

REPORT TO:	HEALTH AND WELLBEING BOARD (CROYDON) 20 June 2018
AGENDA ITEM:	9
SUBJECT:	HEALTHWATCH CROYDON UPDATE
BOARD SPONSOR:	EMMA LEATHERBARROW
BOARD PRIORITY/POLICY CONTEXT:	
Local Healthwatch are independent, corporate bodies set up by the Health and Social Care Act 2012, the legislation that also brought the Health and Wellbeing Board into being. Local Healthwatch organisations have a seat on their Health and Wellbeing Board and contribute to ensuring the voices of local people are heard.	
FINANCIAL IMPACT:	
<i>No financial implications</i>	

1. RECOMMENDATIONS

- 1.1 Members of the Health and Wellbeing Board are asked to note the summary of progress made by Healthwatch Croydon over the past 6 months
- 1.2 The Board are also requested to consider and agree how best Healthwatch Croydon can contribute to the business of the Board in the future

2. EXECUTIVE SUMMARY

- 2.1 The Healthwatch Croydon contract was awarded to Help & Care in April 2018 following a competitive tendering process. This report sets out a summary of what has been achieved in the first 6 months of the contract alongside the approach that will be taken to ensure local leadership and prioritisation.

3. BACKGROUND & CONTEXT

- 3.1 Healthwatch Croydon works to get the best out of local health and social care services by ensuring the people who use health and care services can influence the way they are delivered. From improving services today to helping shape better ones for tomorrow, we listen to local people's views and experiences and then influence decision-making.
- 3.2 Help & Care are a charity based on the south coast and are one of the largest providers of Healthwatch services in England. As an organisation, we have been involved in patient and public involvement in health for nearly 20 years and our work on Healthwatch has enabled us to build on and share our skills and experience as well as offer considerable economies of scale. We strongly believe that enabling people to shape health and care will support the creation of better services that meet needs more effectively. With so much change taking

place in health and care services currently, the need to engage effectively with people has never been so important.

3.3 We have a number of legal functions, under the 2012 Health and Social Care Act.

These are:



4. KEY ACTIVITIES SINCE APRIL 2018

- 4.1 Transitioning between service providers always creates challenges, particularly for staff, and our focus has been on achieving a smooth handover while continuing to deliver a Healthwatch service for the people of Croydon. We believe we have achieved this thanks to the energy and dedication of our Croydon staff team, the support of the previous provider and the support of our Council commissioners.
- 4.2 Operationally, we use a different structure to the previous provider. Our Croydon based staff team are focused on project work and outreach while staff in the head office in Bournemouth answer telephone calls and emails from the public. This ensures that the staff team are visible in the community, building relationships with local people and with key stakeholders from health and social care services. Our local team is now complete, following additional recruitment during the summer. We have a team of four, a local Manager and three Healthwatch Officers who work collaboratively but also specialise in volunteers and partnerships, engagement and communication.

- 4.3 We are delighted that many of the previous provider's volunteers agreed to transfer to us as a new provider and we have been able to recruit 8 new volunteers in the past few months. Volunteers make an important contribution to Healthwatch Croydon, massively increasing our ability to reach out to people and hear more experiences and views. In the last six months we arranged 9 events for volunteers to learn, train and share knowledge. We have updated our volunteer policies and practice and will be undertaking further volunteer recruitment to new roles in the near future.
- 4.4 Hearing people's views is our 'bread and butter' and we have listened and recorded experiences throughout the past 6 months, online and on the phone, but also face to face. We have undertaken 25 outreach sessions, including a regular weekly session at Croydon University Hospital. In addition, we delivered 12 outreach sessions on the elderly wards of Croydon University Hospital to hear the experiences of carers of patients with dementia. Through our outreach work, we have gained 365 stories to add to our database. We also have 115 other stories received via the helpline and other sources, giving us a total of 480 pieces of feedback.
- 4.5 In addition to meeting regularly with Croydon Council colleagues and attending the Health and Wellbeing Board, we have attended a wide range of strategic meetings. These include the NHS Croydon CCG Governing Body and NHS Croydon CCG Primary Care Meeting (where we sit as official attendees), Croydon Health Services NHS Board Meeting, South London Quality Surveillance Meeting (NHS England), where we presented our insight on homeless experiences of health services. We also attend South London and Maudsley Local Healthwatch Meetings and other network meetings to ensure good relationships are built and maintained. We have regular meetings with key staff within both NHS Croydon CCG and Croydon Health NHS Trust. In total, we attended 25 meetings since April 2018.
- 4.6 We have supported people to get involved in the design and commissioning of services through our 'Meet the Changemakers' events. Our event in July brought together local people, patients and carers with commissioners and providers of mental health services to discuss what might help improve the experience of people needing those services. It was a well-attended and lively event; feedback has been published on our website. We received the comments of 40 people from this event. Since the event, we have reviewed what was said and are planning two follow up projects which will be completed by early 2019. This will include further discussions with those we contacted as a result of the event.
- 4.7 We have focussed on people who experience health inequalities and published a report on the experience of street homeless people in accessing primary care services. This built on and updated work carried out earlier in the year. Again, this report can be found on our website. As a result of publishing this in June, we made contact through our network with Groundswell, who deliver peer-to-peer support for homeless people, which may provide a solution to some of the issues raised in the report. We brought together Groundswell and a Primary Care Commissioner to meet and discuss what they can offer and this is currently being considered by NHS Croydon CCG.

