



**Healthwatch Commissioners Conference**  
**‘Supporting a stronger local Healthwatch’**  
Monday 14<sup>th</sup> March 2016  
etc. Venues, St Pauls



# Housekeeping

**Georgina Bream,  
Training & Co-Production Manager,  
Healthwatch England**





# Welcome and introductions

**Andy Payne,  
Head of Network Development,  
Healthwatch England**

**Paul Rideout,  
Third Sector Policy Manager,  
East Sussex County Council**






# Introduction to Healthwatch England

## Agenda for today

11.00- 11.10	Welcome and Introductions
11.10 - 12.30	Enabling commissioners and local Healthwatch to make the most effective use of the Quality Statements
12.30 - 13.15	Local Healthwatch and Local Authority Monitoring relationship
13.15 - 14.00	Lunch & Networking
14.00 - 14.30	How local Healthwatch can amplify the voice of the public and patients through service change
14.30 - 15.45	Opportunities and challenges for local Healthwatch
15.45 - 16.00	Close



# Using the Healthwatch Quality Statements (see separate slide pack)

- Professor Mark Gamsu
- Jennie Chapman



Building a Better Bournemouth

---



# Healthwatch Review

Sue Newell – Poole  
Sue Bickler - Bournemouth



Dorset County Council



Building a Better Bournemouth



# Why review

**Final year** of 3 year joint contract

- inform **future**
- test **Value for Money**



Dorset County Council



Building a Better Bournemouth



# Leeds Beckett set context

Small

New *april 13*

System *collaboration needed*



Dorset County Council





Building a Better Bournemouth



# Value for Money

Small £0.59 per capita

Mid table

BUT

Volunteers



Dorset County Council



Building a Better Bournemouth



**Depends on where you sit!**



Dorset County Council



Building a Better Bournemouth



# Findings

Overall message “**Doing well**”

Valued for **contribution** at strategic bodies

Involves citizens (esp. **seldom heard**) and  
understands concerns

Investigations and reports help **services improve**



Dorset County Council



Building a Better Bournemouth



# Areas for improvement

- Priority setting *what how why*
- Independence v collaboration *criticised*
- Reports *stories v robust research*
- Communication
  - "Don't know enough to comment"*
- Information and advice *what's the role?*



Dorset County Council



Building a Better Bournemouth



# Action Plan

- Priority setting *engagement & communication*
- Independence v collaboration *principles*
  - Reports *what does good look like*
- Communication *messages, and messengers*
- Information and advice *clarify roles*



Dorset County Council



Building a Better Bournemouth



# Outcomes

Validated contract managers views

Strengthened the partnership

Increased joint responsibility

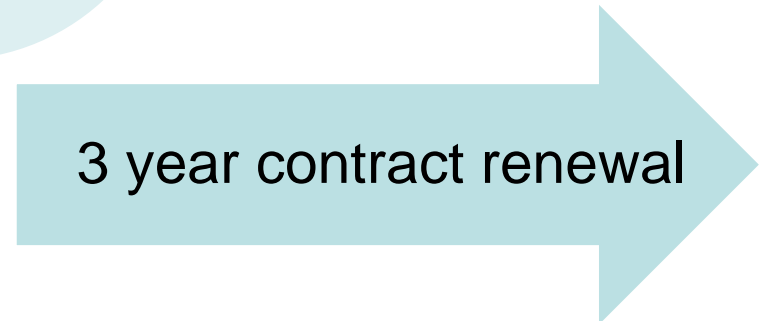
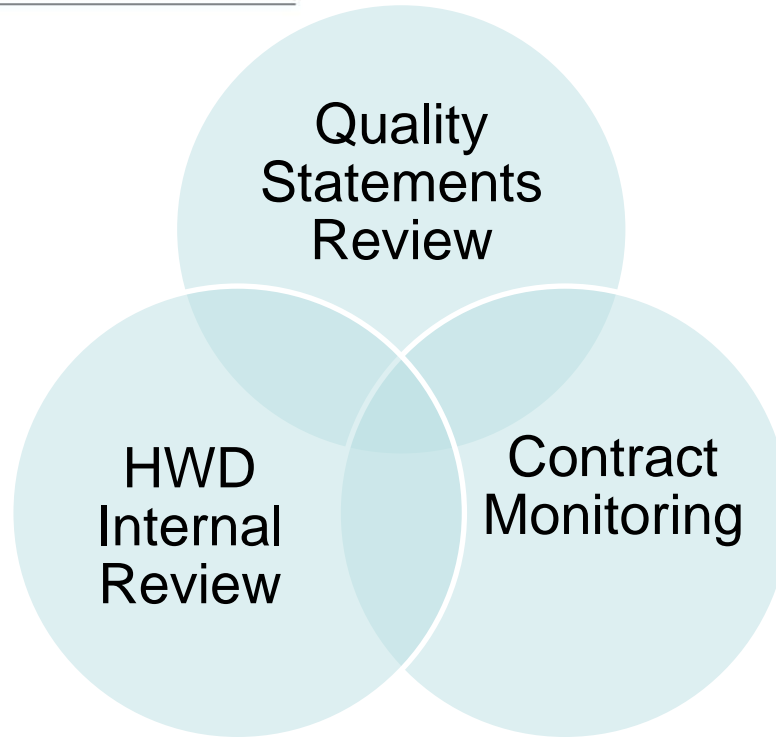
Clarified some of the questions! *“involving public in strategic decisions”*



