

Update on the Development of the HealthWatch Sunderland**REPORT OF : Deputy Executive Director Health, Housing and Adult Services****1.0 PURPOSE OF THE REPORT**

- 1.1 To provide Scrutiny members with information on the Government's Healthwatch Transition Plan.
- 1.2 To provide an update on Healthwatch Transition in Sunderland.
- 1.3 To provide information for future consideration regarding the relationship between the Health and Wellbeing Scrutiny Committee and HealthWatch Sunderland

2.0 BACKGROUND

- 2.1 The HealthWatch Transition Plan was published on 29th March 2011 by the Department of Health (DH) describing the journey of strengthening the patient and public voice via HealthWatch at both local and national level
- 2.2 The April to July 2011 Listening Exercise considered patient involvement and public accountability as one of the key themes
- 2.3 The outcomes of the Listening Exercise in relation to HealthWatch strengthened the principles of patient and public involvement at all levels including shared decision making at every opportunity
- 2.4 The commencement date for HealthWatch is October 2012 with NHS Complaints Advocacy delivery commencing in 2013
- 2.5 This paper assumes that the sections of the Health and Social Care Bill 2011 relating to HealthWatch pass into law without significant amendments.
- 2.6 Under the proposals in the Bill, Sunderland City Council will have a duty to establish a Local HealthWatch in Sunderland from October 2012. Local HealthWatch organisations will be funded via LAs and will be accountable to LAs for operating effectively and providing value for money.

3.0 HEALTHWATCH ENGLAND

- 3.1 HealthWatch England will provide leadership, support and advice for local HealthWatch organisations, creating greater consistency across the country.
- 3.2 Healthwatch England will be a subcommittee of the Care Quality Commission.
- 3.3 HealthWatch England will be able to advise the Secretary of State for Health, the NHS Commissioning Board, LAs and Monitor as well as the Care Quality Commission (CQC) about concerns raised by local HealthWatch organisations.
- 3.4 HealthWatch England will be able to request that the CQC carries out an investigation if it has evidence of poorly performing services.

4.0 PROPOSED NEW ROLES OF LOCAL HEALTHWATCH

- 4.1 At least one representative of local HealthWatch will be a statutory member of the health and wellbeing board, helping to ensure that the consumer voice is integral to the wider, strategic decision-making across local NHS services, adult social care and health improvement.
- 4.2 The Health and Social Care Bill states, 'A Local HealthWatch organisation (LHW) is a body corporate'. No further guidance on the form of the corporate body has been made available.
- 4.3 Local HealthWatch will maintain the current functions of Local Involvement Networks (LINK's) plus gain extra functions .

The key functions of Local HealthWatch are described as:

Influencing – helping to shape the planning of health and social care

Signposting – helping people access and make choices about care

Advocacy – for individuals making complaints about healthcare
(From April 2013)

- 4.4 There will be no specific documents from the Department of Health (DoH) concerning Local HealthWatch procurement.
- 4.5 LAs will be commissioners and funders of local HealthWatch organisations, and will also be subject to scrutiny from them in respect of their adult social care services. LAs and local HealthWatch will be partners on health and wellbeing boards. The Department of Health acknowledges that this is a complex set of relationships and recommends that LAs begin to think about how they will manage these with their local HealthWatch organisation.

5.0 NATIONAL PROGRESS

5.1 HealthWatch England

The development of HealthWatch England as a subcommittee of the Care Quality Committee (CQC) is progressing. The *Preparing for HealthWatch* document outlining the plan for CQC setting up HealthWatch England was published in October 2011. HealthWatch England will be a statutory committee of CQC with a Chair who will be a non-executive director of CQC. Recruitment for the post of Chair will commence in November 2011 and the successful appointee will take up post in April 2012.

Other planned developments include putting senior staff in place and creating information and briefings for local HealthWatch by June 2012.

5.2 Action Learning Sets

Action Learning sets have not yet commenced. They will be offered to LINKs wishing to develop and build capacity for the future via peer learning and sharing.

5.3 Pathfinders

All 75 applications for Pathfinder status were agreed. The North East Local HealthWatch Pathfinders are Gateshead, Hartlepool and Northumberland. Learning events will take place based on the Pathfinder experiences in the near future.

