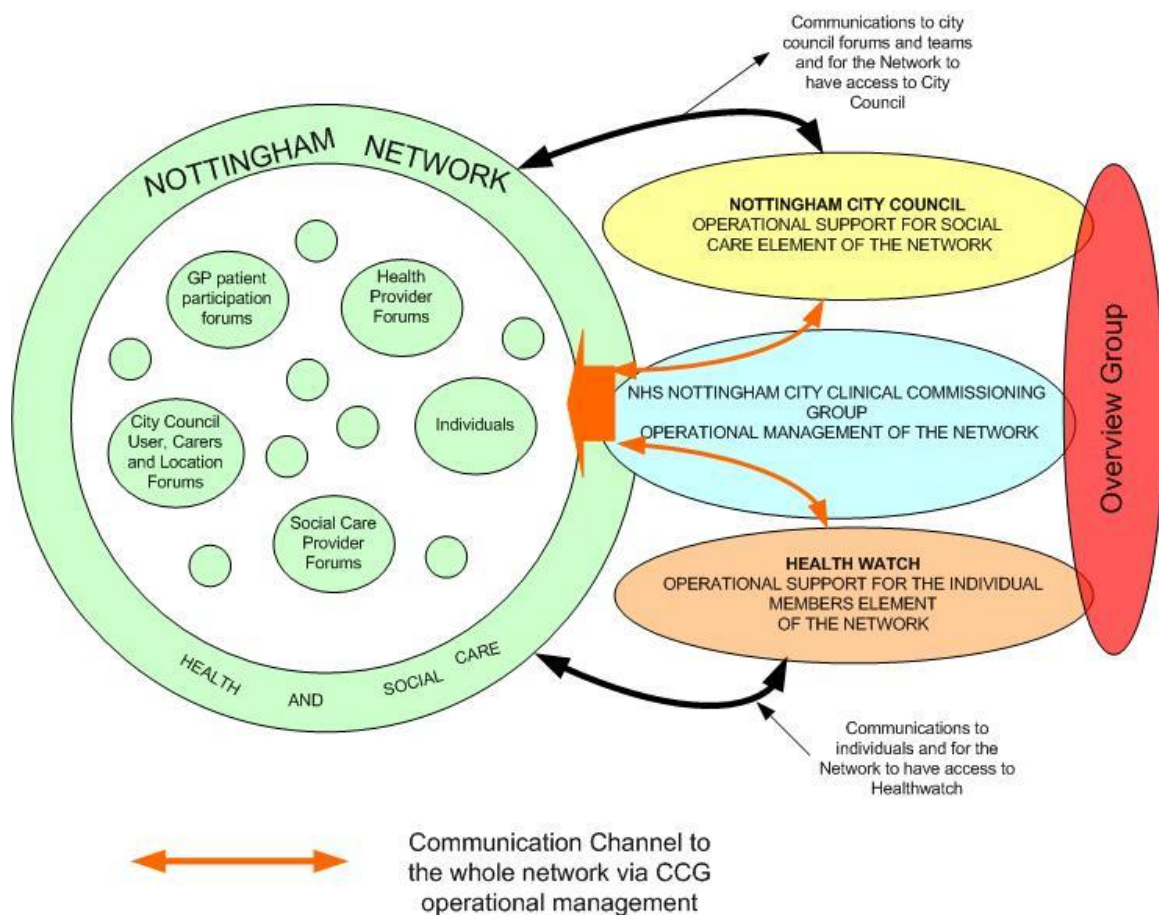
Council and NHS Nottingham City Clinical Commissioning Group. This includes for example:

- GP Patient Reference Groups
- Forums developed and co-ordinated by health service providers
- Users and Carers' forums co-ordinated by Nottingham City Council
- Forums developed and co-ordinated by social care providers
- Voluntary and Community Sector organisations on behalf of their membership
- Individual citizens living in Nottingham

Nottingham Network will provide a hub for information and engagement. Membership of the network will be voluntary and people can join either as individuals or through their member organisation, choosing from a menu of engagement options, one of which will be Healthwatch Nottingham.

Those organisations and individuals opting for Healthwatch as an option will become the core membership of Healthwatch Nottingham.

Diagram of Nottingham Network for Health and Social Care



A Network Overview Group constituted from NHS Nottingham City Clinical Commissioning Group, Nottingham City Council and Healthwatch will support Nottingham Network in delivering its aims and ensuring co-ordination of consultation and engagement activities; reducing the risk of 'consultation fatigue'.

NHS Nottingham City Clinical Commissioning Group will have operational management of this virtual network enabling it to be governed effectively; ensuring quality and security. This includes holding membership details centrally and handling network-wide electronic communications.

