

## Healthwatch Barnsley Report to the Health and Wellbeing Board

25<sup>th</sup> April 2013

### Introduction

Healthwatch Barnsley Launched on the 1<sup>st</sup> of April 2013 and as part of its contract arrangements is working to an implementation plan provided by the Local Authority. This implementation plan sets out a range of targets to be met in line with the service specification. This report concentrates on the pre development stage of the implementation plan and aims to advise the Health and Wellbeing Board on the progress being made locally to establish Healthwatch Barnsley.

This report also sets out plans for making strong, long-lasting, effective partnerships with service commissioners and providers based on the structure designed by the Healthwatch Steering Group and will outline Healthwatch Barnsley's expectation of their seat on the Health and Wellbeing Board to effectively champion consumer voice at a strategic level.

### Healthwatch Barnsley - Pre 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.**

Healthwatch officially launched on the 25<sup>th</sup> of March 2013, on this date Healthwatch Barnsley consisted of:

- **506 Members Transferred from the Local Involvement Network Database.**
- **46 Potential Steering Group Members (people who had expressed an interest in being involved)**
- **10 Potential Board Members (people who had expressed an interest in being involved).**

The potential Board and Steering group members were invited to a first steering group meeting on the 27<sup>th</sup> of March and 16<sup>th</sup> of April 2013. At these meetings the group looked at the requirements of Healthwatch, discussed transferring relevant policies and procedures from the Local Involvement Network and adapting some of VAB's current policies and procedures for Healthwatch.

The group also discussed in workshops the Healthwatch structure, membership, volunteer opportunities and terms of reference. Through the feedback collected from these workshops the Healthwatch team were able to develop a (draft) Healthwatch structure, volunteer

opportunities and Terms of reference for the steering group which are out for consultation until the 29<sup>th</sup> of April 2013. Please see (*appendices 1 - 3.*)

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

The Healthwatch Staff Team currently consists of:

- Healthwatch Manager (Carrienne Stones) - 35 Hours Per Week
- Healthwatch Community Development Officer (Lorna Lewis) - 25 Hours Per Week
- Membership Signposting and Information Officer (James Goodwin) - 30 Hours Per Week.
- Communications Officer (Carolyn Ellis) - 18.5 Hours Per Week

Two additional members of staff are to be appointed by the Healthwatch team and a community panel. Interviews have been arranged for the 23<sup>rd</sup> of April 2013.

### **Additional roles as follows:**

Adult Support Worker - 25 Hours per Week

Children and Young Peoples Support Worker - 25 Hours per Week.

As soon as these workers are in post we will have a full team to carry out Healthwatch functions.

## **3. Equality Impact Assessment**

Healthwatch is currently working on its Equality Impact Assessment with support from the Local Authority's Equality and Diversity Manager Jayne Wise. The Equality Impact Assessment is due to be submitted on the 29<sup>th</sup> of April 2013.

## **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 Healthwatch 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 steering group and further consultation with the public now that the Healthwatch Steering Group 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)**

The Healthwatch steering group has been consulted on a work plan which meets the criteria set out in the Service Specification. This work plan is now being shared with the wider Healthwatch membership for comment. The closing date for comments to be received is the 29<sup>th</sup> of April 2013.

## **6. Healthwatch Board of Directors, governance, policies and procedures in place.**

**7. Involve members of the community in the establishment of Shadow Board of directors for Local Healthwatch, which must include lay members and volunteers.**

#### **8. Terms of reference developed for Board of Directors for Local Healthwatch**

Healthwatch Barnsley currently has two directors. Nigel Middlehurst (External Services Manager Voluntary Action Barnsley) and David Brannon (Trustee of Voluntary Action Barnsley).

Healthwatch Barnsley will be registered as a company limited by guarantee and a registered charity. The memorandum and articles of association have been drafted and will be consulted on with the board and steering group.

The Healthwatch steering group have hi-lighted the need for competent, skilled individuals with a range of experience relating to Health and Social Care, at board level and are currently debating an election or selection process of appointment.

Roles and Responsibilities training has been arranged for those who have expressed an interest in being on the Healthwatch Board and will take place on the 25<sup>th</sup> of April 2013.

After this training has taken place we can then develop Terms of Reference for the Board with their involvement and receive feedback on the (draft) policies and procedures being adopted.

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

During the steering group meeting on the 27<sup>th</sup> of March 2013 representative roles were discussed including representatives on the Health and Wellbeing Board.

