

Health and Wellbeing Board

31 January 2017



Healthwatch County Durham Work Plan 2016/17

Report of Brian Jackson, Lay Chair of Healthwatch County Durham

Purpose of the Report

- 1 The purpose of the report is to provide the Health and Wellbeing Board with the Healthwatch Work Plan 2016/17, attached as Appendix 2, for comment.

Background

- 2 A consortium of three local voluntary sector organisations (Pioneering Care Partnership, Citizen's Advice County Durham and Durham Community Action) recently took over responsibility for delivery of Healthwatch County Durham (HWCD).
- 3 Following a smooth transition of staff and volunteers recruitment of the HWCD Board commenced late August 2016.
- 4 A transparent recruitment process has taken place and eight members were recruited to the HWCD Board by December 2016 to meet the target set by providers.
- 5 Careful consideration has been given to the membership of the Board to ensure that it is representative of the people of County Durham in relation to geography, protected characteristics, skills and interests (i.e. Health and Social Care).
- 6 A Work Plan has been created through liaison with colleagues in Health, Public Health, and Social Care, ensuring alignment with the Joint Health and Wellbeing Strategy, Clinical Commissioning Group (CCG) Commissioning Plans and priority areas.
- 7 HWCD is the independent consumer champion, therefore whilst themes and topics are considered with statutory partners, specific areas are subject to review and actions are determined by the Board.
- 8 Intelligence gathered through HWCD Information and Signposting Service and through general engagement also informs the development of the HWCD Work Plan. Furthermore the HWCD Board interprets local and regional data to support Work Plan development.

- 9 The development and approval of the HWCD Work Plan is the responsibility of the HWCD Board.

Development of the Work Plan

- 10 The HWCD Work Plan sets out an ambitious programme to promote the rights of patients, service users and carers which importantly are linked to commissioning intentions and cycles.
- 11 In addition to providing direction and steer for HWCD activities locally, the aim of the Work Plan is to galvanise consumer interest in topics and gather intelligence. This will enable HWCD to consider trends and feed insights into commissioners and providers to ultimately improve service delivery in the County.
- 12 In developing the Work Plan, the priorities identified in the Joint Health and Wellbeing Strategy and CCG commissioning intentions have been considered and incorporated.
- 13 The Work Plan identifies key areas of work until summer 2017 and was approved by the HWCD Board in November 2016.

Recruitment, induction and training of Board and volunteers

- 14 Although the target for the number of HWCD Board members is eight, the Board have agreed to increase this to 10 members to allow for the recruitment of young people to the HWCD Board to represent the voice of young people.
- 15 Work is currently taking place to identify young people who may be interested in becoming HWCD Board members. A presentation has been given to the Investing in Children Health group to outline the role and expectation for HWCD Board members and to answer questions.
- 16 Questions related to accessibility for meetings, for example in relation to times and location. The HWCD Board has agreed to plan meetings for 2017 to consider the inclusion of young people.
- 17 Work is taking place to map the current volunteer base of HWCD. There are currently 39 volunteers. Role descriptions have been produced and individual meetings are taking place with all volunteers to discuss roles and identify any training needs.
- 18 This work also considers ensuring that we have volunteers who will be actively involved in engagement and research as well as Registered Enter and View Representatives. Current volunteers who are unable to take on an active role will become "Healthwatchers" as part of the wider HWCD network.

Marketing, communication and engagement plan

- 19 A young person was recruited as a Media and Communications Apprentice in December 2016 who will also study for an NVQ as part of their role.
- 20 This role will increase the reach of HWCD by growing newsletter distribution and social media following.

Planned engagement activities

- 21 A number of engagement activities are planned for the coming year. A summary is provided below with further details highlighted in the HWCD Work Plan at Appendix 2.

Learning Disabilities

- 22 A Learning Disability Residential Care review is currently taking place and HWCD will support service users to be included as part of the consultation through a number of visits and 1:1 interviews in January 2017.
- 23 It is recognised that there is a poor uptake of Healthchecks by people with learning disabilities (LD). To identify the reasons for this HWCD has worked with people with LD understand their issues. This included engagement with people with LD at the Fulfilling Lives event, partnership working with organisations supporting people with LD and both face to face and online surveys.
- 24 Work is also planned for early 2017 to target GPs to share examples of good practice in encouraging people to attend LD Healthchecks to consider roll out to increase uptake.

Care Packages

- 25 A pilot is in place to ensure new recipients of care packages receive a card which will raise an awareness of Healthwatch and provide an easy way to send feedback in relation to their care as this card is also a prepaid feedback form. Estimates show this will reach 1800 people throughout the six month pilot.

Uptake of oral health education, support and services

- 26 Initial research has taken place identifying inequalities within the County in children's oral health. HWCD plan to deliver engagement activities that complement worked planned by Public Health following the Oral Health Strategy Refresh in 2017.

Barriers to health screening programmes

- 27 Work is planned with partners including GPs to identify the areas within the County who have the poorest uptake of health screening programmes to further understand the barriers to inform future work.

Safeguarding Adults

- 28 Work is taking place with the Safeguarding Adults Board to further develop the relationship with HWCD. The Chair of HWCD is a member of the Safeguarding Adults Board.

Areas of work for future consideration

- 29 HWCD are keen to be involved in further areas of work in the future and a number of subject areas are identified below in response to data and engagement feedback.
- 30 Potential subject areas are identified as follows which align to the Joint Health and Wellbeing Strategy:
- Initial contacts have been made within CCGs to offer support for engagement in relation to Maternity services;
 - Use of positive Enter and View visits linked to GP surgeries who have received outstanding Care Quality Commission inspections, as a way of promoting and sharing good practice. A pilot is being considered by CCGs for this area of work;
 - Support partners with health and social care integration and be engaged in the development of the Community Hub model.
- 31 A report detailing actions, findings and recommendations will be produced for each topic and this will be reported to the Health and Wellbeing Board.

Recommendations

- 32 The Health and Wellbeing Board is recommended to:
- Provide comments on the HWCD Work Plan and suggest any further areas of work for the future to be considered by the HWCD Board.

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