

HEALTH AND WELLBEING BOARD	AGENDA ITEM: 7.1
<p>DATE OF MEETING: 17th JULY 2013</p> <p>REPORT AUTHOR & CONTACT NUMBER: Mr Nisar Mohammed 01582 817060</p> <p>SUBJECT: Healthwatch Luton Business Plan Outline</p>	

WARD(S) AFFECTED: ALL

1. PURPOSE

To review and consider issues arising from the Healthwatch Business Plan

2. RECOMMENDATION(S)

The Health and Wellbeing Board is recommended to note the information presented

3. BACKGROUND

Local Healthwatch was created by the Health and Social Care Act 2012. Created on 1 April 2013, Healthwatch Luton is the independent consumer champion for health and social care and is in place in order to gather and represent the views of the public, Healthwatch Luton brings together people's views and experiences in order to improve health and social care services in Luton. Healthwatch Luton enables people to access advice and information about local services and understand choices available to them.

4. REPORT

1. The Service

The Healthwatch Luton service will be provided to any person including children and young people, who either:

- Receives health or care services in the Borough of Luton (whether resident in the area or not); or
- Lives in the Borough of Luton but receives health and care services in another local authority area¹

¹ Luton Borough Council, Healthwatch Luton – Service Specification, 24.12.2012

2. Mission Statement

Healthwatch Luton is the independent local consumer champion bringing together people's views and experiences to improve health and social care. It will provide effective information, advice and signposting for people to support their choices about health and social care services. It will be:

- *Accessible, inclusive and representative of all*
- *Well known, professionally managed and organised*
- *Built on existing knowledge and expertise, using partnerships and collaborations to provide high quality functions and services*
- *Independent and for the benefit of the whole community*
- *Influential respected and trusted by local people, decision-makers and service providers*

3. Objectives

There are three key components of the service to be provided:

1. gathering people's views (influencing function).
2. representing community views in order to influence decisions (influencing function).
3. enabling people to access advice and information about local services and understand choices available to them (signposting function).

4. Structure



- **Healthwatch Champions:** trained volunteers conducting research and gathering views within the local community
- **Enter and View Action Group:** trained volunteers carrying out visits to health and social care services
- **Community Forum:** exchange of information within the community between service users and service providers/commissioners
- **Information, Advice and Signposting:** create a single point of access for the local community to share their concerns, experiences and receive information, advice and signposting to appropriate services

- **Healthwatch Board:** oversee, contribute and support all activities and functions

5. Communication

Our message the Healthwatch Luton service will be advertised and promoted throughout all areas of Luton. Our message will be consistent in all our communication, engagement, marketing and advertising:

We have information that will help people make choices

We are independent and community facing

We are inclusive and work in partnership

We listen to people's opinion and experiences

We train and support local people to shape services

We can make a difference

We are powerful

Launch event our launch event will take place in July 2013. This event will be advertised in local newspapers, community centres and general practices. Information about our launch will be circulated to all registered volunteers, key third sector organisations, all groups and contacts established during Luton LINK, service providers and commissioners, Healthwatch England and NHS England.

Media we will seek opportunities to publish articles on a regular basis. We will do this by engaging directly with staff and newspaper editor's in order to develop and ensure a mechanism is in place for coverage of our campaigns and achievements. The launch event will be used as a gateway for dialogue and the development of a positive working relationship with the local press. We will also contact local radio stations to promote awareness and take part in radio shows.

Website we will work with Healthwatch England and develop an interactive website.

Social media we will establish informative and up-to-date accounts on facebook and twitter.

Advertising we will design and purchase promotional merchandise (including banners, leaflets, posters) advertise in newspapers, local radio and carry out targeted advertisement throughout the year including community events such as the Luton Carnival and 'Your Say Your Way' community events.

Our leaflets and posters will be made available for display in all general practices, pharmacies, dentists, community centres, third sector organisations, care homes, hospital wards and departments, mental health services, youth clubs, college and university campuses, shops and businesses, places of worship, wider and specialist health services and within local authority departments, such as social services, public health.

Newsletter we will produce a bi-monthly newsletter which will be made available to all members and the wider community, including the third sector and staff/contacts. Our newsletter will include information on our activities and outcomes, progress to

date, information from our volunteers, local news, events and opportunities to get involved and provide information to Healthwatch Luton.

