



## Healthwatch Barnsley Report to the Health and Wellbeing Board

### Purpose

The purpose of this report is to update the Health and Wellbeing Board on the progress being made by Voluntary Action Barnsley (VAB) in the establishment of Healthwatch Barnsley (HWB).

This report also sets out how the plans for making strong, long-lasting, effective partnerships with service commissioners and providers is developing. Please note that this is a continuation of the Healthwatch report produced for the Health and Wellbeing Board on the 25<sup>th</sup> of April 2013, and as before the feedback provided within, is mapped against the Healthwatch Implementation plan, at the development stage of the contract.

### Healthwatch Barnsley - Development Stage

**1. Involve members of the community in the establishment of the new body corporate, its governance, structure, staffing, policies and procedures, and in its development, and ensure that they agree with any recommended actions and provide an Equality Impact Assessment to identify potential gaps in inclusion activity.**

Once Healthwatch was launched, interest from the public in what it will do, quickly gained momentum and the number of Barnsley Citizens wanting to become involved in Healthwatch either at Board or Steering Group level rose from the previously reported **56** to **65** and the membership rose from **506** on day one of the service contract to **1010** as of the 17<sup>th</sup> of September 2013.

As reported on the 25<sup>th</sup> April the Healthwatch (HW) team arranged a number of events between the 1<sup>st</sup> of April and the 18<sup>th</sup> of June. The purpose of which were to involve the Citizens of Barnsley (previously involved in the transitional work with the Local Authority, Healthwatch Co-ordinator, and Barnsley's Local Involvement Network who had expressed an interest in the Healthwatch Board and Steering Group) in the design of the Healthwatch Structure, volunteer roles, membership and progression. Between 25 and 31 people attended these meetings and were involved in the decision making processes, before the structure went out for consultation.

This group met for the final time on the 18<sup>th</sup> of June 2013, at which point each HW member received their applications (those who were not in attendance at the meeting were mailed their copy). With each application VAB offered Independent support through workers not involved in HW should they need support when completing their application.

The applications were also located on the HW Website, VAB Website and went out through our partners mailing lists. Thus expanding the opportunity of involvement to those not yet engaged.

### **Healthwatch Barnsley Received**

- **13** applications for the HW Board and **23** Applications for the HW Steering group.
- Between the 15<sup>th</sup> and the 29<sup>th</sup> of August these applications were shortlisted by a community panel.
  - 5 board applicants were shortlisted for interview
  - 6 applicants were shortlisted and given a seat on the HW Steering Group.

**NB:** Applicants who were not successful in achieving a place on the board or steering group on this occasion, have been given other opportunities within the HW structure, if they choose to accept.

- Between the 22<sup>nd</sup> August and 2<sup>nd</sup> October 2013 ( delayed due to individuals availability and ensuring the process remained the same throughout) board members have been and are due to be interviewed by the same community panel.
- Although we have not placed restrictions on members sharing with the public their appointment, the HW team will officially announce appointments after the 2<sup>nd</sup> of October 2013 once interviews for the HW Board are complete, including information on next steps.

### **Outreach and Engagement**

Through a number of outreach and engagement events attended during the summer the HW team has been able to collect, the details of **74** Barnsley Citizens who have expressed an interest in volunteering and have been sent out a HW Champion Pack.

To date HW has had, returned **12** Adult HW Champion Expression of Interests and **8** HW Junior Champion Expression of interests.

Voluntary Action Barnsley is now in the process of working with the HW Champions on a one to one basis to understand their motivations and how they would like to be involved, matching their needs to the roles available, within the HW structure.

Currently **4** of the adult champions and **5** of the junior champions are already helping with outreach and engagement activities and providing back office support.

*(Please See Appendix 1 for information on the role of a HW Champion).*

HW Barnsley has also collated **1522** comments from Barnsley citizens regarding the health and social care services they access. These views are being monitored and analysed electronically

and the information collected will be shared with partners, via the Expert Panel arrangements, before being shared more widely.

The following organisations have put forward representatives with whom HW will meet quarterly:

- Barnsley's Clinical Commissioning Group
- South West Yorkshire Partnership Foundation Trust
- Barnsley Metropolitan Borough Council
- Pharmacies
- Barnsley Hospital NHS Foundation Trust

HW Barnsley has also made contact with YAS, Dentists and Opticians, but further work to formalise these relationships needs to be done.

