

**HEALTH & WELLBEING BOARD 30 APRIL 2014**

<b>Title of paper:</b>	<b>Healthwatch Nottingham Update – April 2014</b>	
<b>Director(s)/ Corporate Director(s):</b>	n/a Martin Gawith, Chair – Healthwatch Nottingham	<b>Wards affected:</b>  All
<b>Report author(s) and contact details:</b>	Ruth Rigby, Managing Director – Healthwatch Nottingham 0115 859 9528  	
<b>Other colleagues who have provided input:</b>		
<b>Date of consultation with Portfolio Holder(s) (if relevant)</b>		
<b>Relevant Council Plan Strategic Priority:</b>		
Cutting unemployment by a quarter		<input type="checkbox"/>
Cut crime and anti-social behaviour		<input type="checkbox"/>
Ensure more school leavers get a job, training or further education than any other City		<input type="checkbox"/>
Your neighbourhood as clean as the City Centre		<input type="checkbox"/>
Help keep your energy bills down		<input type="checkbox"/>
Good access to public transport		<input type="checkbox"/>
Nottingham has a good mix of housing		<input type="checkbox"/>
Nottingham is a good place to do business, invest and create jobs		<input type="checkbox"/>
Nottingham offers a wide range of leisure activities, parks and sporting events		<input type="checkbox"/>
Support early intervention activities		<input type="checkbox"/>
Deliver effective, value for money services to our citizens		<input type="checkbox"/>
<b>Summary of issues (including benefits to citizens/service users):</b>		
Information report outlining the current activity, findings and future work of Healthwatch Nottingham.		
<b>Recommendation(s):</b>		
<b>1</b>	The content of the report is noted and the work of Healthwatch Nottingham is supported.	
<b>2</b>	The Board continues to receive reports outlining evidence and insight gathered by Healthwatch Nottingham and the outcomes from any specific work at its future meetings.	

## **1. REASONS FOR RECOMMENDATIONS**

This report outlines Healthwatch activity since the last report to the Board in February 2014. It also outlines developing work areas and plans.

## **2. BACKGROUND (INCLUDING OUTCOMES OF CONSULTATION)**

### **Evidence and Insight**

- 2.1 An analysis of the full year's calls to the Healthwatch Nottingham Information Line will be provided to the next meeting along with plans to promote this service as a way of gathering the public's views of health and care services.
- 2.2 The team's Evidence & Insight Manager, whose post is shared with Healthwatch Nottinghamshire, commenced work last month. Working with local academic institutions, it is intended that the post holder will lead the organisation's research programme. Work to develop information sharing arrangements with all major local commissioners and providers remains ongoing and the Evidence & Insight Manager is currently undertaking a data audit to ensure best and appropriate use of the information gathered from the Nottingham community. A specific piece of work currently underway is the analysis of GP practices' patient participation arrangements and action plans. Findings from this exercise may usefully feed into both the implementation of the CCG's Primary Care Plan for Nottingham City and the consultation on the Urgent Care Centres.
- 2.3 Joint work with the Joint Health Scrutiny Committee has assisted both the Committee and Healthwatch Nottingham in the development of input into the Quality Accounts of major local NHS-commissioned providers.
- 2.4 Healthwatch Nottingham has provided significant input into the CQC inspection of Nottingham University Hospitals NHS Trust, the Quality Summit that preceded the publication of its Inspection and a recent piece of work initiated by the Trust: "Are we living our Values?"
- 2.5 Healthwatch England outlined eight consumer rights identified in its Annual Report. Based on information received through early engagement and consultation work, Healthwatch Nottingham responded to consultation on these rights. Further consultation is now being undertaken by Healthwatch England in relation to a set of responsibilities. Healthwatch Nottingham also intends to feed the views of Nottingham citizens into this process.

### **Engagement**

- 2.6 Development of Healthwatch Nottingham's engagement capacity remains a key area of work. This will rely on the use of volunteers. A programme of volunteer recruitment is underway to extend the organisation's engagement capacity through the use of local Healthwatch Champions. Additionally, the city council's Citizen's Panel recruitment process is also offering people the opportunity to get involved with the work of Healthwatch Nottingham. Work continues with the CCG to develop their plans for Nottingham City Voices.

- 2.7 Healthwatch Nottingham, in conjunction with Healthwatch Nottinghamshire, is currently observing and supporting the development of engagement arrangements for the Transformation work programme across the health and social care communities in South Nottinghamshire. Additionally, we are currently working with the CCG to ensure consultation around the Urgent Care Centres engages those whose voices are seldom heard and captures the views of the range of people who use current Walk In Centre provision, to improve access to primary care for those who need it.
- 2.8 Recent involvement in the HWB3 development day sought to improve engagement of vulnerable citizens through access to the network of voluntary sector services that often support them. Healthwatch Nottingham staff have also attended recent consultation events regarding BME Mental Health and the Vulnerable Adults Plan.

### **Board Priorities and campaigns**

- 2.9 The Healthwatch Nottingham Board is continuing to prioritise care homes in its work, particularly in the light of the planned closure of a care home in the county, near the city border. A report on work undertaken and outcomes will be provided to a future meeting.
- 2.10 Work to develop a strategic plan to cover the Board's next two years is underway. As this needs to be linked, at least in part, to the commissioning and procurement plans of local commissioning organisations, a recent invitation to the Commissioning Executive Group is very welcome. Alongside this, the Board is also developing the first Healthwatch Nottingham Annual Report.
- 2.11 A Media Log has now been developed to capture the increasing media activity undertaken by Healthwatch Nottingham. A Communication strategy is currently under development.
- 2.12 Recent reactive media input has included TV coverage in relation to a high profile court case regarding an issue at NUH, care data EMAS. Planned media activity includes joint work with the Local Pharmacy Committee and Healthwatch Nottinghamshire regarding the Electronic Prescription Service, given some high pressure marketing by a small number of pharmacies.

### **3. OTHER OPTIONS CONSIDERED IN MAKING RECOMMENDATIONS**

None specifically.

### **4. FINANCIAL IMPLICATIONS (INCLUDING VALUE FOR MONEY/VAT)**

None specifically.

### **5. RISK MANAGEMENT ISSUES (INCLUDING LEGAL IMPLICATIONS AND CRIME AND DISORDER ACT IMPLICATIONS)**

None specifically.

**6. EQUALITY IMPACT ASSESSMENT**

Has the equality impact been assessed?

Not needed (report does not contain proposals or financial decisions)  Y

No

Yes – Equality Impact Assessment attached

Due regard should be given to the equality implications identified in the EIA.

**7. LIST OF BACKGROUND PAPERS OTHER THAN PUBLISHED WORKS OR THOSE DISCLOSING CONFIDENTIAL OR EXEMPT INFORMATION**

None specifically.

**8. PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS REPORT**

None specifically.