Membership Hub we will create an active, open and inclusive information hub which will provide regular information to all our members and partners (individuals and groups). All of the information circulated will be sent out by Healthwatch Luton via the preferred method of communication as stated by our members (email, post etc). The Membership Hub will include:

- the latest news about health and social care services in Luton
- information on what is going on within the local community (events, workshops, training opportunities)
- opportunities to participate in specific pieces of work both internally and externally

6. Signposting Function

Healthwatch Luton will provide a single point of access service that will:

- Listen to worries and concerns about health and social care services and provide appropriate signposting;
- Provide information to promote choice and signpost people to health and social care services;
- Ensure that information is made available when required in alternative and appropriate formats.

Healthwatch Luton will use the NHS Choices website to provide accurate information to the local community. Information will also be drawn from Luton's Clinical Commissioning Group (LCCG) and Luton Borough Council's (LBC) Directory of Services. Healthwatch Luton will signpost individuals to Pohwer who offer independent NHS Complaints Advocacy. Individuals will also be provided with information about NHS Patient Advice Liaison Services, local complaints departments (LCCG, LBC) and national regulators/bodies such as the Care Quality Commission, General Medical, Nursing, Pharmaceutical and Dental Council's.

Healthwatch Luton will also carry out a comprehensive mapping exercise in order to identify and document the services available from health and social care providers (LBC, NHS Community Services and South Essex Partnership Trust: SEPT).

Healthwatch Luton will research and identify the services provided by the third sector in Luton. We will research and record information about all of the active services provided in these areas and this information will also be included in our signposting service.

The information we will record includes:

- Organisation type
- Service(s) provided
- Contact details
- Access type (referrals only, walk in etc)
- Access times

- Eligibility and costs

All calls, enquiries and information requests will be logged and reviewed. This data will include the recommendations, actions and outcomes from each enquiry we receive.

7. Engagement

Influencing Function the Healthwatch Luton influencing function entails the following:

- To promote, support and enable local people to be involved in and monitor local health and social care services;
- To gather local people's views about their needs and experiences of local health and social care services;
- Promote access to the service in a range of settings and to all people and communities in Luton ensuring representation across the local population and communities.

Healthwatch Luton will actively advertise, recruit, offer information and seek the views of the local population, including but not restricted to young people, older people, Black and Minority Ethnic, disabled people, lesbian, gay, bisexual and transgender, people with learning disabilities, carers, mothers and expecting mothers, faith groups, patient groups, people with HIV/AIDS, mental health service users, people in education, people who access drug and alcohol services, people with long term conditions, people that access third sector organisations, vulnerable women, travellers, homeless, refugees and people who access social, primary, secondary and tertiary care.

We will do this by conducting a mapping exercise. This research will provide us with information on the services, forums, patient/service user groups and organisations currently active in the local area.

MAPPING EXERCISE -	1) Effective Signposting
	2) Comprehensive Engagement
	2) Review of Service Provision, Quality and Access

We will use this information for (a) our signposting service, (b) refer to this information when assessing the provision of services and support available to the local population and (c) to make contact with key organisations, providing information about Healthwatch Luton to these organisations. Leaflets and posters will also be circulated along with an offer to join the Healthwatch Luton membership. Healthwatch Luton will seek and identify opportunities to meet with service users and groups in order to conduct direct engagement and further increase our activity in seeking people's views, encouraging local people from all sections of our community

to get involved in the work of Healthwatch Luton and to promote the availability of our information and signposting service.

We will use existing information from Luton Borough Council and Luton's Clinical Commissioning Group/Commissioning Support Unit directory of services to further develop a comprehensive and accurate database.

Commissioners and Providers we will develop a joint working and information sharing protocol with:

- Luton Borough Council including the Public Health Department
- Overview and Scrutiny Committee
- Luton Clinical Commissioning Group (including NHS Central Eastern Commissioning Support Unit)
- NHS England
- Cambridge Community Services NHS Trust
- South Essex Partnership NHS Foundation Trust
- Luton and Dunstable University Hospital NHS Foundation Trust
- East of England Ambulance Service NHS Trust
- Bedfordshire Clinical Commissioning Group

Each protocol will be designed with a view of ensuring that:

- 1) we have a named individual as our central point of contact
- 2) we have a clear process for submitting our reports and recommendations
- 3) the provider/commissioner has clear information about their role and responsibilities for responding to our reports and recommendations
- 4) we have an agreement on the most appropriate way for making requests for information and for receiving this information within the specified time²
- 5) we have a clear process for arranging announced enter and view visits
- 6) we meet the named individual on a regular basis to review the protocol and ongoing activity
- 7) we agree an effective method for raising awareness and understanding of the work of Healthwatch Luton with all staff within the respective organisation
- 8) we identify and agree effective methods for partnership working; the following list is an example of areas of partnership working which we will aim to explore further with the relevant commissioners/providers:

