

Title of Report:	Healthwatch West Berkshire Update
Report to be considered by:	The Health and Wellbeing Board
Date of Meeting:	26 th November 2015

Purpose of Report: To inform the Board on Healthwatch West Berkshire's activities and plans for the coming year.

Recommended Action: For information.

When decisions of the Health and Wellbeing Board impact on the finances or general operation of the Council, recommendations of the Board must be referred up to the Executive for final determination and decision.

Will the recommendation require the matter to be referred to the Council's Executive for final determination?	Yes: <input type="checkbox"/>	No: <input checked="" type="checkbox"/>
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Is this item relevant to equality?	Please tick relevant boxes		Yes	No
Does the policy affect service users, employees or the wider community and:				
• Is it likely to affect people with particular protected characteristics differently?			<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Is it a major policy, significantly affecting how functions are delivered?			<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Will the policy have a significant impact on how other organisations operate in terms of equality?			<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Does the policy relate to functions that engagement has identified as being important to people with particular protected characteristics?			<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Does the policy relate to an area with known inequalities?			<input type="checkbox"/>	<input checked="" type="checkbox"/>
Outcome Where one or more 'Yes' boxes are ticked, the item is relevant to equality. In this instance please give details of how the item impacts upon the equality streams under the executive report section as outlined.				

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Contact Officer Details	
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Executive Report

1. Introduction

- 1.1 Healthwatch West Berkshire (HWWB) is the statutory independent voice and people's champion for Health and Social Care, set up by the Care Act 2012. The current contract was granted on May 1st 2015 to seAp, a renowned Advocacy Services Charity, as a joint contract to include NHS Complaints, Independent Mental Health Advocacy, Safeguarding Advocacy and Healthwatch West Berkshire.
- 1.2 With no staff retained from the previous Healthwatch Provider a transitional period of three months was agreed to establish the 'new' Healthwatch West Berkshire. An interim manager was appointed to maintain a service and aid in recruiting a new team that would fulfil the remit for HWWB. This is the first update from that point.*

2. Equalities

- 2.1 The recruitment of the new members of staff was conducted in line with seAp's equality and diversity policy, which included anonymous CV screening and a recruitment panel.

3. Staff Recruitment

- 3.1 A new team has been recruited with the final member of staff in post mid-October. The team is led by Andrew Sharp, former Lay Member of Newbury and District CCG, in the position of Chief Officer P/T with two Development Officers P/T and an Admin and Information Officer P/T.

4.0 Board Structure, Governance and Champions Advisory group

- 4.1 Two interim board meetings have been held on September 4th and October 21st to clarify the working structures of a newly constituted board and governance structures going forward and the creation of a new more focussed work plan for HWWB. Agendas and Minutes of these meetings are available on the Healthwatch West Berkshire Website www.HealthwatchWestBerks.org.uk
- 4.2 The Champions' Advisory Board has also changed, with some existing members leaving and some new members from a broader cross section of the Voluntary Sector being recruited. It currently stands at 12 active members and may expand if additional members are thought to improve the wider representation of the population.

5. Engagement and Collaboration

- 5.1 Meetings have been held with key health and social care providers, commissioners including: The Newbury and District CCG, Berkshire Healthcare NHS Foundation Trust, Royal Berkshire NHS Foundation Trust and other Healthwatch's from bordering areas that share key services. This has included: Healthwatch Swindon, Hampshire, Reading, Oxfordshire and Wokingham. Healthwatch West Berkshire has also attended key meetings of the Thames Valley Healthwatch Group and the Healthwatch England Annual Conference and Report launch.

- 5.2 HWWB have also agreed some joint working with Healthwatch Reading, Wokingham and Swindon to ensure our work is as comprehensive as possible and produces meaningful qualitative reports and recommendations.

Public Engagement Activities Undertaken

2015	Event	Where	Approx. Face to Face no.
August			
19 th	Blue Bird Event for the Elderly	Hungerford	40
September			
11 th	Walking for Health	Thatcham	8
15 th	Newbury College Fresher's Fayre	Newbury	80
16 th	Mental Health Carer's Support Group	Thatcham	12
23 rd	Loose Ends Visit	Newbury	15
29 th	Age UK, Older Persons' Day, Fair Close	Newbury	100
October			
7 th	WIBLIN networking event	Newbury	25
7 th	Cold Ash WI, Dementia Friends	Cold Ash	18
9 th	World Mental Health Day	Newbury	100
19 th	Memory Café	Newbury	10
Total			408

- 5.3 We have kept our social media up to date and actively tried to increase its reach. HWWB's Twitter following has increased from 940 followers to 1073 +14%, Facebook from 209 to 274 +31%
- 5.4 We have changed the HWWB url address to www.HealthwatchWestBerks.org.uk to make it shorter, as well as easier to remember and use.
- 5.5 The Website has been updated and all the forms and contact details are now correct, so the public can get in touch with us easily.

6. Work Plan and Reporting

- 6.1 To create our first work plan, we have worked with an industry expert on PPE (Patient & Public Engagement), who was contracted to set up Staffordshire Healthwatch and has worked with 50 + other Healthwatch's across the UK. Combined with the input from our Champions, HWWB Board and first few months of gathering information, we have just completed our first plan of work, which we will be launching early November. Although it sets up our direction of travel it should be seen as a fluid document, which will also have input directly from the public and all our key 'touch' points continually. This will ensure we do not miss key issues that arise, but also help provide a focus for our activity with limited resources.
- 6.2 We have secured an earlier than expected deployment of the custom built Healthwatch England CRM (Customer Relationship Management) system that is

being used from the start of November. Additional training is planned but it is a very intuitive system that will aid reporting across a range of metrics.

7. Cases and Enquiries

- 7.1 While the team has been recruited and trained we have maintained the HWWB service using seAp's fully 'manned' call centre, managing calls using a local number 01635 886 210, retained from the previous contract. We have dealt with a small number of cases from the call centre and gathered further evidence from our engagement activity - but its very early days for this new version of HWWB.
- 7.2 We to this point have not actively marketed HWWB, so as not to create a demand that could not be managed professionally. With the team and systems now in place we will be heavily marketing HWWB via GP Surgeries, Hospitals, Dentists, and social care services, as well as the local media.

Appendices

Appendix A – Healthwatch West Berkshire Structure Diagram

Appendices

Appendix A –