The City Council will provide operational support for Nottingham Network particularly around social care network members. Whilst continuing to work within their existing structure it will use the Nottingham Network as a mechanism to communicate with this wider Nottingham Network constituency as part of their engagement with users, carers and citizens.

Healthwatch Nottingham will engage with individual members of Nottingham Network who have expressed a desire to engage with Healthwatch. They will actively recruit individual members and ensure that details are logged with Nottingham Network. Healthwatch will work with key partners to develop mechanisms for ensuring that the membership of the Nottingham Network, and in particular, Healthwatch is consistent with the demographics of the city.

Healthwatch's constituency will be those groups, networks and individuals who have opted into Healthwatch. However, access to the whole network and communications will be facilitated through the Nottingham Network Overview Group and NHS Nottingham City Clinical Commissioning Group's engagement team. They will also have individual communications with members of the Network who have chosen to belong to Healthwatch and where appropriate wish to be involved with activities including volunteers and board members.

3.1 Rationale for the network

Nottingham Network will be managed by NHS Nottingham City Clinical Commissioning Group and supported by Nottingham City Council and Healthwatch. This ensures sustainability of the structure which will become a valuable mechanism for the Health and Wellbeing Board, NHS Nottingham City Clinical Commissioning Group and Nottingham City Council commissioners and Healthwatch. It is anticipated that it will also offer an opportunity for other statutory organisations to engage with Nottingham citizens, and where appropriate via Healthwatch Nottingham.

The model seeks to:

1. Reduce duplication and resources by organisations that have an engagement role with citizens.

2. Provide an identifiable structure for citizens, organisations and commissioners to engage on health and social care activities in the city.
3. Provide a tailor-made constituency for Healthwatch, NHS Nottingham City Clinical Commissioning Group and Nottingham City Council to ensure the widest engagement and involvement in their activities
4. Increase effectiveness of communications and reduce duplication
5. Provide confidence in the engagement of ALL groups and sectors through a mechanism for city-wide consultations on health and social care issues providing a map of involvement. Any gaps can be identified and activities put in place to address any shortfalls
6. Reduce the risk of the membership of Healthwatch being isolated from mainstream engagement.

3.2 Nottingham Network and Healthwatch

Healthwatch Nottingham will be a partner with the Nottingham City Council and NHS Nottingham City Clinical Commissioning Group in developing and sustaining the Nottingham Network. Healthwatch's membership will be derived from the Network and it will have the benefit of ensuring the widest possible engagement with existing organisations and structures.

Members of the Nottingham Network will provide the membership of Healthwatch. Any group or individual joining via Healthwatch activities will automatically become members of the Nottingham Network.

Healthwatch will be able to develop their volunteer base to undertake activities through the Nottingham Network members who have opted for Healthwatch membership but also the wider membership of organisations who sign up to the Nottingham Network

Healthwatch will work with the Network Overview Group to ensure that membership, and those who opt for the Healthwatch option, represent the diverse and complex nature of Nottingham. It is important to develop an active membership of Healthwatch that provides a constant flow of issues and a 'reality check' on the work plan and priorities.

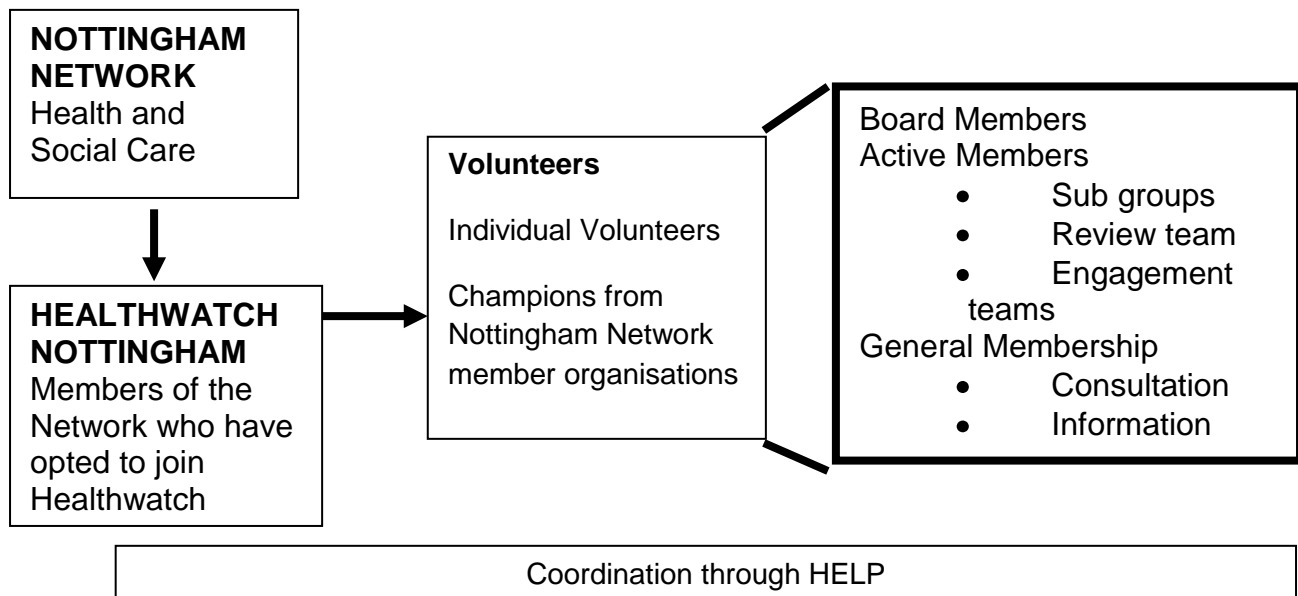
Healthwatch Nottingham must, in addition to engaging with the public through events, activities and the Nottingham Network, ensure its engagement with (but not limited to):

