

**HEALTHWATCH BRIGHTON AND HOVE****Date:** 11th September 2013**Meeting:** Health & Wellbeing Board**Healthwatch Lead:** Jane Viner – Healthwatch Manager (Maternity Cover)
Tel: 01273 810234 Email: jane@cvsetorforum.org.uk**Title/Subject Matter:** Healthwatch Update

Purpose of the Report

The purpose of this report is to give background information about Healthwatch, an update regarding the development of Healthwatch Brighton and Hove.

Background Information**What is Healthwatch?**

The Health and Social Care Act 2013 makes provision for the establishment of Healthwatch a new consumer champion.

Healthwatch operates on two levels: at a national level through Healthwatch England and at a local level through Healthwatch organisations. As in other areas Healthwatch Brighton and Hove was established in April 2013.

Healthwatch's are independent organisations. Their aim is to give service users and communities a stronger voice to influence and challenge how health and social care services are provided within local areas. They replace Local Involvement Networks (LINKs) which were established in 2008 and will carry on their work, with the addition of new functions and powers.

Healthwatch will have credibility and public trust through being responsive and acting on concerns when things go wrong, and operating effectively and efficiently, with the objective of improving the public experiences of health and social care in Brighton and Hove.

Healthwatch Brighton and Hove, in line with national guidance, undertakes the following functions:

Influencing

To shape the planning and delivery of NHS, public health and adult and children's care services. This will include scrutinising the quality of services, particularly in response to public concern, holding them to account, representing the voice of the public and patients, contributing to the work of the Health and Wellbeing Board, contributing to the Joint Strategic Needs Assessment (JSNA) and working in partnership with commissioners of NHS, public health and adult and children's social care services.

Local Healthwatch can escalate matters to the overview and scrutiny committee of a local authority where they feel it necessary to do so. The overview and scrutiny committee must acknowledge receipt and keep Healthwatch informed of any action they take.

Signposting

To help people to make choices about their care by providing evidence based information about local services and supporting patients and the public to choose the most appropriate service.

Advising

To empower and enable individuals to speak out, including supporting them to access NHS complaints advocacy services.

Powers

Local Healthwatch has:

- powers to request information from commissioners and providers of health and social care and expect a response within 20 working days.
- make reports and recommendations and expect a response within 20 working days.
- enter and view premises where publically funded health or social care is provided with the exception of children's social care services.
- have a seat on the local statutory health and wellbeing board, actively participating in local decision making.

- refer matters to the local Health Scrutiny Committee.

Healthwatch Brighton and Hove

Brighton and Hove City Council has responsibility for commissioning the local Healthwatch service. It has awarded the contract to develop Healthwatch to the Brighton and Hove Community and Voluntary Sector Forum (CVSF). CVSF (www.cvsectorforum.org.uk). The independent Complaints and Advocacy Service (ICAS) is provided by Impetus (www.bh-impetus.org) who lead a partnership of local advocacy providers.

The Healthwatch Brighton and Hove team are based at the CVSF's offices but will travel widely across the city, where they will support information points and signposting activities.

The governance arrangements for Healthwatch Brighton and Hove will include an overarching Governing Body that will be made up of members of the public, service users, independent Engagement / Advocacy organisations and will need to be able to represent the diverse communities of the city.

Whilst CVSF is responsible for delivering the Healthwatch contract, the Healthwatch Brighton and Hove Governing Body will be the autonomous body that drives and oversees the work and ensures that Healthwatch is accountable to the public and its stakeholders.

There will be working arrangements between the CVSF's Trustee Board and Healthwatch Brighton and Hove Board, to ensure clear lines of responsibility, independence and accountability. CVSF will employ staff to support the work of Healthwatch, and have responsibility for financial management, insurance and contract compliance.

From April 2014 Healthwatch Brighton and Hove will be an independent entity with its own legal form. The final form will have governance structures in place including: a membership, a governing body or board or management committee, a chair of the governing body or board, an annual report (which the Health and Social Care Act 2012 requires to be sent to the NHS Commissioning Board, relevant Clinical Commissioning Groups and Healthwatch England) and annual accounts.

Further information can be found here:

Healthwatch England www.healthwatch.co.uk

Healthwatch Brighton and Hove www.healthwatchbrightonandhove.co.uk

healthwatch
Brighton and Hove
Development Phases 2013 - 2014

Phase 1> Transition - April - July 2013

- Helpline set-up
- Monthly Magazine established
- Healthwatch website development
- Intelligence data base developed
- Hospital Pilot project launched
- Transition project work undertaken
- Interim Representation
- Public Engagement work undertaken
- Volunteer Strategy developed
- Relationships established with Community Spokes
- Relationships established with Commissioners and Providers
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As part of its approach to setting up Healthwatch Brighton and Hove CVSF committed to continuing to work closely with the volunteers involved in the Brighton and Hove LINK to ensure that their experience and expertise informed the work undertaken by Healthwatch Brighton and Hove during the set up period whilst new mechanisms for engaging with and involving patients, residents and new volunteers were being developed. The Healthwatch Transition Group stopped operating on 31st July 2013.

Phase 2> Mobilisation - August – October 2013

- Staff and Volunteer recruitment
- Paid Independent Chairperson (open recruitment process)
- Shadow Governing Body Member recruitment (open recruitment process)
- Healthwatch Representative's recruitment
- Launching Healthwatch Brighton and Hove
- Developing the Work Programme
- Developing a Communication and Engagement Strategy
- Establishing engagement mechanisms with Community Spokes
- Agreeing a Memorandum of Understanding for work with commissioners and providers

Healthwatch Brighton and Hove will be recruiting an Independent Chairperson and Members to a Shadow Governing Body. The shadow governing body will be responsible for deciding the type of independent organisation that Healthwatch will become.

As well as undertaking its core functions, Healthwatch Brighton and Hove will be implementing the volunteering strategy, volunteer support programme, and volunteering roles. We aim to start recruiting to these roles in September 2013.

Healthwatch Brighton and Hove will be formerly launched, and this will be an opportunity for the public, Healthwatch volunteers and associates to engage in prioritising the feed-back received about local health and social care services in the development of the new work plan.

Phase 3> Implementation – November – March 2014

- Developing the Legal Structure for the new Independent Governing Body.
- Influencing the key health and social care commissioners and providers.
- Providing information to help people make choices about the services they use.
- Listening to people views, concerns and suggestions about services and using that information to help shape and improve them.
- Researching, carrying out Enter and View, writing reports and making recommendations.
- Producing an Annual Report.

During this phase the new Shadow Governing Body will agree its legal form, this will be an open and transparent structure for making decisions and Enabling local people to influence what it does (e.g. internal processes, work prioritisation, recommendations, impact analysis) and acts in accordance with the Nolan principles of standards in public life.

Phase 4> Independence- April 2014 – Onwards

- April 2014 – Healthwatch Contract Transferred from CVSF to the new Independent Governing Body.

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