Dorset County Council



Building a Better Bournemouth



Dorset County Council



# Round table discussion - reflections and questions







# Local Healthwatch and Local Authority Monitoring relationship

Table discussion facilitated by Paul Rideout

Sharing effective and innovative ways of getting the most  
out of your contract monitoring relationship





**13.15 - 14.00**

**Lunch & Networking**





# How local Healthwatch can amplify the voice of the public and patients through service change

An overview of the national programmes local Healthwatch are involved in, and current and future support for local Healthwatch from Healthwatch England:

Phil Brough,  
Service Change Lead,  
Healthwatch England

Q&A implications and potential involvement for local Healthwatch



A green speech bubble icon is positioned to the left of the main title. The main title "Service Change" is written in a large, bold, pink, sans-serif font.

# Service Change

Phil Brough, Service Change Lead,  
Healthwatch England



# Service Change Programme

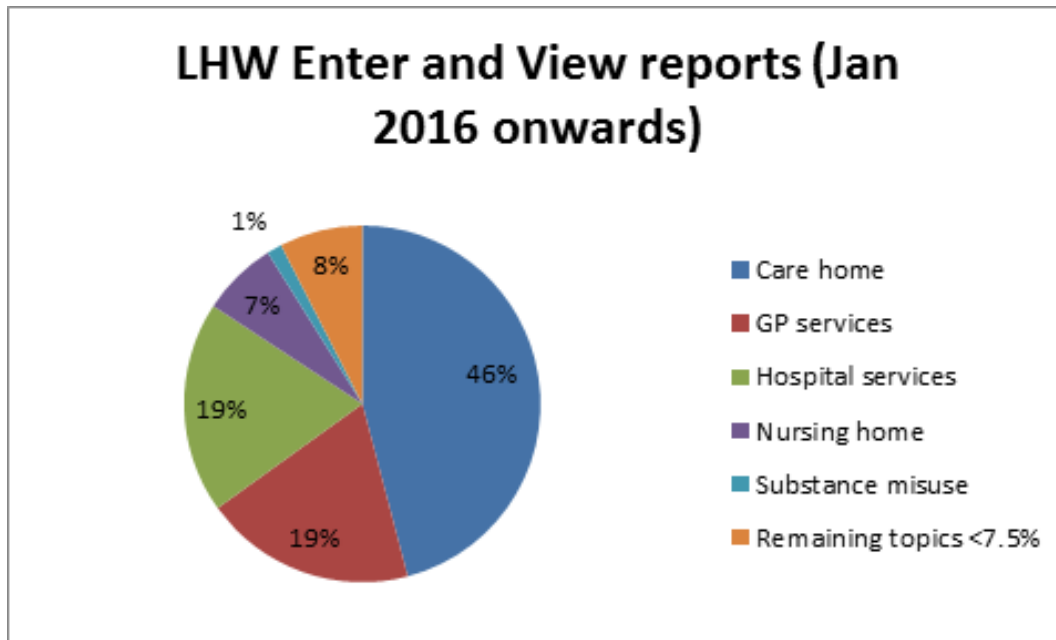
## Draft Business Plan Priority 2016/17

- 1.2 To support local Healthwatch to listen to the local community voice and influence local commissioning.
  - to provide a programme of support to encourage local Healthwatch to improve their public engagement
  - To demonstrate how local Healthwatch can support improved engagement across all service change and commissioning programmes.



