

## Health & WellBeing Board 25<sup>th</sup> June 2014

<b>Title of paper:</b>	Healthwatch Nottingham Update – June 2014	
<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 April 2014. It also outlines developing work areas and plans.

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

### **Evidence and Insight**

- 2.1 Attached, as Appendix 1, is the standard report, developed during the course of 2013/14, used to outline data gathered via the Healthwatch Nottingham (HWNottm) Information Line between January and March 2014. The information and signposting service offered by Healthwatch Nottingham, under its contract with Nottingham City Council, provides a useful service for the public who wish to navigate their way through or complain about the health and social care system in the city as well as providing information about how the public view local services and how easily they access the services they may need. We are planning to make major changes to the operation of the Information line during 2014/15. This should see a significant increase in its profile and therefore the volume of calls, providing better information both to and from the public.
- 2.2 From April 2014/15, we are revising the way in which we present our evidence and insight information to stakeholders, to provide a fuller picture of citizens' views. This will allow us to incorporate a broader range of information and will be introduced alongside the regular reporting of information gathered to key providers and commissioners to support improved system and service quality and responsiveness.
- 2.3 We are about to pilot *Talk to Us* points in two Joint Service Centres the City. These access points will provide an opportunity for direct dialogue with the public across the city, to be used for both general feedback and for specific campaigns. During the pilot phase, the points will be staffed by volunteers who may be current staff at the venue or Healthwatch Nottingham volunteers who would staff the 'Talk to Us' points at specific times during the week. Evaluation of the Talk to Us points will include the extent to which 'participants' matched the demographics of the population and the 'reach' into seldom heard communities.

### **Engagement**

- 2.4 Healthwatch Nottingham is currently supporting community engagement in two major consultations. Firstly, HWNottm is involved in citizen involvement in the work of the South Notts Transformation Board through its Citizen's Advisory Group and its role - shared with Healthwatch Nottinghamshire – as participating observer on the Board itself.
- 2.5 Secondly, HWNottm is supporting the consultation process around the Walk In/Urgent Care centres. In the latter case, we are specifically looking to ascertain the views of seldom heard groups, to complement and build on the feedback already received through the CCG's own consultation.
- 2.6 This area of work continues to expand as our network of Healthwatch Champions extends across the city, increasing our awareness of ongoing and emerging issues.

## **Board Priorities and campaigns**

- 2.7 HWNottm is currently developing its strategic and operational plans for the coming year alongside the production of its first Annual Report. Colleagues will be aware that the launch of the Annual Report took place immediately prior to this meeting. It will be formally presented to the next meeting of this Board.
- 2.8 HWNottm is about to launch a campaign, in conjunction with Healthwatch Nottinghamshire and the Local Pharmaceutical Committee, providing information regarding the Electronic Prescription Service (EPS). EPS enables prescribers - such as GPs and practice nurses - to send prescriptions electronically to a dispenser (such as a pharmacy) of the patient's choice. This makes the prescribing and dispensing process more efficient and convenient for patients and staff. There are however some potential negative effects of having a more remote relationship with, for example, a regularly used local pharmacist, particularly given the increased role pharmacists play in the provision of information and advice. It is this aspect of the service that we will be looking to ensure people are aware of; to enable individuals to make an informed choice about what is best for them.
- 2.9 HWNottm is also supporting Healthwatch England's Special Inquiry into what happens to people when they are discharged from a hospital, care home or secure mental health setting. In conjunction with Healthwatch Nottinghamshire and HLG, we will be seeking to engage with people who have experienced homelessness looking at:
- Their involvement in decision making
  - Their treatment by staff
  - Access to intermediate services
  - Availability of and adherence to medication
  - Self discharge
  - Support in emergency/temporary accommodation
  - Housing support and security of tenure
  - Family care and support, and
  - Rights and entitlements

The outcome of this work will be fed into the Special Inquiry and will be used to inform our work locally.

### **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)

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.