- Council members and officers
- NHS Nottingham City Clinical Commissioning Group
- Nottingham Health and Wellbeing Board members and their organisations
- Providers of primary healthcare including GP and dental practices, pharmacists and optometrists

- Providers of secondary healthcare, including Nottingham University Hospitals, the NHS Treatment Centre, Nottinghamshire NHS Healthcare Trust
- Providers of community healthcare including NHS CityCare Partnership, walk-in centres and health centres
- Health Promotion, citizen and patient engagement teams of the Council and NHS Nottingham City Clinical Commissioning Group.
- Voluntary Organisations
- Other Health and Social Care consultation settings

3.2.1 Volunteers

A key resource for Healthwatch Nottingham will be volunteers who should be supported and encouraged to participate fully in the delivery and promotion of the service. Members of Healthwatch Nottingham should have an opportunity to sign up to become a volunteer. The level of involvement for volunteers will depend on their interests and time commitment.



Individual members should be encouraged and supported to engage with the activities of Healthwatch Nottingham through the board, events and activities, consultations, reviews and work placements.

Champions from member organisations should be sought who can advocate on behalf of Healthwatch Nottingham within their own networks and organisations. They will provide the channel for the views of many citizens, patients and carers to interact collectively with the work of Healthwatch Nottingham.

Potential ways in which health scrutiny might engage with Healthwatch

Work programming

To achieve alignment and avoid duplication it might be in the interest of the lead health scrutiny councillor to meet the Healthwatch Chair regularly to share work programmes and horizon scan.

Scrutiny may wish to invite recommendations from Healthwatch about areas for scrutiny reviews.

Referrals from Healthwatch

Scrutiny should be prepared to accommodate referrals from Healthwatch, adjusting its work programme and agendas accordingly to respond in a timely fashion.

Information and evidence

Scrutiny may wish to identify opportunities for Healthwatch to contribute to scrutiny work by attending meetings to give evidence, providing information and data and local intelligence on a particular issue under scrutiny.

Scrutiny may wish to give a standing invitation for Healthwatch to attend scrutiny meetings and, at the Chair's discretion, speak at meetings.

Enter and View

Scrutiny may wish to keep oversight of Healthwatch's programme of Enter and View inspections and receive findings of, and discuss, Enter and View visits at scrutiny meetings.

Citizen involvement and engagement

Scrutiny may want to be kept up-to-date with Healthwatch's public engagement work as a means for scrutiny to gather intelligence/local views about health/social care services.

Where the NHS launches a consultation, scrutiny and Healthwatch may wish to work in partnership to collect views to inform their responses, targeting different groups to maximise coverage/reach.

Requesting information from NHS funded providers

Scrutiny may wish to offer to use, on Healthwatch's behalf, its enhanced powers to request information or attendance of relevant persons to answer questions.

Escalating matters

In a situation where scrutiny felt obliged to escalate a matter to a higher authority (such as NHS England, Care Quality Commission, Monitor, or the Secretary of State) it is recommended, in advance of doing so, that it shares its intentions with Healthwatch and allows sufficient time for Healthwatch to inform any submission from scrutiny. Where scrutiny and Healthwatch are seen to be on the same wavelength it is more likely that any concerns raised will be given more weight. Also, in some instances, through a co-ordinated approach scrutiny and Healthwatch may be able to broker necessary action to allay concerns at a local level by influencing the Health and Wellbeing Board and CCG.