

<p style="text-align: center;">London Borough of Hammersmith & Fulham</p> <p style="text-align: center;">HEALTH, ADULT SOCIAL CARE & SOCIAL INCLUSION POLICY & ACCOUNTABILITY COMMITTEE</p> <p style="text-align: center;">13 JUNE 2017</p>	
<p>HEALTHWATCH UPDATE</p>	
<p>Report of the Cabinet Member for Health and Adult Social Care</p>	
<p>Open Report</p>	
<p>Classification - For Policy & Accountability Review & Comment</p> <p>Key Decision: No</p>	
<p>Wards Affected: All</p>	
<p>Accountable Executive Director: Director of Delivery and Value</p>	
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1. Governance and contract novation

- 1.1. Healthwatch Central West London is pleased to announce that it has a new Chief Executive, Olivia Clymer who joined the team on 24th April.
- 1.2. The CEO is leading towards full independence from Hestia and novation of the contract, aiming to complete this by October 2017.

2. Strategic partnerships

- 2.1. Healthwatch continues to build relationships and develop partnerships with key voluntary organisations, providers and commissioners, as well as ensuring there is representation at meetings with all stakeholders.
- 2.2. Representation is solidified at the CCG Patient Reference Group, Primary Care Commissioning Committee and Quality Patient and Safety Risk Group meeting.
- 2.3. Healthwatch continues to work closely with the CCG and are part of the Primary Care Commissioning Committee (to oversee the changes in commissioning of primary care which will now fall under the remit of the CCG). Healthwatch have

also been part of the Engagement and Communication Task and Finish group which is working with a series of local partners to update the CCG 2017-21 Engagement and Communications Strategy.

- 2.4. Since April, Healthwatch has attended strategic partner meetings with organisations including Mind, Sobus, Refugee and Migrant Forum of West London, Young Hammersmith & Fulham Foundation and CLCH.

3. Resident engagement, communications and volunteering

- 3.1. Increasing the numbers of volunteers is a strategic aim for Healthwatch. Volunteers are recruited by the local committee. Healthwatch regularly attend the Volunteer Network Forum Meetings organised by the Volunteer Centre in Hammersmith and Fulham.
- 3.2. Healthwatch are developing other ways to recruit and boost existing engagement, such as a Community Listener role to gather stories and evidence around residents' experiences of health and social care.
- 3.3. Healthwatch are holding a volunteer event in June to celebrate the work of existing volunteers.
- 3.4. Healthwatch has built a partnership with Next Door and it will be using the social platform across the three boroughs to grow membership and advertise events and information.
- 3.5. An engagement and outreach strategy based around health-related national days has been developed and shared with the Council, the CCG and our local committee members for comment and input.
- 3.6. Healthwatch has engaged with local groups, participating at the social care workshop organised by Age UK and giving a presentation at Fulham Good Neighbours.
- 3.7. Our latest engagement work focused around older people has identified key issues such as a negative perception of older people, a lack of medical equipment, limited social care support and issues around hospital discharge.

4. Mental health issues

- 4.1. Obtaining feedback about mental health issues is a key priority for Healthwatch. Healthwatch have developed relationships with voluntary organisations, commissioners, providers and users. Healthwatch want to bring stakeholders together in an event whereby providers can give more information about their services and users can identify gaps and deliver feedback.
- 4.2. Healthwatch are organising Dignity Champion visits to mental health providers at residential and care homes offering mental health-related services, and at Charing Cross hospital. Healthwatch will work in partnership with Mind to ensure that Dignity Champions are appropriately trained.

4.3. Issues that have been identified and yet unresolved include: a lack of service provision between primary and secondary care services, difficulty accessing care plans for inpatients and a lack of knowledge about the single point of access.

5. Signposting

5.1. Healthwatch is continuing reviewing signposting services across the three boroughs. A report is currently being written and findings will be relayed to commissioners to improve current provision, which is often confusing for those accessing information.

5.2. Following feedback from the signposting project, Healthwatch is developing information and complaint leaflets across the three boroughs to clarify the process of social care advocacy and complaints. This is being done in collaboration with Action on Disability to identify gaps in current provision.

6. Quality Accounts

6.1. Healthwatch CWL, with input from local committee members, has reviewed and submitted comments to the quality accounts for Royal Marsden, Imperial, West London Mental Health Trust and CLCH.

LOCAL GOVERNMENT ACT 2000 **LIST OF BACKGROUND PAPERS USED IN PREPARING THIS REPORT**

No.	Description of Background Papers	Name/Ext of holder of file/copy	Department/ Location
1.	None	n/a	n/a