

BRIEFING TO OLDHAM HEALTH AND WELLBEING BOARD

Report Title: Healthwatch Oldham Work Programme

Report Author: Julie Farley, Interim Manager, Healthwatch Oldham

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Requirement from the Health and Wellbeing Board:

Background: Healthwatch Oldham (HWO) is the independent consumer champion for local people using health and social care services in Oldham. Just as the landscape of health and social care is changing, HWO also needs to review the impact of its services and review the way it works in light of developments at both a local and GM level.

This report sets out the key roles and responsibilities of Healthwatch; outlines some of the challenges it needs to address in the coming year; and asks for feedback on a suggested programme of service reviews. These reviews will enable service users to shape and influence services as part of the integration of health and social care, emerging neighbourhood clusters, and Northern Care Alliance.

What the issue is (If any): The issues are outlined in the report and presentation

Relationship with the Oldham Locality Plan: The report recommends a number of HWO and service user reviews designed to shape and influence services as part of the Oldham Locality Plan.

Recommendations:

The Board is asked to:

- note this report;
- recommend 5 review areas for HWO to focus on; and
- Oversee the findings and recommendations from the 5 review areas.

Healthwatch Oldham

1. Introduction

Healthwatch Oldham (HWO) is the independent health and social care consumer champion for local people using services in Oldham. As well as focusing on local issues, Healthwatch Oldham works in partnership with 9 other Healthwatch organisations across Greater Manchester to carry out reviews as part of Devolution Manchester and the GM Health and Social Care Partnership. HWO also collaborates on smaller cross boundary reviews as part of the emerging Northern Care Alliance.

However, just as the landscape of health and social care is changing to respond to current and predicted future demands, Healthwatch also needs to review the impact of its services and the way it works in light of developments at both the local and GM level.

This report, along with the presentation to the Health and Wellbeing Partnership Board (HWPB) will provide a reminder of the key roles and responsibilities of Healthwatch; set out some of the challenges it needs to address in the coming year; and ask for feedback on a suggested programme of service reviews. These reviews will enable service users to shape and influence services as part of the integration of health and social care, emerging neighbourhood clusters, and Northern Care Alliance.

2. Background

The vision for Healthwatch Oldham is to *provide an independent voice and source of information and influence for the residents of Oldham. It does this by listening, engaging and involving people in matters of health and social care in order to bring about service improvement and reduce health inequalities, in an open, honest, transparent, confidential and approachable manner.*

Healthwatch was set up in 2012 as part of the Government's Health and Social Care Act. It has a number of statutory and discretionary functions and its role can be summarised as providing:

1. **Insight:** by gathering feedback and first-hand experiences of patients and families, HWO is able to find out what matters most to local people. It monitors the quality of health and social care services in order to showcase success and act as a critical friend where services fail to meet the required standards
2. **Information:** by providing information and signposting services HWO supports people to make informed choices about health and social care services available across Oldham, including primary care, acute service, pharmacy and dental services
3. **Influence:** through targeted reviews, Health Forums and engagement events HWO is able to gain insight and ensure the voice of service users are heard. It influences organisations responsible for both the commissioning and delivery of health and social care services and enables people to hold these services to account
4. **NHS Complaints Advocacy Service:** by listening to concerns and helping people to focus on the relevant facts, HWO can help people to make a complaint relating to an experience with a hospital, doctor, local surgery, dentist or other NHS provider. HWO also collates information on the type and frequency of complaint in order to identify trends or recurring issues.

Through a dedicated team of staff and volunteers Healthwatch Oldham delivers these functions through a combination of:

- Formal quarterly Health and Wellbeing Forums
- Informal weekly engagement and outreach sessions across a range of community settings
- Confidential one to one casework interviews for NHS complaints or signposting
- Membership on a range of local and regional strategic decision-making bodies
- Statutory Enter and View functions within hospitals, care home, nursing homes, residential units and day centres
- Detailed service user reviews of Health and social care services

3. Issues

Like all Healthwatch organisations, HWO faces a number of challenges.