5.4 National Programme Board and Advisory Group

The National Programme Board for HealthWatch transition is supported by the HealthWatch Advisory Group, of which the Chair of the Sunderland LINKs is a member. Published Minutes from the National Programme Board are not available after May 2011 therefore updated activities of the Board are not available. Previous minutes detail the internal work to look at capacity for transition support and funding arrangements

The Advisory Group has produced an October 2011 Bulletin describing progress of the four task and finish groups:

- HealthWatch England Principles and Practicalities
Acting as a sounding board for HealthWatch England development in areas such as the job description for the Chair and Director and the operating model.
- Local HealthWatch: Building a convincing case
Three critical relationships have been identified for development.
 - Local HealthWatch and HealthWatch England
 - Local HealthWatch and CQC
 - Local HealthWatch and its commissioners i.e. local authorities

Learning from HealthWatch Pathfinders will inform this work.

- **Local HealthWatch:** creating a good local HealthWatch
Concentrating on key finance dates, suggesting local TUPE resolution not national adjudication, learning from Pathfinders and development of Regional transition leads. The North Regional Transition Lead is Julie Turner, South Tyneside City Council.
- **Communication and engagement:** a strategy
Work continues with a communications agency with a key output of a communications toolkit for local HealthWatch by June 2012. It is hoped that all local HealthWatch organisations will use the collectively developed identity for HealthWatch. It will provide some highly effective tools such as a logo and templates for leaflets. A final HealthWatch 'brand' will be shared in 2012, local transition groups are requested not to develop a brand in the interim.

6.0 FUNDING CONSULTATION

The Department of Health (DOH) circulated a consultation document on allocation options for distribution of additional funding to local authorities for Local HealthWatch, NHS Complaints Advocacy and PCT Deprivation of Liberty Safeguards on 27 July 2011. The consultation asked for views on the allocation options for the transfer of funds for the three areas mentioned above by 24 October 2011.

The outcome of the consultation has been collated but no financial figure has been allocated to LA's to date.

7.0 LOCAL PROGRESS

- 7.1 A dedicated HealthWatch Transition workstream has been developed with delivery via a working group with representation from key stakeholders. The transition is led by Sue Winfield, Vice Chair of NHS South of Tyne and Wear supported by Jean Carter, Deputy Executive Director, Health, Housing and Adult Services.
- 7.2 A project plan has been developed which includes development of an engagement plan to develop the service specification for Local HealthWatch in Sunderland. This included an engagement event that took place on 22 November 2011 and other methods of engagement via established groups within communities, plus a web based questionnaire. The engagement event included members of the public, the voluntary and community sector, statutory bodies with representation across adults, young people and child age groups. Elected Member engagement is ongoing and specific consideration is being given to the parallel HealthWatch scrutiny function and that of Council led overview and scrutiny.
- 7.3 Specific dialogue has taken place to ensure alignment to other Council developments such as the Information, Advice and Guidance Review, Community Resilience and Local Responsive Services.

- 7.4 Procurement advice has been included in the workstream as once the service specification for Local HealthWatch has been developed and agreed a procurement exercise will take place to achieve establishment of a local HealthWatch in October 2012.

8.0 CONCLUSION & RECOMMENDATIONS

- 8.1 The working group will continue to develop the service specification for a local HealthWatch taking into account the views collated to date. As national guidance becomes available this will be included within the workstream plan.
- 8.2 A report seeking agreement to undertake the procurement exercise will be taken to Cabinet in February 2012.
- 8.3 Discussion takes place with the Chair and Vice Chair of the Health and Wellbeing Scrutiny Committee to consider the relationship with Local HealthWatch and agree input into the current workplan and receiving updates to the Committee.

9.0 BACKGROUND PAPERS

HealthWatch Transition Plan, Department of Health (March 2011).

Consultation on allocation options for distribution of additional funding to local authorities, for: Local HealthWatch, NHS Complaints Advocacy, PCT Deprivation of Liberty Safeguards, Department of Health (July 2011).

HealthWatch for local authorities, NHS Eastern and Coastal Kent and local authority representatives (September 2011).

Summary list of the HealthWatch pathfinders, Department of Health (October 2011).

Contact Officer: Jean Carter. Deputy Executive Director HHAS
Email jean.carter@sunderland.gov.uk