Steering group members would like to see:

- An independent Children and Young Peoples voice represented through Healthwatch at the Board.
- Healthwatch to be a standing item on the Health and Wellbeing Boards Agenda.

#### **Additional Information**

##### **Healthwatch - Promotion**

**Newsletters:** Healthwatch Barnsley has produced their first bulletin which gives information on the Launch Event and the first steering group meeting held on the 27<sup>th</sup> of March 2013.

**Social Media:** Healthwatch Barnsley feature on Twitter and Facebook. Activity shown in the tables below:

<b>Twitter</b>	<b>Followers</b>	<b>Following</b>	<b>Tweets</b>	<b>RT</b>	<b>Replays</b>	<b>Mentions</b>
	75	78	40	6	2	8

<b>Facebook</b>	<b>Likes</b>	<b>Posts</b>	<b>Shares</b>	<b>Conversations</b>
	19	1	1	2

**Healthwatch Launch Event 25.3.2013** - 67 people had booked on to the am session and 30 onto the pm session due to the snow only 34 people attended throughout the day.

**Website:** The Healthwatch website went Live on the 4<sup>th</sup> of April 2013.

## **Healthwatch Outreach**

**Community Development Work** - The community development worker is in post and is setting up venues across the borough to launch Healthwatch Barnsley and collect people's views. These sessions will take place in the following areas:

- Penistone
- Dearne
- North East
- North West
- Central
- Wombwell

Healthwatch Barnsley will be at The Mall Alhambra on Saturday the 27<sup>th</sup> of April and the 4<sup>th</sup> of May. On this day we will be collating community comments on the Health and Social Care Services they access and promoting the Sign posting and Information Service.

## **Conclusion**

Healthwatch is on track with its pre development stage implementation plan and are including the citizens of Barnsley in decision making processes.

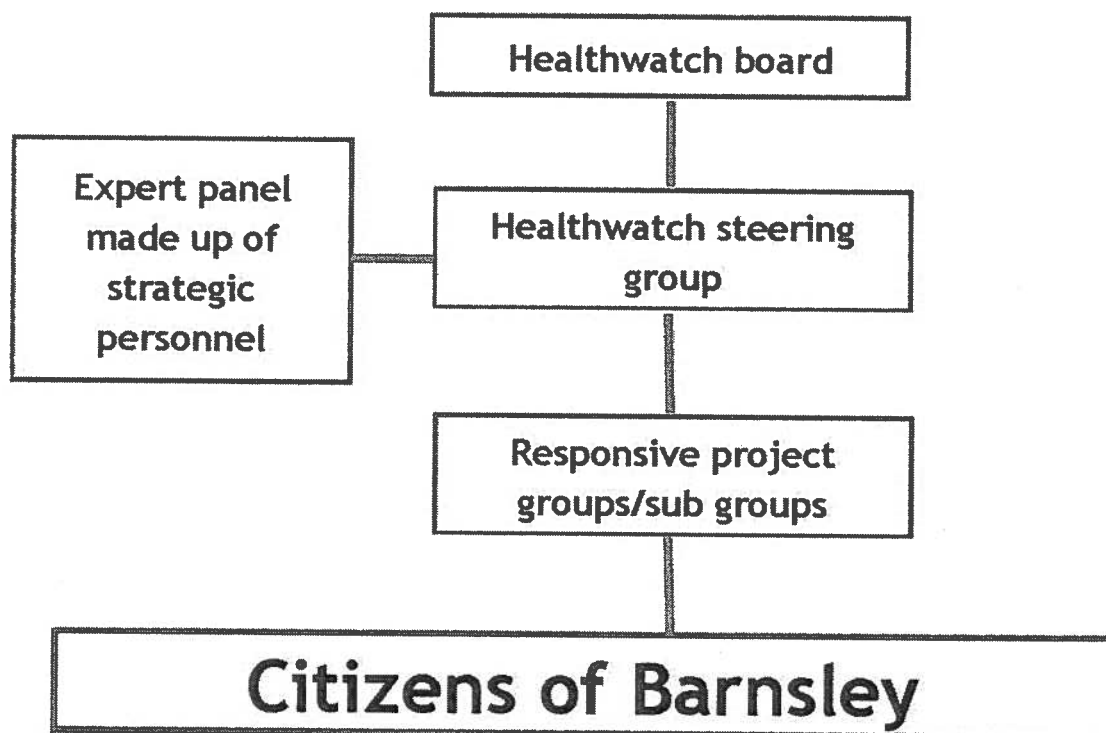
Plans are already being made and consulted on which will enable us to effectively communicate and engage with a diverse range of people accessing Health and Social Care Services.