Locally HWO needs to develop strong local partnerships with a range of statutory providers. However, it also needs to maintain a level of independence in order to carry out its health and social care scrutiny role. So traditionally, Healthwatch organisations have designed their work programmes based on local patient and public feedback and experiences. However, there is a danger that this reactive approach means we miss the opportunity to help inform the significant changes to health and social care services happening at a local and sub regional level.

Regionally each Healthwatch works in a slightly different way. In part this is due to different levels of funding for the Healthwatch organisations, and not all services have the addition of an NHS Complaints function. Over the last 12 months GM Healthwatch organisations have benefited from a central Healthwatch Liaison Manager. The result is a programme of work that aims to standardise a number of functions including research methods, service reviews, coordinating cross boundary reviews in order to benchmark performance with other areas, and coordinating GM Healthwatch reviews to support the GM health and social care agenda.

4. HWO Work programme

Against this backdrop HWO is proposing to split its service review programme as follows:

1. Patient led reviews – these reviews will be flexible and directly respond to feedback from local people/patients. They will be based on trends identified through the NHS Complaints service, Health Forums, engagement events and through feedback and intelligence gained from the quick survey work undertaken at a range of community locations. These reviews will be responsive and cannot be planned in advance so the work programme needs to ensure capacity to respond at short notice to emerging issues.

2. Planned reviews – these service reviews will be formally agreed in advance by OH&WPB, Oldham Patient Participation Network and the HWO Board. Potential topics will be based on intelligence gained from discussions with local partner organisations about service changes, or themes emerging at a local, regional or national level. Planned reviews will enable HWO to align with work streams set up to deliver the Oldham Locality Plan.

Appendix 1 sets out a shortlist of potential areas for planned reviews to be undertaken between July 2018 and June 2019. However, as these will be undertaken alongside our existing work programme, we are asking for views from the H&WPB and Oldham Patient Participation Network to identify which of these reviews we should focus on. The reviews will be covered in more detail in the Board presentation.

Finally, we also want to make sure the reviews make a difference. To help with this we are requesting that the H&WPB provide an oversight role to consider findings and oversee any associated recommendations or action plans that emerge from the reviews.

5. Recommendations

The Board is asked to:

- note this report;
- recommend 5 review areas for HWO to focus on; and
- Oversee the findings and recommendations from the 5 review areas.

Healthwatch Oldham: Planned Reviews July 2018 to June 2019

- 1. Experiences of Carers during hospital discharge** - Family are often overlooked during the hospital discharge process and health professionals sometimes have unrealistic caring expectations. The Care Act (2014) sets out the minimum support that should be available to family members who provide a caring role/s
- 2. 'End of Life' care and choice** - Patient Choice is a national agenda that sets out standards for patients to choose how their care is provided and who provides it. However, this is a vulnerable group whose wishes often go unheard or get lost in multi-agency working.
- 3. Children and Young People's Community Mental Health services** - Emerging as a GM Health and Social Care Partnership issue and raised nationally as a potential gap in service provision. Issues related to timely access to services and young people going through the transition to adult mental health services
- 4. Oldham's Neighbourhood Clusters** - Proposed changes locally will see the development of neighbourhood clusters with multi agency health, social care and voluntary sector teams providing holistic support. Focus on the patient experiences in different neighbourhood clusters.
- 5. Young People's Health services** - National issue of low take up of cervical screening and sexual health services identified by young people at Oldham College as an issue
- 6. Review of Care Home Provision** - Care home residents often find it difficult to have their voice heard and the focus tends to be on internal care home provision rather than quality of access to routine GP, dentist, optician, chiropodist, and hearing services whilst in a care home setting
- 7. Discharge to Assess and Intermediate Care** - Aim to provide a more accurate assessment of future independent living/care home needs within an intermediate care setting, rather than assessment of need in a hospital ward setting. Joint approach with health, social care, reablement, care coordinators, VCS, patients and families
- 8. Accessible services for the Deaf Community and people with sight loss** - Care Act states that health and social care services should have due regard for people with sensory impairment. Need to consider what reasonable adjustments can be made to ensure key services are fully accessible as part of service redesign in Neighbourhood clusters and acute settings.
- 9. Experiences of refugees and asylum seekers accessing primary and acute healthcare services** - Vulnerable group who may struggle to navigate services and experience language barriers, especially for minority languages where a translation services are not readily available, and also experience cultural barriers.