- Luton Borough Council's Neighbourhood Governance Framework
- Luton Borough Council's Partnership Boards
- Luton Clinical Commissioning Group's Strategic Implementation Groups
- Luton and Dunstable Hospital's Patient Experience Group
- South Essex Partnership Trust's Service User Involvement Group
- Cambridge Community Services Patient Experience Committee
- East of England Ambulance Trust's User Group

² Section 44(3)(a) The NHS Bodies and Local Authorities (Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch) Regulations 2012

Our involvement and activities will be reviewed on a regular basis and the above is not an exhaustive list.

Priority areas Healthwatch Luton has been set up to gather the views of local people and use these views to influence the design and delivery of services. Our work plan items and activities will be responsive and according to the issues and trends we identify through engagement in the local community.

We will also have priority areas which will underpin our core activities. These target areas will be central to the work of our Healthwatch Champions. Six Priority areas have been identified following a review of the 2012-2017 Health and Wellbeing Strategy, the 2011 Joint Strategic Needs Assessment and consultation with all of our registered members, our steering group and our recently appointed board.

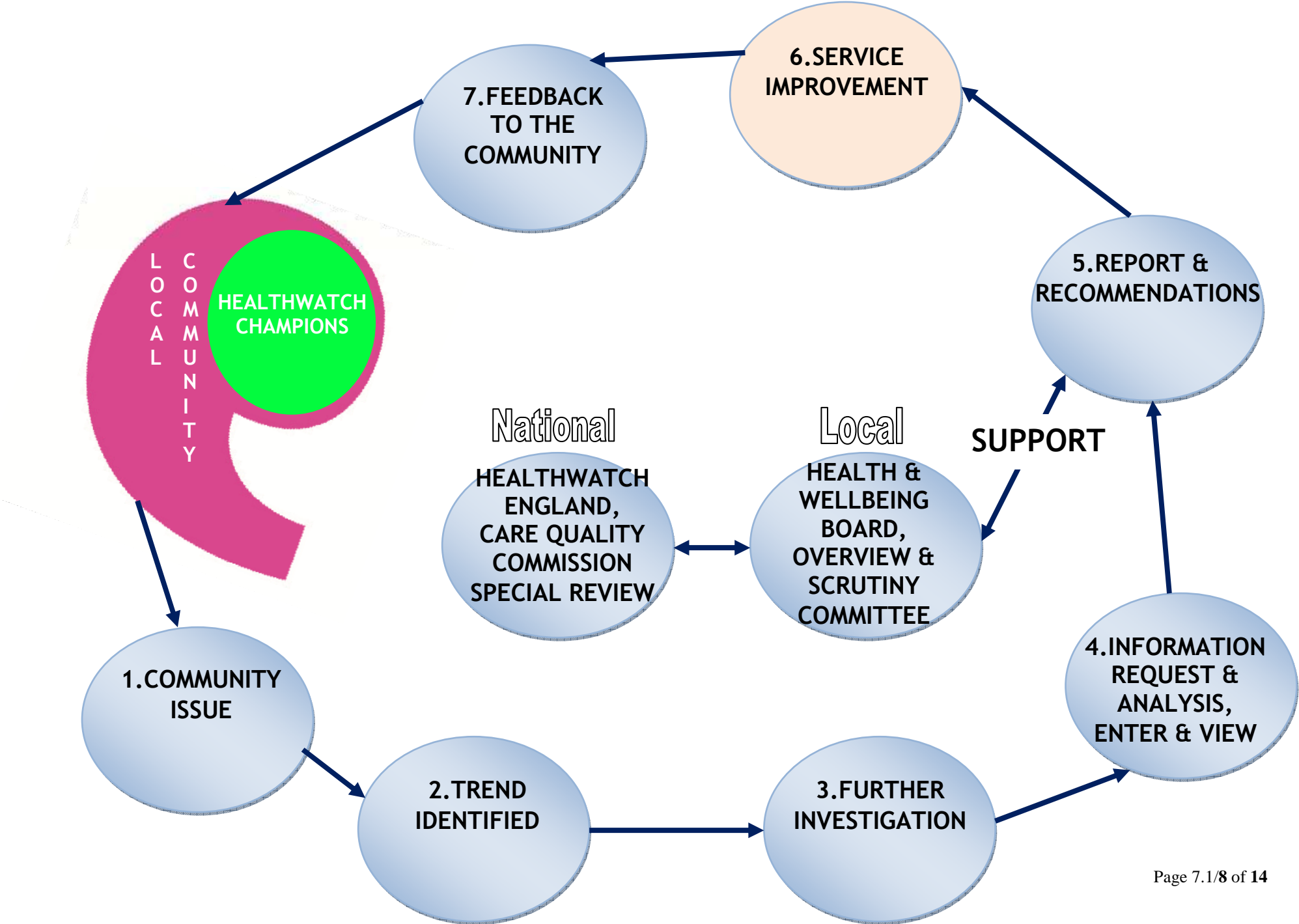
Our work plan priority areas are:

- 1) Accessibility and quality of health and social care services for children and young people
- 2) Service accessibility and quality for disabled people
- 3) Patient experience and satisfaction at the Luton and Dunstable Hospital
- 4) Care and assistance for the elderly and resident experience and satisfaction in care homes
- 5) General Practice accessibility and patient experience
- 6) Care pathways and service quality within mental health services

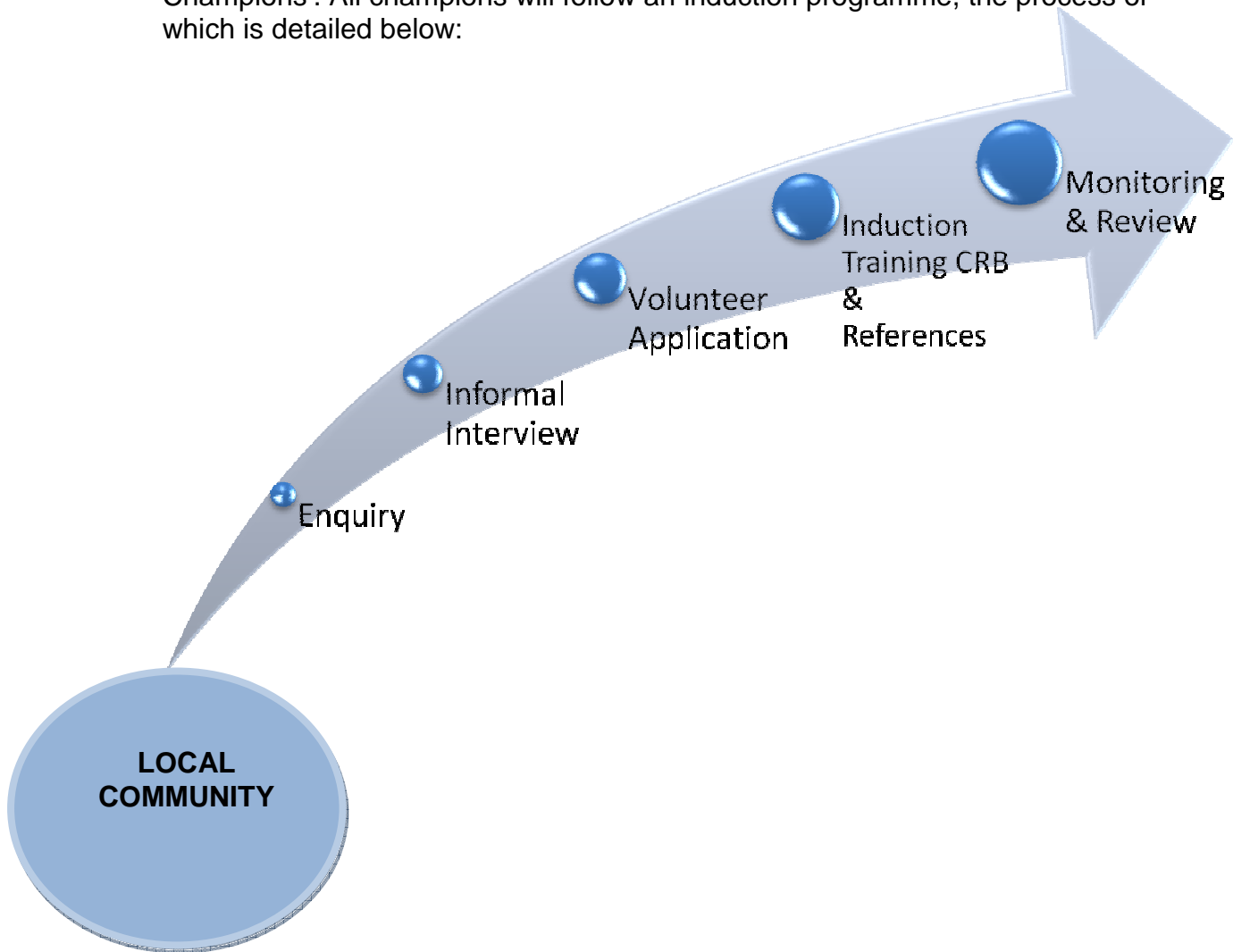
The six priority areas will be central to the work of targeted engagement, research and will also underpin the activity of our Enter and View Action Group.

