

# Local Authority Role and an effective local Healthwatch

- Professor Mark Gamsu
- Jennie Chapman

# The Local Authority Perspective

- Procurement and contract management of local Healthwatch

BUT

- Custodian of the local health and care system:
- Support and Leadership of the Health and Wellbeing Board
- Joint Strategic Needs Assessment
- Joint Health and Wellbeing Strategy
- Overview and Scrutiny Committees
- Public Health
- Adult Social Care

# Challenge and Opportunity

## CHALLENGE

- LHW is small
- strategic AND operational
- Range of activities:
  - from enter and view to issue specific
  - Information and Signposting
  - Champion role on committees
- Cause and Effect?
- Contract Manager is not in a strategic position
- Good is determined by the quality of the local health and care system as a whole - not possible to prescribe nationally

## OPPORTUNITY

- Wide range of experts have experience of local Healthwatch - clinicians, managers, directors, owners, politicians
- National Framework - Local Analysis

# Development of the Quality Statements

- Discussions with over 40 local Healthwatch
- Advice from steering group of local Healthwatch and Healthwatch England
- Interviews with small number of local authorities including Directors of Adult Social Care and local Voluntary Community Sector (VCS). E.g Citizens Advice Bureau (CAB)

# The Purpose of the Quality Statements

- Enable a local Healthwatch to understand how it is doing and identify areas for improvement and development
- Provide a framework to help the local Healthwatch, the commissioning **local authority** and **local health and care system** discuss impact, performance and effectiveness
- Enable those leading innovative and influential areas of work to be identified and approached to share this to provide inspiration, leadership and support across the network
- Help Healthwatch England understand the quality of practice in the country and to direct its resources at areas that require support or improvement

# The Quality Statements

- **Strategic context** - Shaping and improving local architecture and relationships
- **Community voice and influence** - engaging with the public and ensuring their experience is heard
- **Making a difference locally** - Gathering evidence and making recommendations for change
- **Informing people** - Information, Advice and Signposting
- **Healthwatch England** - Strengthening the Network and using the national voice

# We tested 3 Review Tools

- Self Assessment Tool
- 360° Review Tool
- Peer Challenge Tool

# General Lessons

- Appetite for improving effectiveness of LHW
- Quality Statements seem to work - no glaring omissions
- internal - external
- Independence
- 360° strongest for promoting system dialogue about role of LHW - but resource implications
- Peer Review requires support from HWE
- Self Assessment least powerful - but easy to use
- Local Authorities - Dorset, Warwickshire, Brighton
- Local Healthwatch - Sheffield, North East Lincs, Leicestershire, Liverpool etc



# 360°

- Good for getting whole system view 80/100
- walk the talk
- Nuance - NHS/LA/VCS;  
Provider/Commissioner; Strategic/Operational
- Joint Agenda for action - workshop
- Skill Requirements - analysis and facilitation
- Independence
- Resource

