



Slough Wellbeing Board Introduction to Healthwatch

Marianne Storey/Christine Eborall, Board Member

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Summary

- What is Healthwatch?
- What will Healthwatch do?
 - Statutory Functions
 - Day to Day Functions
- How will we do it?
 - The Partners
 - The Healthwatch Slough Board
 - How we will spend the budget
- Our vision
- Our initial focus
- How we will work with the Health and Wellbeing Board



What is Healthwatch?

“Healthwatch is the new consumer champion for health and social care. It exists in two distinct forms - local Healthwatch; at local level, and Healthwatch England; at national level.”



What will Healthwatch do? (statutory functions)

- Promote & support people to share views and concerns about local health and social care services
- Provide evidence-based feedback to those involved in the commissioning, provision and scrutiny of care services
- Provide, or signpost to, information about local services and how to access them
- Have a seat on the Wellbeing Board
- Alert Healthwatch England and CQC to concerns about services
- Refer matters of concern about services to OSC



What will Healthwatch do? (day to day functions)

Information, Advice and Signposting - helping people to make the right choices

- Walk in to CAB
- Helpdesk
- Online
- Healthwatch Champions



What will Healthwatch do? (day to day functions)

Involvement

Influence



Talk & Listen

- Engagement
- Outreach
- Groups
- Individuals
- Feedback
- Information & signposting
- Enter & View
- Complaints
- Policy
- OSC
- CCG
- Trusts
- CQC

Learn

- Understand the issues
- Debate different views
- Determine priorities
- Investigate

Represent

- Reports & Recommendations
- Hold organisations to account
- Monitor change
- Feedback to public
- Refer:
 - HOSC
 - Healthwatch England
 - CQC
- Health and Wellbeing Board



