

Committee: Merton Health and Wellbeing Board

Date: 1 October 2013

Agenda item: 15

Wards: All

Subject: Healthwatch Merton Implementation Plan

Lead officer: Barbara Price – Healthwatch lead Trustee for MVSC

Lead member: Councillor Linda Kirby – Cabinet Member for Adult Social Care and Health

Forward Plan reference number:

Contact officer: Kris Witherington, Community Engagement Manager

Recommendations:

- A That the Board note the progress made against the implementation plan for 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 new 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, Merton Voluntary Service Council (MVSC) was awarded the contract to deliver Healthwatch Merton in March 2013. A two-year contract was been agreed and signed.
- 2.3 As reported to the Board, on 4 June MVSC developed an implementation plan with key milestones for the development of Healthwatch Merton.
- 2.4 Appendix 1 sets out the progress made against the milestones set out in the implementation plan and the key priorities for the remainder of 2013. Appendix 2 provides a sort narrative on the work that has been undertaken to date.
- 2.5 Key issues will include successfully developing the new signposting services and establishing a strategy for engaging children and young people. In addition engaging local organisations and individuals in the Better Services Better Value consultation will be a priority.
- 2.6 Work will also being on identifying the priorities for Healthwatch Merton in 2014.

3. ALTERNATIVE OPTIONS

- 3.1 No alternative options are suggested.

4. CONSULTATION UNDERTAKEN OR PROPOSED

4.1 LINK Merton undertook a range of consultation activities during 2012 to develop a work plan. Priorities from this work plan will continue under Healthwatch Merton in the short term before further consultation will take place to identify future priorities.

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 for £129,445 in 2013/14 and £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 – Progress against Healthwatch Merton's Implementation Plan

12. BACKGROUND PAPERS

- Health and Social Care Act 2012.

Healthwatch Merton - Implementation Plan and timetable – Updated 12th September 2013

	Responsible	Action/progress	Completed
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Contract Signed	Contract negotiated	Complete	May 13
	targets and milestones agreed	Complete	May 13
	Key performance indicators	Complete	May 13
	monitoring systems agreed	Complete	May 13

Implementation plan agreed	Plan developed	Complete	May 13
	presented to commissioner for comment	Complete	May 13
	presented to scrutiny for comment	Complete	May 13

Healthwatch Merton authorised by CQC	Contract award notification submitted to CQC	Complete	May 13

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Recruitment

Job Packs Developed	Job descriptions	Complete	During May 13
	person specifications	Complete	During May 13
	adverts prepared for recruitment	Complete	During May 13

Jobs Advertised	Guardian	Complete	w/c 27 May 13
	Merton Connected	Complete	w/c 27 May 13

Interviews x 2 posts	Selection process	Complete	19th/21st June 13
	recruitment panel agreed (include one MVSC trustee)	Complete	19th/21st June 13
	Interviews held	Complete	19th/21st June 13

Employment Commences	References checked	MVSC CEO	Complete	By July 13
	job offers made		Complete	By July 13

Office ready	Decoration complete	MVSC Admin	Complete	By end June 13
	furniture		Complete	By end June 13
	ICT in place		Complete	By end June 13
	iPads ordered		Complete	By end June 13

Volunteers recruited to work in information and advice service	Role descriptions developed	HWM Manager	Complete	Aug - Oct 13
	positions advertised		In progress	Aug - Oct 13
	interviews		Mid/late Oct 13	Aug - Oct 13
	selection		Late Oct 13	Aug - Oct 13

Authorised Representatives recruited for Enter & View	Role descriptions formulated	HWM Manager	Complete	Aug - Nov 13
	selection process completed		Oct/Nov 13	Aug - Nov 13
	DBS & other security checks completed		Nov 13	Aug - Nov 13

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Publicity

HWM Telephone Number, Domain and Emails	Procure new telephone number for HWM and, connect to main MVSC phone system	MVSC Operations Manager	Complete	June - July 13
	secure domain		Complete	June - July 13
	set-up email accounts		Complete	June - July 13
			Complete	June - July 13

Healthwatch Merton website launch	Website structure and content developed	MVSC Comms & HWM Manager	Complete	By July 13
	linking to information and advice functions		Complete	By July 13
	signposting to Merton Connected and Merton-i		Complete	By July 13
	* <i>Maintaining site accuracy and content</i>		Done weekly	On-going

Healthwatch Merton social media launch	Facebook and Twitter channels developed	MVSC Comms	Complete	June - July 13
	linked to Merton connected feeds and the website		Complete	June - July 13
	* <i>Maintaining social network feeds</i>		Done weekly	On-going

Official Launch	Launch event developed	MVSC Associate	Complete	July 13
	include initial draft work plan/consultation proposal		Complete	July 13

Published list of Authorised Representatives (AR)	AR's issued with identity badges	HWM Manager & MVSC Comms		Nov 13
	AR's details placed on HWM website once selected			Nov 13

Published governance structure	Governance structure to be developed in diagrammatic and text format	HWM Manager & MVSC Comms	Currently being worked on	By mid-September 13
	Published on website			

Governance

MVSC Board agree HWM reporting procedures	Reporting and management systems for HWM formulated	MVSC CEO & MVSC Board	Complete	July 13
	Agreed and adopted by MVSC trustees to ensure quarterly reporting		Complete	July 13

Recruit HWM Reference Group from Involve Network	Develop and adopt ToR for the group	HWM Manager	Complete	Sept 13
	Advertise with Involve Network			Sept 13
	Select reference group from Involve network			Sept 13

