

Committee: Merton Health and Wellbeing Board

Date: 30 September 2014

Wards: All

Subject: Healthwatch Merton Update

Lead officer: Dave Curtis – Healthwatch Merton Manager

Lead member: Barbara Price – Healthwatch lead Trustee for MVSC

Contact officer: Dave Curtis, Healthwatch Merton Manager

Recommendations:

- A That the Board note the progress made by Healthwatch Merton.
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1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1 The purpose of the report is to update the Board on the progress to date and the on-going developments within the Healthwatch service for Merton.

2. DETAILS

- 2.1 The Health and Social Care Act 2012 included a requirement on local authorities to establish a local Healthwatch in their area. This duty replaced the duty to establish a Local Involvement Network (LiNk) from 1 April 2013.
- 2.2 As previously reported to the Board on 23 April 2013, Merton Voluntary Service Council (MVSC) was awarded the contract to deliver Healthwatch Merton in March 2013. A two-year contract was agreed with an option to extend.
- 2.3 Appendix 1 is Healthwatch Merton Annual Report for 2013/14 and Appendix 2 provides an update on work undertaken so far in 2014/15.
- 2.4 Key achievements in our first year include delivering a series of listening events; identifying the key issues for future work streams; working with Merton CCG, Public Health and other local providers to improve community engagement; and building a range of partnerships with local communities.
- 2.5 Since April we have begun delivering on the work streams. A report on GP services will be delivered shortly; we are gathering evidence on hospital care; and we are leading on the engagement work strand of the Better Care

Fund project. We continue to attend a wide range of local community events.

- 2.6 The main tasks for the next quarter will include delivering the report on GP services, completing the work on hospital care developing a programme for delivering enter and view and putting in place a more robust governance model.

3. ALTERNATIVE OPTIONS

- 3.1 No alternative options are suggested.

4. CONSULTATION UNDERTAKEN OR PROPOSED

- 4.1 Extensive consultation took place in the autumn and winter. A series of Have your say events were supplemented by an online survey and attending a range of local groups. This information was used to help set the work strands for 2014/15.
- 4.2 As the contract holder Merton Council will be undertaking an evaluation of the service including a survey of local stakeholders. This will inform plans for the contract from April 2015.

5. TIMETABLE

- 5.1 The timetable for the key milestones is set out in Appendix 1.

6. FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

- 6.1 The contract for Healthwatch Merton will be £125,085 in 2014/15. Financial monitoring against this will be provided to the Council.

7. LEGAL AND STATUTORY IMPLICATIONS

- 7.1 Provision of an effective Healthwatch Merton is a statutory requirement under the Health and Social Care Act 2012.

8. HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

- 8.1 Healthwatch Merton is subject to MVSC's Equalities Policy. The contract requires Healthwatch Merton to monitor use of the service and report quarterly to the Council.

9. CRIME AND DISORDER IMPLICATIONS

- 9.1 None

10. RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

10.1 Healthwatch Merton is subject to MVSC's Health and Safety Policies.

11. APPENDICES - THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT

- Appendix 1 –Healthwatch Merton Annual Report
- Appendix 2 – Work plan update

12 BACKGROUND PAPERS

- Health and Social Care Act 2012.

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