Healthwatch has begun to have preliminary conversations with a range of providers and are asking the questions:

What is your expectation of Healthwatch and what are your concerns.

From these conversations we hope to gather information to share with the steering group so they are able to look at ways in which Healthwatch can effectively work in partnership with Commissioners & providers to shape future Health and Social Care Services, based on the community comments collated.

## Healthwatch Structure (draft)



## Healthwatch Board

The role of the Healthwatch Board can be summarised as:

- Providing entrepreneurial leadership of Healthwatch Barnsley;
- Setting the overarching Healthwatch Barnsley strategy;
- Ensuring the human and financial resources are available to achieve objectives;
- Reviewing management performance;
- Setting Healthwatches values and standards;
- Ensuring that obligations to the Citizens of Barnsley, Healthwatch Members and Partner organisations are understood and met.
- Ensuring Healthwatches future sustainability.

## **Healthwatch Steering Group**

The role of the Healthwatch Steering group will be to:

- Analyse data collated through community outreach & the signposting and information monitoring, looking for patterns, praise, and gaps in service delivery.
- Set work plans that are Specific, Measurable, Realistic and Time-Bound (SMART)
- Set up Responsive Project Groups specific to data requirements to carry out pieces of Healthwatch work.
- Work in Partnership and regularly communicate with Health and Social Care Commissioners and Providers.
- Review & cost out consultation requests from commissioners and providers.

## **Responsive Project Groups**

Responsive Project Groups will be formed when a piece of work has been identified through the analysis of data.

The responsive project group will be required to identify key groups, individuals and professionals who may be interested in being involved in a piece of work and who can support with their own data, that collated through Healthwatch outreach activity. Once a responsive project group has been formed they will work to SMART objectives. Upon completion of a piece of work the Responsive Project Group established for a particular issue will dissolve.

## **Expert Panel**

The Expert Panel would be a virtual group made up of representatives from the following organisations:

- Barnsley's Clinical Commissioning Group
- Barnsley District General Hospital
- South West Yorkshire Partnership Foundation Trust
- Yorkshire Ambulance Service
- Barnsley Metropolitan Borough Council - Social Services.

Once community data has been analysed and a gap in service delivery identified, the steering group will contact the representatives from the relevant organisations to comment. It may be the issue has already been flagged through internal monitoring systems and work is already being done if this is the case Healthwatch would offer to support where viable.

When Healthwatch hi-light an issue of which the service is not aware the Expert Panel Representative will be able to identify relevant personnel to work with the responsive project group from within their organisation.

## **Citizens of Barnsley**

Any citizen of Barnsley will be invited to join Healthwatch. Those who wish to become more active in Healthwatch activities will also be given a choice of volunteering opportunities.

Healthwatch will collate community views on the Health and Social Care Services they access. Any person providing their views will be offered the opportunity to become involved in work around their issue and provided with regular feedback, even if they do not wish to become actively involved.

## **Healthwatch Volunteering Opportunities (draft)**

**Board Members** - Responsibility of the organisation and Healthwatches future sustainability.

**Steering Group Members / Responsive Project Group Members** - Operational Group, responsible for analysing data collated from the community and the Signposting and Information Service. This group is also responsible for the Healthwatch work plan and associated activities.

**Enter and View Representatives** - Trained to carry out Enter and Views to Health and Social Care Services, as and when required informed through data collection.

Enter and View activities if outside of Healthwatch's remit could also form part of its income generation.

**Young Inspectors** - Trained to carry out Enter and View Visits and mystery shopper activities as and when required informed through data collection.

Enter and View activities if outside of Healthwatch's remit could also form part of its income generation.

**Healthwatch Champions** - Spreading the word about Healthwatch through outreach and promotional activities.

**Healthwatch Representatives** - Attending a range of meetings as a Healthwatch representative, sharing the views of the citizens of Barnsley, feeding findings back into the Healthwatch steering group and data streams. Representatives will be assigned positions relevant to a specific interest or skills set.

**Chairing Roles** - Chairing meetings to ensure they run to the agenda and ensure all participants have an equal say and individuals are unable to dominate an agenda unless previously agreed.

