

Health and Wellbeing Board Update – March 2018 from Healthwatch

Joint Strategic Needs Assessment (JSNA) reports

Healthwatch continues to attend the JSNA steering group meetings.

We continue to review JSNA Project Initiation Documents and Chapters and have recently offered feedback on the planning and drafting of the JSNA Dementia chapter. Currently, we are in the process of reviewing two JSNA documents, a chapter relating to life expectancy and healthy life expectancy and an overview of an evidence summary of JSNA needs.

Enter and View Programme

The Enter and View schedule continues in Nottingham City. Our commitment to visit a different home every quarter is ongoing. In the next quarter we intend to visit a home in the NG3 area of Nottingham.

We are holding an Enter and Review meeting in May to refine our processes and to plan further visits for later on in 2018.

Our Enter and Views visits are both planned and responsive, with the former being organized around statutory information and the latter informed by intelligence from our involvement in Nottingham city QUIF meetings.

The Enter and View team has work across both the City and County areas and are assisted by our Healthwatch Enter and View Volunteers. We are interviewing some prospective new E&V volunteers this month to add to our available pool.

A copy of these reports can be down loaded from our website, visit www.healthwatchnottingham.co.uk/reports

Talk To us Points

We continue to deliver our public facing Talk to us points at the Joint Service Centres and at additional venues such as Emmanuel House (for the homeless). At these venues we gather a range of health and social care experiences from a wide cross section of the public.

We have an inclusive Healthwatch Communication and Engagement Strategy which informs all our engagement activity.

Over the last quarter we have recruited four new volunteers to help us broaden the scope and delivery of Talk to us sessions across the wider City area.

Question of the Month (QOTM)

We are in the process of completing a report that will reflect information derived from our previous three Sustainability and Transformation Plan (STP) related QOTMs. These three consecutive QOTMs were designed to elicit the public's awareness of the STP, technology enabled care and where individuals seek help and advice in terms of their health and lifestyle. An aggregate report will be written to reflect feedback from all three STP related QOTM areas and will be published in March 2018.

In January and February we distributed a QOTM regarding missed appointments. Information from this is currently being analyzed and when complete, we will produce a short report with recommendations for providers.

In March and April we will be distributing a question around Mental Health. We plan to produce a report in time for the Mental Health Awareness week 14 – 20 May 2018.

Safeguarding Survey

In conjunction with both Nottingham and Nottinghamshire Safeguarding Boards, we have started a piece of work to help ascertain the public's awareness of safeguarding. We are currently distributing a short survey to various groups and forums across the City and County areas. We are specifically targeting areas and groups where it is considered there is less knowledge of the safeguarding agenda generally. To date we have completed 40 out of a target of 150.

From this engagement work we will produce report which will help inform where safeguarding resources should be targeted in order to help raise awareness of safeguarding including how to report any associated concerns.

Merger of Healthwatch Nottingham and Healthwatch Nottinghamshire

Nottingham City Council and Nottinghamshire County Council have agreed that, for reasons of economy, efficiency and effectiveness, and to better reflect the emerging changes to the delivery of health services across the City and County, the two individual Healthwatch organisations should merge by April 2018. Staff also believe that this will enable the new Healthwatch organisation to have greater impact for the benefit of all the citizens whom we serve.

Both Healthwatch organisations continue to work from joint premises at the Arnold Business Centre, Brookfield Road, Arnold, Nottingham. All team members are operationally aligned (in terms of their day to day duties) pending full structural alignment in April 2018.

Both Boards have now met together on a number of formal and informal occasions and they are keen to see a successful combined Healthwatch. There are a few outstanding issues such as contract length which remain to be resolved but we are assured by both the City and County officers that an agreeable resolution can be found and we look forward to completing the merger in the near future.

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Chair
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