The Healthwatch Luton launch event will be used as a platform to consult all stakeholders and the local community on our work plan priorities. We will also use the launch event as an opportunity to identify additional work plan areas for consideration.

Healthwatch Luton Engagement Cycle



Volunteers Healthwatch Luton is a voluntary organisation. All members, including the Chairperson and Board members, are volunteers from the local community. Continuing with the ethos, values and principles of Luton LINK; we will be constantly promoting the opportunity for local people and organisations to actively participate in the work of Healthwatch Luton, in order to influence and shape services. Our active volunteers will be known as 'Healthwatch Luton Champions'. All champions will follow an induction programme, the process of which is detailed below:



A core responsibility for all Healthwatch Luton Champions is to gather and record people's views and experiences of services. This information and evidence will be used to effectively represent the local community and shape health and social care according to local need.

Our volunteers will participate (with the support of staff) in targeted research across areas within health and social care. The research topics will be identified in accordance with the views and experiences of local people. This will enable the effective identification of trends and gaps in service provision. Research

areas will also be identified in accordance with the skills/knowledge and area(s) of interest of our volunteers.

Information Points Healthwatch Luton will establish regular information points in order to effectively gather people's views from across the community and recruit volunteers from all backgrounds. We will organise and publicise our information points as widely as possible, ensuring that we hold information points across all 19 wards within Luton. We will organise regular community information points at the following:

- Community centres
- Luton Sixth Form
- Schools and Barnfield College
- The Mall
- Libraries
- University of Bedfordshire
- General Practices
- Ward Forums/Area Committee
- Luncheon Clubs
- Places of worship (Churches, Mosques, Gurdwaras etc)

Healthwatch Luton is also committed to attending as many events in the local community as possible, including events within the third sector and stakeholder events organised by the local authority/statutory organisations.

Reporting following training, all Healthwatch Champions will use a variety of tools and techniques to gather information and report this information back to staff. Reporting tools will be made available to ensure data and intelligence is recorded in a consistent manner and used for comparative assessments. Information and activities will be publicised in our newsletter, on our website and via social media (when appropriate). We will also create an online forum for our Champions to upload and share information and discuss topics. The information collected by our volunteers will be used to identify trends and gaps in services. This activity will then be progressed further and in accordance with the steps detailed in our operating model.

Our Healthwatch Champions will be invited to attend events; creating an opportunity for all of our volunteers to come together to share good practice, review activities and carry out forward planning.

Training all active volunteers will be required to attend the following training modules:

- Induction to Healthwatch Luton
- Community Engagement
- Equality and Diversity

- Safeguarding of Children and Vulnerable Adults
- Physical and Learning Disability Awareness
- Dementia Awareness

Volunteers involved in specific work will undertake a training needs assessment and additional training will be provided to assist volunteers in their roles, as and when appropriate.

Community Forum the Healthwatch Luton Community Forum will convene every two months and will be advertised and held in a public setting. The Forum will be established in order to hold themed meetings/workshops for the purpose of:

- Finding out from providers/commissioners how a particular service has been designed and is being delivered
- Finding out what local people/service users are experiencing when accessing a particular service

Executive Board the Healthwatch Luton Board is made up of 9 people from the local community. All Board members are required to participate in at least one Forum session and accept at least one board Champion role. All board members will be required to participate in at least one regional/national meeting or event per year.

Once in position, the Healthwatch Luton Board will be responsible for ratifying the Healthwatch Luton delivery plan, including the organisation's operating model and structure along with company policies and procedures.