- 4.8 Our information, advice and signposting helpline is taking increasing numbers of calls as more people are becoming aware of what we can offer. The calls we receive are often complex with average call times in Croydon for the past quarter of 27 minutes including research time. During the autumn, we intend to increase our publicity of our helpline to encourage more local people to use this resource.
- 4.9 We have been able to take on one small piece of commissioned work and have supported the South West London NHS in their Grassroots Project. We have promoted and administered a small grants scheme for community organisations to enable their members to enjoy an event while talking about their health and care services. Seven events were selected of which three took place in July and September, the remaining four to take place in October and November. These events have involved more than 100 people from across the Borough and we have worked with AYDA Centre (engagement and empowerment of the young people in Croydon), Croydon Association for Pastoral Care in Mental Health & Wellness Day (mental health and wellbeing) and Ministry of Empowerment (female BAME patients and health service users). From these events, we have received 70 experiences for our database.
- 4.10 Healthwatch Croydon is actively contributing to the Croydon Transformation Programme, through attendance of the Croydon Communication and Engagement Group which advises the Transformation Board on communications and engagement issues and also as a member of the Executive Design Group - Croydon Health and Care Event taking place on 20 November.

5. LOCAL LEADERSHIP FOR CROYDON

- 5.1 As a larger provider of Healthwatch services, we have given a lot of consideration to ensuring there is clear local leadership for the Healthwatch organisations we support. Local Healthwatch should be just that – local – led by people from the local community who understand their communities and have local networks and relationships.
- 5.2 Working with the Commissioner, we have proposed the set up of a Local Leadership Board for Croydon. Draft Terms of Reference are attached at Annex 1. We are now advertising for Board Members and hope to recruit people who are representative of the communities we serve and experienced in leadership and prioritisation. We would welcome the support of the Health and Wellbeing Board in promoting this voluntary opportunity. Board Members will be appointed by an independent appointments panel consisting of people from the local community and a representative from Help & Care.
- 5.3 We hope to hold our first Board meeting before the end of the year where we will appoint a chair, agree the Terms of Reference and set a meeting schedule for the forthcoming year as well as identify an initial training and induction plan for Board Members.

6. PRIORITISATION

- 6.1 One of the most important tasks for any Healthwatch is to ensure there are a sensible set of priorities identified each year. As a small service, prioritisation is very important if we are to achieve our objectives and must put the views of local people at its heart.
- 6.2 We have developed a prioritisation tool which we intend to use with the Board to ensure this is a transparent process. This is attached at Annex 2. The prioritisation tool enables us to ensure local views are at the heart of what we do, while acknowledging and reflecting on what is happening in the health and social care system locally.
- 6.3 Our experience is that we also need to ensure we have time to respond to emerging events in health and care and a portion of our time is held in reserve to ensure we can respond flexibly when required.

7. MAKING A DIFFERENCE IN CROYDON

- 7.1 We hope that the summary set out above gives a flavour of our first 6 months work in Croydon and very much welcome the opportunity to work with the Health and Wellbeing Board. We would like to be able to provide an annual update on our work through sharing our Annual Report (which is published by the end of June each year) but would also like to hear the views of Board Members on how else we can contribute to your work. Examples could include:
- Contributing insight where possible to specific discussions
 - Supporting engagement with local people on the Health and Wellbeing Strategy and Joint Strategic Needs Assessment

8. CONSULTATION

- 8.1 We have consulted with Croydon Council's commissioning team and with a range of stakeholders from across health and social care on our proposals for governance and prioritisation. Further work on this will be undertaken in conjunction with the Local Leadership Board when appointed, and other stakeholders as required.

9. SERVICE INTEGRATION

- 9.1 Healthwatch Croydon works across the health and social care system.

10. LEGAL CONSIDERATIONS

- 10.1 Croydon Council have a statutory responsibility to commission an independent Healthwatch service for the Borough. All statutory partners who sit on the Health and Wellbeing Board have legal duties to engage and consult on their services.

11. EQUALITIES IMPACT

11.1 Healthwatch Croydon has regard to health inequalities throughout its work and will continue to seek out and amplify the voices of people who experience the greatest health inequalities including people with protected characteristics. This is reflected in our prioritisation tool and emerging governance documents attached to this paper.

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BACKGROUND DOCUMENTS

Annex 1 Draft Local Leadership Board Terms of Reference
Annex 2 Prioritisation Tool