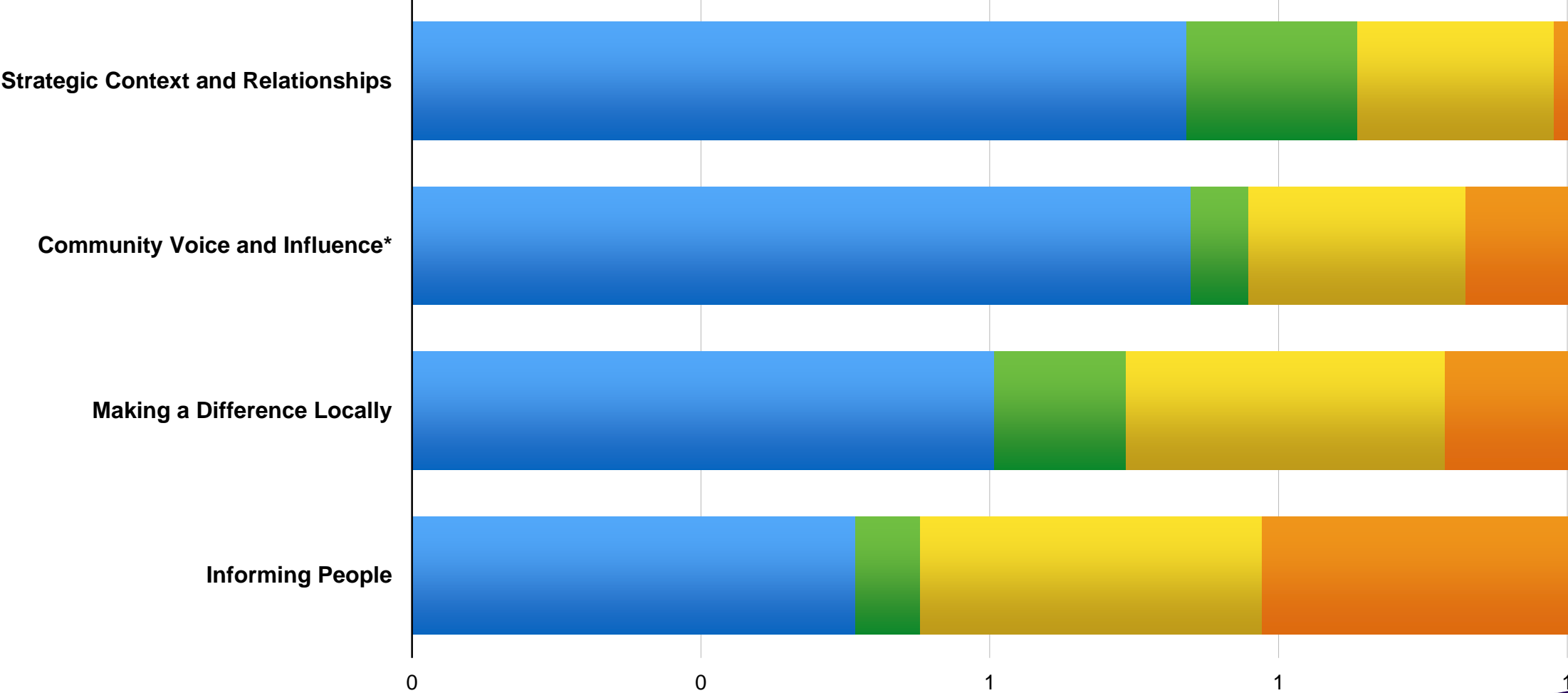
# A balanced approach

- Set of questions for each Quality Statement
  - Agree
  - Disagree
  - Neither Agree nor Disagree
  - Don't Know
- One Text Box for each Quality Statement - evidence
- Phone Interviews with Key Decision makers
- Workshop to share findings and determine Health System Actions

# Stakeholders

- The local Healthwatch Board
- The local Healthwatch staff team
- Local Authority Commissioners
- Local Authority Provider services
- NHS Commissioners
- NHS Providers
- Local Voluntary and Community Sector
- Private Sector

