

Report to HEALTH AND WELLBEING BOARD

Healthwatch Oldham's work programme 2024-25

Portfolio Holders:

Councillor Barbara Brownridge, Cabinet Member for Health and Social Care

Officer Contact: Claire Hooley, Assistant Director for Commissioning and Market Management (ASC)

Report Author: Claire Hooley, Assistant Director for Commissioning and Market Management (ASC)

Ext. 4292 / Claire.Hooley@oldham.gov.uk

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Purpose of the Report

To provide the Health and Wellbeing Board with an overview of Healthwatch Oldham's work programme for 2024/25, and an opportunity to suggest areas to consider prioritisation going forward.

Requirement from the Health and Wellbeing Board

1. That the Board notes the content of Healthwatch Oldham's work programme for 2024/25
2. That the Board considers areas for Healthwatch Oldham to consider going forward.

Healthwatch Oldham's work programme for 2024/25

1. Background

- 1.1 Under the Health and Social Care Act 2021 local authorities are statutorily obliged to provide local Healthwatch.
- 1.2 The contract was tendered in 2022 with Action Together being the successful bidder, and the new contract in place from April 2022.
- 1.3 Established, following the Health and Social Care Act 2012, local Healthwatch organisations are the local consumer champion for patients, service users and the public, covering both health and social care.
- 1.4 Local authorities have a statutory duty to commission a local Healthwatch organization which in turn has a set of statutory activities to undertake, such as gathering local views and making these known to providers and commissioners, monitoring and scrutinizing the quality of provision of local services, and a seat on the local Health and Wellbeing Board.
- 1.5 Local Healthwatch services are required to:
 - **Listen:** be proactive to gather the views of people about their needs and experiences of local health and care services in Oldham.
 - **Involve and Engage:** involve and engage communities from across the borough including by connecting with trusted networks to understand and learn what is important to local people.
 - **Provider Data and Insight:** share the data and insight that has been gathered and produce reports which include recommendations about what local people have said about ways health and care services can be improved.
 - **Share Information:** provide information and advice to the public about the local health and care services available to them and share information and support to access this.
- 1.6 Action Together has delivered the Healthwatch Oldham service since 2014. Competitive tendering has taken place with Action Together being the successful bidder through these tenders.

2. Current Position

- 2.1 Healthwatch Oldham has reviewed the prioritisation process of work areas and this is presented on slide 3 in the powerpoint. It includes receiving feedback from Oldham residents, in reviewing local and national health and care plans, and how this is presented to the Healthwatch Advisory Board. The workplan for 2024/25 is focused on three areas of focus:
 1. Improving services (projects)
 2. Influencing plans (strategic)
 3. Involving the public (engagement)
- 2.2 Following approval from the Healthwatch Advisory Board, the Projects for this year are:

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- Secondary/Metastatic Cancer Services – in progress
 - Greater Manchester Children and Adolescent Mental Health Services (CAMHS) – being finalised
 - Greater Manchester Menopause and Mental Health – late summer 2024
 - People with learning disabilities experiences of diabetes services – December 2024

2.3 The areas of Engagement activities that have been approved by the Healthwatch Advisory Board are:

- Youth Watch 100
- Forums in August and December
- Hospital Services – working with Royal Oldham Hospital to understand experiences in different hospital departments
- Social care and older people – understanding experience of day services, care homes and supported accommodation.

2.4 The Strategic areas for Healthwatch Oldham that have been approved are:

- Child vaccination uptake: reviewing data and current activity regarding this to understand issues with health inequality focus and identify potential for future project work.
- Damp in housing and impact on health – understand the system response in place already to address damp in housing, monitor progress against improvement plans and promote to the public what progress is being made.

2.5 Other areas of focus which have been discussed and agreed with the lead Commissioner are:

- Follow up on previously reported recommendations: have they been achieved? If not, why not? Healthwatch Oldham will use an Impact Tracker to monitor progress against recommendations.
- Oldham's Health and Wellbeing Board: ensure that Healthwatch Oldham is a proactive member of the statutory board.
- Adult Social Care and Health Scrutiny Board: ensure strong partnership working.
- Signposting and support to Oldham residents.

2.6 The approach Oldham's Healthwatch service will take is:

- Alongside Commissioners and the contract monitoring approach in place, the Healthwatch Advisory Board will monitor progress on the workplan
- Horizon scanning for potential / new urgent priorities.
- Being flexible so there is the ability to adjust and reprioritise issues if needed.
- Strengthen data and insight capabilities to help the team give the board the information needed for each potential priorities
- Prioritise the resources ensuring maximum possible impact.

3. Key Issues for Health and Wellbeing Board to Discuss

3.1 Consider the presentation and comment on current priorities.

3.2 Make any suggestions for forthcoming areas of work.

4. Recommendation

4.1 It is recommended that the Health and Wellbeing Board note the contents of this report and presentation delivered at the Board meeting taking place 11th July, and comment on and make suggestions on current priorities and future.

5. Appendices

5.1 Presentation delivered 12th July:



HW Oldham
Workplan HWBB July