# Enter & View

- Since Jan 2016 - 146 Enter & View reports





National Service Change Initiatives

# Better Care Fund

Prime Minister's Challenge Fund

Healthy Towns

Integrated Personal Commissioning

# Devolution

Multi-Speciality Community Providers

# New Care Model Vanguards

Integration Pioneers Acute care collaborations

Success Regime

Urgent & emergency care networks





# Better Care Fund

The Better Care Fund



Captured engagement of local Healthwatch in terms of involvement in BCF Plans:

- Highlighted areas of good engagement as well as barriers
- Some local Healthwatch commissioned to do BCF activity
- Shared this with the National BCF Taskforce





# New Care Models

- NHS England's Five Year Forward View
- Includes 5 models: MCPs, IPACs, ACCs, ECHs and U&E Care
- Healthwatch Leicestershire A&E
- Involves cross border working
- Shared this with the FYFV Main CEO Board



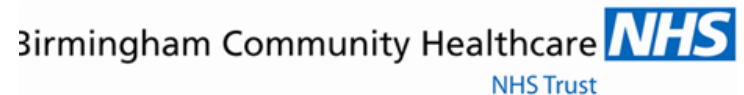
# Service Change Event on 7<sup>th</sup> March



The Better Care Fund



#peopleaspartners





Healthwatch Stoke @HealthwatchSol · Mar 7

Excellent talk about the dangers of making assumptions in service design

#peoplespartners @HealthwatchE



HealthwatchTameside and 1 other Retweeted



NHS B'ham X City CCG @BhamXCCG · Mar 7

Witty and thought provoking presentation re: devolution & healthcare

@HealthwatchTame @HWOldham @HealthWatchMcr @HWBolton

#peoplespartners



CommissionersWT @CommissionersWT · Mar 7

Get people on board and let them defend the message says Jo from

@MIHSolutions #peoplespartners





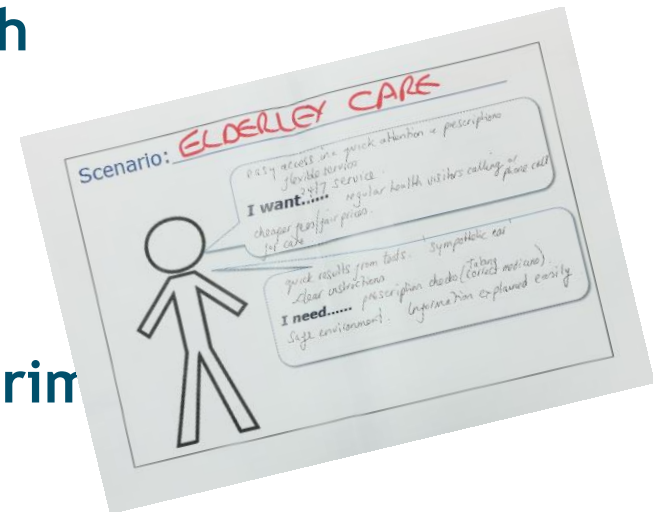
# Devolution in Greater Manchester

- **Bringing together 10 local Healthwatch**
- **Facilitated joint working:**
  - **Deliberative events**
  - **Memorandum of Understanding**
  - **CRM led by them**
  - **Survey to capture their engagement**



# Deliberative Events in Greater Manchester

- How public would like health and social care needs to be met in the future
- Three events across Greater Manchester - attended by all 10 local Healthwatch
- 60 members of the public - Bolton, Stockport and Oldham
- Integration, self-management and Primary care



# Local HW Views on the Approach (1)

Local HW representatives inputted into the design, observed and participated in events, and were asked to provide thoughts on the process and findings...

*"I felt most of the people participated in the discussions and were certainly not 'the usual suspects'. Although they were discussing many of the issues we hear on a daily basis, I felt they had a few more creative suggestions than we would normally hear from the usual focus groups!"*

*"Had the opportunity to ask the twenty-somethings about transition from childhood to independence – I thought this quite interesting as well as we rarely have a chance to speak to twenty somethings who aren't ill."*

**healthwatch**

*"There is an appetite for engagement outside normal working hours in our area – we need to think about how we get beyond 'the usual suspects' to get into this audience – particularly people of working age who can be a seldom heard group."*

*"Persuade our statutory partners who have a legal duty to consult and engage that they need to organise activities at times and in places that are accessible to the whole community rather than at times that suit the senior officers in the organisations that have a duty to engage."*

# Next Steps on Service Change

- Mapping all the areas of service change
- Further briefings
- Service Change Guidance
- Annual conference
- Future regional events





Questions?








# Opportunities and challenges for local Healthwatch

**Rachael Foster,  
Commissioner  
Telford and Wrekin**

**Paul Rideout,  
Third Sector Policy Manager,  
East Sussex County Council**

**Andy Payne,  
Head of Network Development,  
Healthwatch England**





# Table discussion: What are you doing locally to take advantage of future opportunities and to mitigate some of the specific challenges:

Maintaining local Healthwatch independence within the current health and social care environment and balancing priorities across the system

Long term sustainability of local Healthwatch and opportunities for income generation

How can Healthwatch England work collaboratively and effectively with you to develop and continue this relationship to support local Healthwatch?





# Closing comments

**Andy Payne,**  
Head of Network Development,  
Healthwatch England

**Paul Rideout,**  
Third Sector Policy Manager,  
East Sussex County Council (Conference facilitator)