**Healthwatch Quality Representatives** - Each year providers are required to publish a Draft Quality Account; part of Healthwatch's role will be to share the draft quality Accounts with service users to formulate a response. This response can also be discussed at the South Yorkshire and Bassetlaw Quality Surveillance Group. This role is best suited to an ex-Health Professional.

Please note, inductions and training specific to a volunteer role will be provided.



## Healthwatch Barnsley Steering Group

### Terms of Reference (draft)

#### Purpose

Healthwatch is the new 'consumer champion' for Barnsley citizens accessing Health and Social Care Services.

The purpose of the Healthwatch Steering Group is to ensure that all citizens of Barnsley are given the opportunity to have their voice heard and are empowered to get actively involved and encourage change within Health and Social Care Services.

The role of the Healthwatch Steering group will be to:

- Analyse data collated through community outreach & the signposting and information monitoring, looking for patterns, praise, and gaps in service delivery.
- Set work plans that are Specific, Measurable, Realistic and Time-Bound (SMART)
- Set up Responsive Project Groups specific to data requirements to carry out pieces of Healthwatch work.
- Work in Partnership and regularly communicate with Health and Social Care Commissioners and Providers.

#### Objectives:

The Healthwatch steering group will collectively consider and triangulate information and intelligence to ensure Barnsley Citizens are receiving the best possible Health and Social Care Services. In particular Healthwatch will consider:

- What the data and soft intelligence is indicating about where there might be concerns regarding Health and Social Care Services.
- What action is required to address concerns, or collect further information and
- Where there is a lack of information and so a need for further consideration and/or information gathering.
- Promote the involvement of people in Barnsley to lead in this work including support and training to 'enter and view' services, compile a report and make recommendations for change towards improving those services.
- Work in partnership with providers to involve service users, carers and the public in service developments and identifying gaps where services do not meet the need for them.
- Compile the knowledge from the views and visits, making this available to the public, providers and commissioners.

- Being required to report regularly to a new national body, Healthwatch England, and being able to alert them to any serious service concern.
- Developing and delivering a process to select, support and facilitate accountable Healthwatch representatives who will represent the views of the People of Barnsley on the Health and Wellbeing Board.
- Providing advice and information about access to services and supporting people to understand their choices, including working with existing information specialist services
- Monitoring the signposting service, identifying gaps in information or service provision and reporting those gaps in an appropriate and timely manner to the relevant person.

## Scope

Healthwatch Barnsley's Steering group will be primarily concerned with Health and Social Care Services and those services funded through the public purse.

- From public, private, not for profit and third sector providers;
- Of primary, secondary and tertiary services;
- Operating in the community and in acute settings; and
- Of mental health, dentistry, general practice.

## Membership

Core membership of Healthwatch Barnsley Steering Group will include the following representatives:

- Citizens of Barnsley
- Experts by Experience (those accessing Health and Social Care Services on a regular basis)
- Third Sector / Voluntary Community Sector Representatives.

## Working Arrangements

Healthwatch Barnsley will have access to an Expert Panel made up of representatives from the following organisations:

- CCG
- South West Yorkshire Partnership Foundation Trust (SWYFT)
- Barnsley District General Hospital (BDGH)
- Yorkshire Ambulance Service
- Local Authority

The Healthwatch Steering Group will meet monthly in the first instance. A review of Frequency will be undertaken in August 2013.

## The Healthwatch Team will be responsible for

- Recording minutes and ensuring decisions are accurately documented and signed by the steering group present at the last meeting as a formal record.
- Arranging meetings to suit most steering group members, but ensuring that no one member is continually prevented from attending meetings.

- Sharing with the chair comments on agenda items and/or board papers from steering group members unable to attend.
- Ensuring all meetings is accessible.

**Attendance:**

1. In addition to the steering group members, any co-optees and the minute taker, if applicable, can attend meetings
2. Steering group members must attend where possible all meetings, in the case of 3 or more absences the steering group will conduct a formal review of the seat.
3. A prospective steering group member may be invited to attend a meeting with the consent of the chair
4. The steering group may invite any expert brought in from the Expert panel on an ad hoc basis to advise the steering group, it is up to the discretion of the group if the expert can attend all or part of a meeting.
5. Steering group members will be selected by the membership of Local Healthwatch and appointed at the annual general meeting.

Date Implemented:	Future Review Dates			
	2013	2014	2015	2016
Review date:				
Actual date reviewed:				
(Signature of Host CEO)				