HW has also made steps in seeking representation on the Expert panel from the voluntary and community sector and after an event held on the 31<sup>st</sup> of Jul 2013 at which 12 organisations attended, 9 have made a commitment to work in partnership with HW.

The remaining organisations will be followed up by the Adults engagement officer.

## **2. Recruitment of new staff for HW.**

As of the 10<sup>th</sup> September 2013 VAB has now recruited to all posts in HW and this activity was also supported by the involvement of a community panel.

## **3. Equality Impact Assessment**

The HW manager is meeting with the Local Authority Friday 20<sup>th</sup> September 2013 to finalise the Equality Impact Assessment, and this document will be reviewed regularly through the data being collected from the community.

## **4. Ensure that work to establish the new body corporate and its development, including service delivery planning takes account of the views and ideas submitted during the BMBC Community Engagement exercise.**

The HW team is following as far as possible the recommendations set out in BMBC's Community Engagement Exercise, and is supplementing this information with that provided through the HW members at early events and via further consultation with the public now that an active membership has been established.

## **5. Healthwatch Inclusion and Involvement Strategy and Communication Plan to aid recruitment of Healthwatch members (this must include how Healthwatch will engage with CYP and communities of interest)**

HW has developed an inclusion and involvement strategy and communication plan to aid in the recruitment of HW members, this was initially shared with the HW members involved in the early planning processes, has been reviewed and will be shared again with the HW Board once in post to be signed off, with a timetable of review.

HW with the support of the Children and Young Peoples Engagement worker has also begun to work with Junior Champions, to set up a complimentary structure that is children and young people friendly and able to effectively collate, feed in and work on young people's issues.

Since the beginning of the HW contract the Children and Young people's engagement worker has engaged with **176** young people seeking their views, and collated **250** comments on Health and Social Care Services whilst encouraging involvement and collating members.

HW currently has **100** young Healthwatch members, who have shared their views, are not actively involved but will receive CYP friendly, quarterly bulletins.

From the 250 comments collected a small number where about CAMHS and have been shared with the local authority who has fed them into a recent CAMHS review.

The CYP Engagement Worker has also been working closely with the Local Authority Participation and Inclusion Team to engage with young people and has a seat on the Health and Well Being Board (strategy task group). This group have been looking at a number of ways to improve young people's Health and Wellbeing. One of the areas being looked at by the group was dental care and the HW CYP engagement worker, carried out a small survey with young people to find out the last time a young person visited a dentist. The data collected from this survey was shared in the form of a report to the strategy task group and the findings will be placed in a strategy plan referencing HW Barnsley.

#### **6 - 8**

- **Healthwatch Board of Directors, governance, policies and procedures in place.**
- **Involve members of the community in the establishment of Shadow Board of directors for Local Healthwatch, which must include lay members and volunteers.**
- **Terms of reference developed for Board of Directors for Local Healthwatch**

Voluntary Action Barnsley has developed draft terms of reference, articles of association and a memorandum of understanding to be discussed and amended once the board is in place.

### **9. Healthwatch Barnsley - Role on the Health and Wellbeing Board**

Due to the application process the current Health and Wellbeing Board representatives have stepped down. It is intended that the Chair of the Healthwatch Board once chosen by the group will take on the role of Health and Wellbeing Board representative; as soon as further information is available the Health and Wellbeing Board will be updated.

#### **Additional Information**

##### **HW Signposting and Information Service**

Healthwatch has launched its Signposting and Information service. You can access this service at The Core County Way and it is open to the public:

Mon-Tue 9-5pm

Wed 9-7pm

Thur - Fri 9-5pm

Sat By appointment only.

Leaflets are being distributed, and HW is also taking signposting and information requests whilst out in the community. So far Healthwatch has received 8 signposting and information requests.

Each time a request is received we aim to complete an action within 24 hours, unless a complex request when HW aims to complete an action within 48 hours. All requests once signposted are then followed up 14 days later by a Healthwatch Champion to assess if the signposting and information activity has been successful, or if further direction is needed.

### **Complaints**

HW has received and referred a total of 7 complaints regarding Health and Social Care Services.