The following policies have been compiled for the Healthwatch Board's consideration and ratification:

- Child protection policy
- Code of conduct
- Confidentiality
- Data protection policy
- Data sharing policy
- Decision making policy
- Disability discrimination policy
- Disciplinary rules and procedures
- Disclosure and barring check policy
- Enter and view policy
- Equal opportunities policy
- Evacuation of Disabled people in the event of fire
- Expenses policy for volunteers
- Finance guidance

- Health and safety policy
- Individual grievance policy
- Information and advice policy
- Information sharing policy
- Issue and escalation process
- Joint and partnership working policy
- Lone worker policy
- Protection of vulnerable adults policy
- Record retention and destruction of records policy
- Risk register
- Volunteering policy
- Whistle blowing policy

Information Repository Healthwatch Luton will actively seek the experiences of people who have used services, including the views of family members/carer's. This information will be logged (anonymously if requested), categorised and forwarded to the service provider and commissioner of the service (with the individuals consent). Healthwatch Luton will then seek a response from the relevant provider. Healthwatch Luton will request that improvements to the provision of the service/lessons learnt are considered and acted upon. This work will be done in partnership with the service user/individual and this activity will be logged by Healthwatch Luton in order to effectively monitor the implementation of changes to services and the impact that this change has on the quality of service and patient experience.

Healthwatch Luton will add information held locally to the Healthwatch England Repository and will assist Healthwatch England in identifying a national picture of the state of health and social care services across England.

Enter and View the process of establishing authorised Healthwatch Luton representatives³ for the purpose of carrying out 'Enter and View' visits on health and social care services will be developed through a comprehensive recruitment and training programme.

The enter and view action group will establish its initial work plan items according to the six Healthwatch Luton priority areas. Provisions will be in place to prioritise services/areas that have not already been identified if it can be evidenced that they are in need of urgent review. This information will be drawn from engagement in the community and evidence and trends identified from the Healthwatch Champions.

Partnership Healthwatch Luton recognises the importance of working in partnership with the community and voluntary sector and neighbouring Local Healthwatch services. We will invite neighbouring Local Healthwatch services to

³ Section 225 (5) Local Government and Public Involvement in Health Act 2007

our launch event and will request meetings to agree processes and procedures for effective joint working and information sharing at the earliest possible opportunity.

We will contact all relevant Third Sector organisations with an invitation for organisations to sign up as members. We will request an opportunity for Healthwatch Luton to hold workshops/focus group meetings with service users and staff to increase awareness of Healthwatch Luton and to use this platform to gather people's views, promote our volunteering opportunities and increase awareness of our information, advice and signposting services.

Regional and National activity we will ensure that we receive and share information with the Care Quality Commission, Healthwatch England, NHS England, Local Government Association and Public Health England. This information will also include information about events, conferences and training opportunities. We will also ensure that we are registered and involved in regional networks such as the NHS England Eastern Region Quality Surveillance Group and the Healthwatch England Eastern Regional Network.

We will ensure we establish the appropriate mechanism in order for us to make recommendations to the Healthwatch England Committee, which may include advising the Care Quality Commission about special reviews or investigations to conduct.

Health and Wellbeing Board we will ensure the data we collect, the trends we identify and the recommendations we put forward to improve the quality of health and social care services is represented at the Health and Wellbeing Board. The Health and Wellbeing Board will be used to receive and share information, we will also ensure we have representation and influence on the Children and Young People's Trust Board, Health Inequalities Delivery Board and Healthier and More Independent Adults Board

Joint Strategic Needs Assessment we will ensure the data we collect, the trends we identify and the recommendations we put forward to improve the quality of health and social care services is captured within the Joint Strategic Needs Assessment annual refresh.

8. Contract Management: Luton Irish Forum is contracted to oversee the delivery of the Healthwatch Luton service. This includes the control and management of the budget and the employment of staff.

9. Monitor, Evaluation and Review

Our delivery plan is subject to approval by the Healthwatch Luton Board, who will oversee and monitor the effectiveness and success of the Healthwatch Luton service. Once agreed by the Board, our delivery plan will be subject to approval

by Luton Borough Council's contract monitoring team. Luton Borough Council contract monitoring team will also agree a set of measures which will be used to monitor the effectiveness and impact of Healthwatch Luton and this process of monitoring will take place on a regular basis.

This delivery plan will be reviewed between February – March 2014 and the review will include consultation and requests for feedback from all of our members, stakeholders and partners.

IMPLICATIONS

- 5. Not applicable
- 6. Not applicable

CONSULTATIONS

- 7. Not applicable

APPENDICES

- 8. None

9. LIST OF BACKGROUND PAPERS

Luton Borough Council, Healthwatch Luton – Service Specification, 24.12.2012

Section 44(3)(a) The NHS Bodies and Local Authorities (Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch) Regulations 2012

Section 225 (5) Local Government and Public Involvement in Health Act 2007

Report last updated on 04 July 2013