Creating Healthwatch Slough

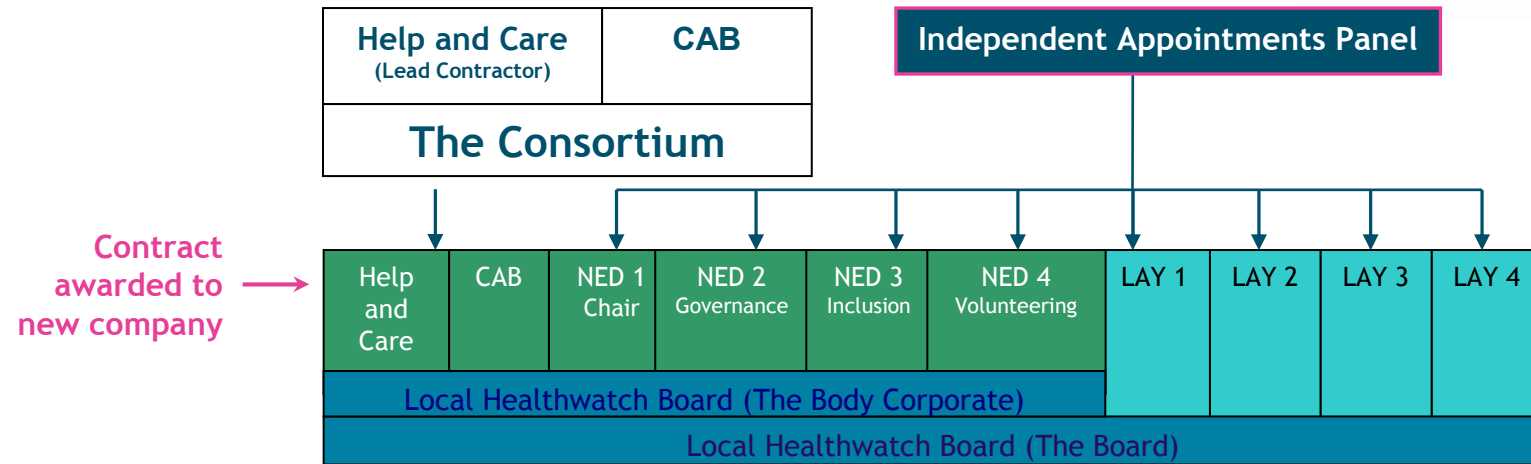
In 2013 **helpcare** and



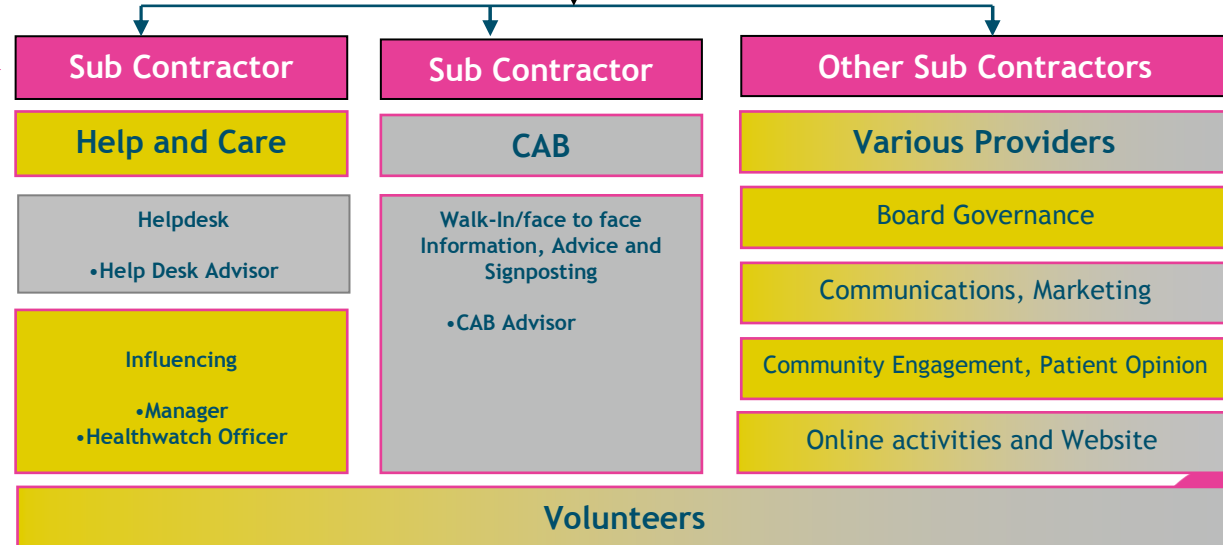
won the contract from Slough Borough Council to set up a new legal entity that would become

healthwatch
Slough





Subcontracting arrangement through SLA →

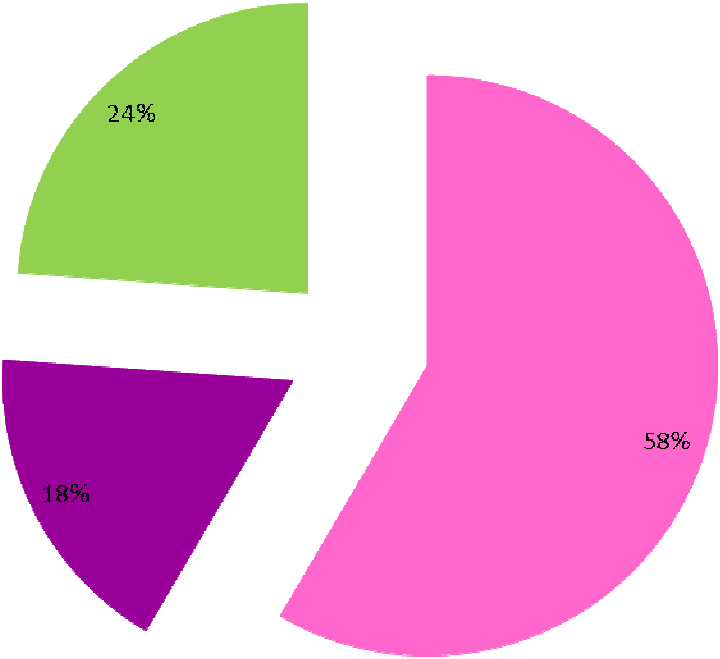


Key

- Influencing
- Information Advice Signposting



Budget Breakdown



■ Staff Costs

■ Major Running Costs

■ Management and Administration



“Our view is that HW Slough will act as a truly independent consumer champion, with the credibility to speak with a voice that will be heard and taken seriously by decision makers. To engage with people effectively enough to offer reliable evidence that can be trusted. That we listen to what people say from all parts of the community.”



YouTube

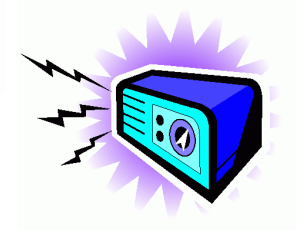
help&care



Patient Opinion



healthwatch
Slough



Our initial focus

- Getting the Board set up
- Connecting with community organisations
- Starting to listen to views and experiences
- Create an up-to-date resource directory for the signposting function
- Recruiting and training volunteers
- Maintaining continuity from the LINks legacy:
 - i. GP Access
 - ii. Opticians
 - iii. Dentistry
- A focus on Young People

We recognise the 3 CCG strategic commissioning priorities and the 9 priorities of the Health and Wellbeing Strategy. These will inform our work whilst it is being driven primarily by local people and their issues, concerns, priorities and experiences. (see appendix A)



How will HW feed into the Wellbeing Board?

Board representation - Executive Director until the full board is complete

Reports from our CRM evidencing all interactions with consumers

Joint Protocol:

- An agreed understanding of the particular role of each body
- How Wellbeing Board and Healthwatch will work together
- **Referrals** (Referrals from local Healthwatch to Wellbeing Board may happen where Healthwatch has requested a response from a body to which it has submitted a Report and Recommendations and that body has failed to respond within the statutory period of 20 working days or where Healthwatch is not satisfied with the response received).
- Exchanges of information
- Annual Work Plans
- Attendance at meetings
- Annual review of Protocol



We can help each other do a great job for our community...

- Health and care services are changing dramatically - this affects everyone
- We can help you to improve health and social care services - it's easier if you know what users think
- We'll be working with people who want to improve their local services: through us they can have an influential voice
- We can refer matters of concern about services to OSC
- We can work together to influence the strategic commissioning cycle



If you have any Questions, Comments or
Suggestions, please contact us:



enquiries@healthwatchslough.org.uk



01753 325 333



@HWSlough



www.healthwatchslough.co.uk