HW aims to direct complainants through provider's internal complaint \ customer service mechanisms wherever possible, however on the occasion where a complainant requires support in navigating the systems in place or advocacy HW refers directly to VoiceAbility.

### **Partnership Working**

#### **Locally**

- HW is working with the CCG and meeting later this month to discuss the NHS Call to Action.
- HW has provided volunteers to support Barnsley Hospital NHS Foundation Trust with their Patient-led Assessments of the Care Environment PLACE.
- HW is regularly meeting with SWYPT engagement workers to look at opportunities to work in partnership, and supporting with the promotion of South West Yorkshire Partnership NHS Trust - 'Finding Us' project.
- HW is working in partnership with BMBC, and SWYFT on World Mental Health Day events across the borough.
- HW is working with Tom Bissett pharmacies and aims to advertise Healthwatch on pharmacy bags, and do outreach within pharmacies, making use of consultation rooms.
- HW is working in partnership with BMBC on collating the views of carers, and carrying out a piece of work outlined in the carers strategy.

## **Regionally**

- HW is involved in the South Yorkshire and Bassetlaw Quality Surveillance Group, which meets monthly.
- HW meets quarterly with the care quality commission and HW managers from the region.
- HW meets bi-monthly with HW managers through Involve Yorkshire and Humber, to share ideas, and good practice.
- HW is involved in a patient engagement strategy group ran be NHS England.

## **Nationally**

- HW attends HW England meetings.
- HW will regularly report into the CQC.

## **Conclusion**

Healthwatch although behind time with the establishment of a board and steering group is making extensive progress laying the foundations for an effective Healthwatch. A shadow board and steering group will be in place by the end of October, and work has already begun on prioritising pieces of work informed by data being collected, which will be discussed at the first Healthwatch steering group meeting.

Healthwatch is also actively supporting partners, by sharing information and accepting areas of work which hold mutual benefit.



### Healthwatch Champions

Healthwatch Champions will support engagement work in communities by being active in their own local area, representing and channelling the views of local people.

Healthwatch Barnsley also has an interest in the full range of health and social care needs and types of services. Healthwatch Champions may focus on a specific type of need or service as well as or instead of a local area.

#### Role:

- Tell people about Healthwatch and encourage them to be involved
- Promote Healthwatch events and projects to local people and or people with a common service/need interest.
- Assist the Healthwatch team to gather the views of local people or people with certain needs who use certain services (running focus groups, testing and carrying out consultations, surveys and questionnaires)
- Support the Healthwatch staff team at events by staffing the display stands and promoting the work of Healthwatch
- Be eyes and ears of the local community or community of interest and bring to the attention of the staff team issues of concern
- Collate the views of people to input to Healthwatch developments and initiatives
- Introduce the staff team to groups, networks and individuals who can support the work of Healthwatch and / or who are willing to feedback their views
- Make new contacts in local communities or communities of interest
- Encourage organisations and individuals to sign up as a member

- Produce reports and /or feedback from groups and events attended on behalf of Healthwatch
- Liaise locally with other people involved in engagement work e.g. Patient Participation Groups, Clinical Commissioning Groups (CCG) lay members.
- Encourage other people to consider being Healthwatch Champions
- Become an authorised Enter and View Representative.

### **Additional Roles for Healthwatch Champions.**

#### **Enter and View Representative**

Healthwatch Champions who become Enter and View representatives will undergo additional training which will allow you to enter and view a range of health and social care services across Barnsley as directed by the Healthwatch steering group. Authorised enter and view representatives will plan and arrange with support from the Healthwatch staff team, visits to services hi-lighted by the Healthwatch steering group. Their role will be to talk to staff, patients and carers about their experiences and make recommendations based on the feedback generated to improve standards where appropriate.(more information on this role can be provided upon request)

#### **Other Considerations and Support**

The role of Healthwatch Champion could be carried out by an individual, by an organisation or an individual within an organisation.

- Champions in local areas will work together and support each other in Area Networks.
- Champions will receive relevant free training organised and / or delivered by the staff team.
- Champions will be supported in their work by the staff team including one to one meetings, telephone and, if appropriate e-mail contact and quarterly area meetings. Additional support and coordination will be provided by the membership, sign posting and information co-ordinator.