

 the low tax borough	London Borough of Hammersmith & Fulham HEALTH & WELLBEING BOARD 17 June 2013
TITLE OF REPORT Healthwatch Hammersmith and Fulham	
Report of the Healthwatch Representative to the Health and Wellbeing Board	
Open Report	
Classification - For Review & Comment Key Decision: No	
Wards Affected: All	
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1. EXECUTIVE SUMMARY

- 1.1 The aim of Healthwatch Hammersmith and Fulham (Healthwatch HF) is to give citizens and communities a stronger voice to influence and monitor the provision of health and social care services provided within their locality.
- 1.2 The community membership of Healthwatch HF is supported by a Local Committee and the tri-borough charity¹ 'Healthwatch Central West London.'
- 1.3 Under the provisions of the Health and Social Care Act, Healthwatch HF has a statutory seat on the Health and Wellbeing Board.
- 1.4 Further to community and stakeholder engagement, Healthwatch HF has identified the following draft priorities for our 2013/14 work plan:
 - Out of Hospital Care (including unscheduled care for older people, migrant communities and under 5's)
 - Young people and sexual health
 - Learning disability

¹ Application to register Healthwatch Central West London with the Charity Commission in progress

2. RECOMMENDATIONS

2.1 Healthwatch Hammersmith and Fulham would welcome the views of this Board on our work priorities and potential for complementary working.

- How can the Healthwatch HF work plan contribute to the HWB HF strategy?
- How can patient and user views be integrated in to commissioning decisions?
- Are there gaps the Board would wish to see Healthwatch HF address?

3 REASONS FOR DECISION

3.1 The Board notes the work plan of Healthwatch Hammersmith and Fulham and is clear on the key role Healthwatch HF can take in engaging and communicating.

4 BACKGROUND AND PROPOSALS

4.1 Healthwatch Hammersmith and Fulham has three main aims:

- To provide information to the general public about local health and social care services;
- To enable local people to have a voice in the development, delivery and equality of access to health and care services and facilities and;
- To provide training and the development of skills for volunteers and the wider community in understanding, scrutinizing, reviewing and monitoring local health and care services and facilities.

Providing information

4.2 Healthwatch Hammersmith and Fulham will provide information to the general public through a weekly email bulletin, quarterly newsletter, website, social networks, themed workshops aligned to the priorities of the Health and Wellbeing Strategy, community events, seminars and meetings.

4.3 We will also provide a new phone and web-based signposting service to support people to access information on local well-being services.

Development, delivery and equality of access to health and care services

- 4.4 Healthwatch will support H&F Mencap with their sub-regional 'Making the System Work For Me' project. This project will support people with learning disabilities to assess the quality of local services through peer research. We are also working with commissioners, service users and families to support the development of a co-productive approach to service design and delivery across the Tri-borough.
- 4.5 We are also developing qualitative research to explore access to and the experience of young users of sexual services. This will include chlamydia, contraception and HIV and aim to inform commissioning intentions and improve wider public health outcomes.
- 4.6 Healthwatch Hammersmith and Fulham will also develop work to support the 'Out of Hospital' strategy. We are planning qualitative research on unplanned care for target groups e.g. older people, under 5's. This will support our work on user involvement with the Whole System Integrated Care programme and the development of the Outline Business Case for Charing Cross.
- 4.7 Further to the recent Hammersmith and Fulham LINK reports, we will continue to monitor hospital discharge and mental health service provision in the borough.
- 4.8 We will also continue our 'enter and view' assessments of local services to inform our work programme on quality.
- 4.9 Healthwatch Central West London (including Healthwatch HF) is also prioritising co-production on personalisation in 2013/14.
- 4.10 Healthwatch KC will submit evidence to Healthwatch England and the Care Quality Commission. Healthwatch England is developing a strategy to support Local Healthwatch to ensure local consumers of health and social care can exercise their right to be heard and their right to redress. Healthwatch Central West London will report on the local environment to benchmark against the national picture.

Training and development

4.11 Healthwatch Hammersmith and Fulham will provide a free, training programme for local members from September 2013. Training courses will include:

- How to participate
- Understanding the health and social care landscape
- Enter and view
- Acting as an authorised representative
- Patient and public engagement in commissioning
- Understanding quality.

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.	n/a		