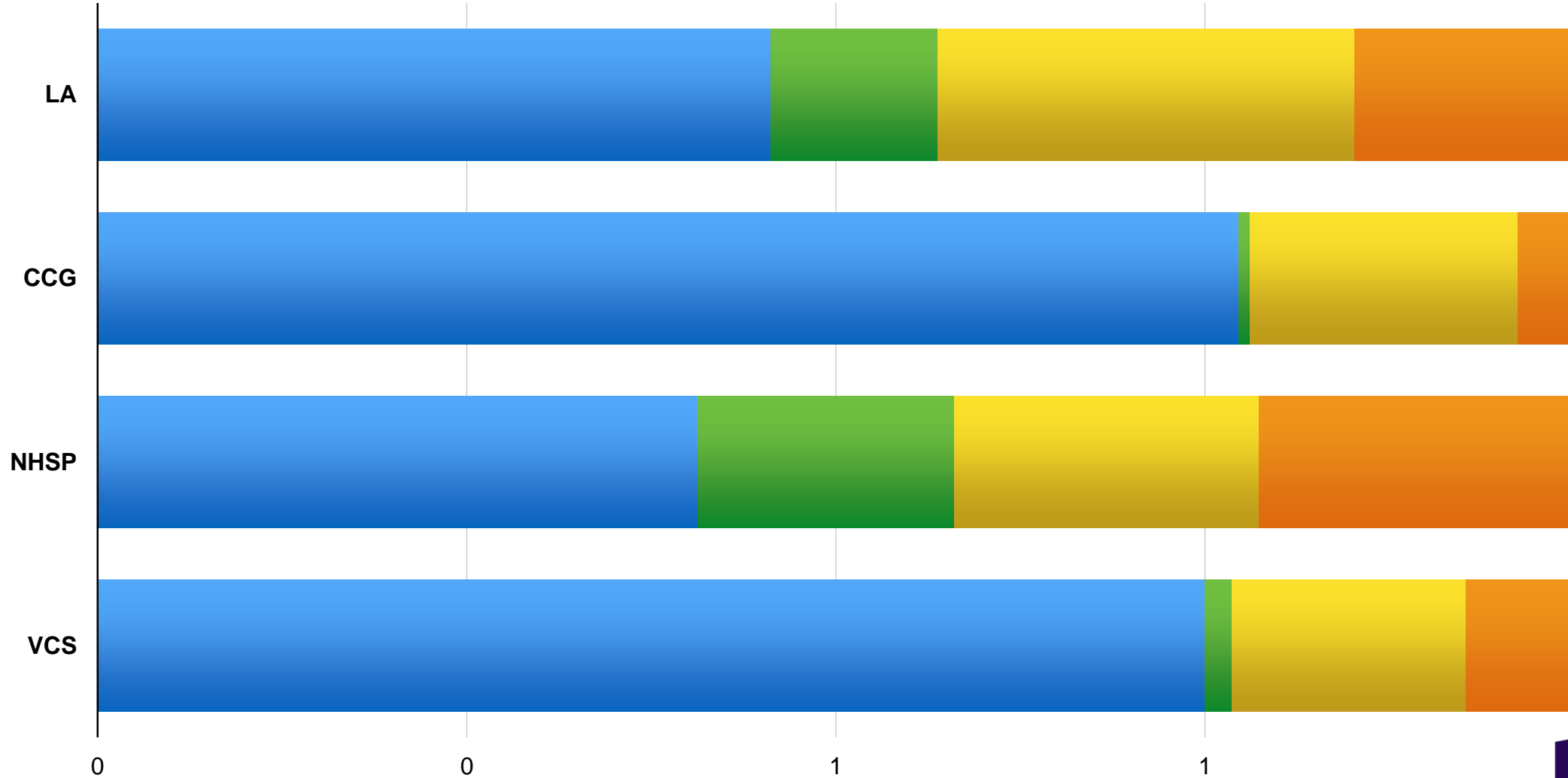
# Effectiveness Rating by Quality Statement Group



- Agree
- Disagree
- Neither Agree/Nor Disagree
- Don't know



# QS Ratings by Sector



- Agree
- Disagree
- Neither Agree/Nor Disagree
- Don't know

## Who we asked



Over 90 stakeholders in Dorset gave their views. Roughly 25% each from the voluntary, NHS Provider, Local Govt and CCG sectors

## What did they think?



More than half thought that Healthwatch Dorset is effective. "Very constructive, don't compromise independence or integrity, don't simply amplify"

## What did they think?



There were areas where HW Dorset could improve and a few did not know enough about HW Dorset to comment

## Strengths



## Strategic

HW Dorset is valued for the contribution it makes at key bodies such as the Health and Wellbeing Board, Clinical Commissioning Group Governing Body and Overview and Scrutiny Committees

---

## Communities

HW Dorset is effective at involving citizens and understanding their concerns. It is particularly valued for its work with seldom heard groups and Healthwatch Champions

---

## Improving Services

HW Dorset is generally good at helping services improve through its investigations and reports

---



# Improve



## Priorities

It would help if HW Dorset was more explicit about how it developed its priorities, how these fit with those of others in the health and care system and brought them for discussion before they were signed off.

---

## Communication

Quite a few people still do not understand what HW Dorset does and the contribution it makes; more work on communications is needed. This is the responsibility of the whole health and care system not just HW Dorset

---

## Advice and Information

Many people are not aware of of the HW Dorset Advice and Information role. This is probably not just an issue for HW Dorset but a larger one where the respective roles of different advice and information services in Health and Care should be considered.

---

## Reports

There are different views with regard to what constitutes a good report that helps decision making - in particular the balance between quantitative and qualitative information. This could be an area that merits further consideration within the Dorset Health and Care system.





## Funding

A quick comparison with other county level Healthwatch shows that funding for Healthwatch Dorset falls in the middle band based on spend per capita.

The Kings Fund >

Current  
Practice

The challenges that HW Dorset and the Health and Care system face are consistent with those identified by the Kings Fund in their 2015 report for the Department of Health.

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/417395/KF\\_Healthwatch\\_with\\_cover.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/417395/KF_Healthwatch_with_cover.pdf)

# Contract Management Role - some thoughts

- What process is in place for system level review of local Healthwatch?  
Consider how a 360° might help
- Are the Quality Statements being used to provide a framework to discuss local Healthwatch on an ongoing basis? Consider how the open ended peer review questions might help