Formalise relationship with Involve Network to ensure Lay Members and Volunteers Involved in Governance	Develop ToR to ensure clear relationship with Involve incl. information/influence chart	HWM Manager	Currently being worked on	August 13

Decision making procedures published	Develop procedures and protocols for:	HWM Manager	Currently being worked on	Sept 13
	Identifying priorities (Evidence Based Approach) and agreeing work plan			

	Enter & View		Currently being worked on	Sept 13
	AR Nomination Process		Currently being worked on	Sept 13
	reporting to HWE & CQC		Currently being worked on	Sept 13
	Responsible Person Notifications		Currently being worked on	Sept 13

Information Management and Dissemination	Develop & agree information and reporting protocols:	HWM Manager		
	Healthwatch England		Complete	Aug 13
	CQC		Meeting CQC regional rep	Aug 13
	LBM		Complete	Aug 13
	Health & Wellbeing Board		In progress	Aug 13

Working arrangements formalised with LBM Overview & Scrutiny Committee	Information sharing protocol developed	HWM Manager & LBM Democratic Services	Complete	By Oct 13
	agreed by both parties		Currently being agreed	By Oct 13

Information Sharing Protocol development with Complaints Advocacy Provider	Meeting held	HWM Manager	Meeting being arranged	By Oct 13
	protocols agreed with VoiceAbility as contracted provider of ICAS			By Oct 13

Public Engagement

Engage communities in priority setting and work-plan development	Plan Involve meeting for September 2013	HWM Manager and Information & Outreach Officer	Currently doing	Aug - Sept 13
	Outreach visits to Patient Participation Groups (GP practices)		Currently being arranged	Aug - Sept 13
	Outreach visits to 20 voluntary organisations & community groups		Some complete and others being arranged	Oct 13
	Complaints statistics obtained and analysed		In progress of planning	Nov 13
	Second public meeting held		TBC	Oct 13
	Attendance at 5 Community Forums		Booked and attending	Sept - Dec 13

Validation of Priorities	Validated at Involve	HWM Manager		Dec 13
	public meeting to ensure community involvement in its adoption			Dec 13

Public Meetings	Three meetings to be held per year:	HWM Manager and Information and Outreach Officer	July 13-March 14	
	HWM launch			Complete
	priority validation meeting			July 13
	Third TBC			Dec 13

Publish electronic and printed newsletter 3 times a year	Write, publish and circulate newsletter to all contacts on HWM and MVSC database and via other networks and agencies and public buildings and maximising social media	HWM Manager and Information and Outreach Officer	Yearly	July 2013-March 2015
	Newsletter 1			Nov 13
	Newsletter 2			Feb 14
	Newsletter 3			May 14

Annual Meeting	Public meeting to present Annual Report	HWM Team	March 2014
	Public meeting to present Annual Report		March 2015

Representation

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Identifying representative(s) for Health and Well Being Board and other key meetings	Procedure developed	HWM Manager	Complete	Aug 13
	Representative(s) selected:			
	HWBB		Complete	Sept 13
	(and others) notified		In progress – linked to volunteer opportunities	Sept 13

Workplan

Draft work-plan developed following public and voluntary sector engagement	Reference Group evaluate evidence base for priorities	HWM Manager & Reference Group	Nov 13

HWE input	Outline priorities submitted to HWE for comment and input	HWM Manager & HWE	Nov 13

Work-plan Published	Final work-plan presented to public meeting	HWM Manager	Dec 13

Work-plan Delivery	Research, visits and reporting in line with agreed work-plan targets	HWM Manager	Jan - Mar 14

Training & Development

Ensuring best value in training commissioning	Liaise with neighbouring LHW organisations to identify opportunities for collaborative training commissions	HWM Manager	Complete and on-going	August 13

Provide induction and training for Enter & View Authorised Representatives	Course procured as per HWE guidance	HWM Manager		By Dec 13
	Course delivered			By Dec 13

Induction and training provided for information and advice service volunteers	Induction course developed and delivered	HWM Manager	Currently being worked on	By Nov 13

HWM Management & Monitoring

Management Information Systems Developed	MVSC to adapt its current MIS to record data against agreed contract PMI and statistics	HWM Manager and MVSC Head of Operations	Complete	Aug 13

Information & Advice Service

Service Development	Information service developed	HWM Information & Outreach Officer	Complete and on-going	By end Sept 13
	data checked		Complete and on-going	By end Sept 13
	links for signposting established		Complete and on-going	By end Sept 13
Complaints Procedures Secured and Published	Complaints procedures for health and social care secured	HWM Information & Outreach Officer	Complete	By end Sept 13
	summarised for website and telephone callers		Complete	By end Sept 13
Information and Outreach Surgeries Delivered	10 outreach surgeries developed and delivered to maximise community reach.	HWM Information & Outreach Officer	Currently being arranged	July - Dec 13
Telephone service launched	IT and systems developed	HWM Information & Outreach Officer	Complete	By Sept 13
	personnel in place to deliver office hours service		Being developed	By Sept 13
				By Sept 13

Overview - WORK REPORT

Name: David Curtis

Position: Healthwatch Manager

Period Covered: August – 12th Sept 2013

Brief overview of work during period:

Induction

Two of these first five weeks have seen HWM team settling in, meeting MVSC staff team, learning IT, procedures and policies and being made to feel very welcomed by all.

Networking

Introduced to all groups and organisations at Vestry Hall and building relationships with them and other groups across Merton.

Met with 4 identified councillors and 6 key heads within the council along with a number of other staff.

Attended the Healthwatch Merton launch event to be formally introduced as HWM staff team.

Attended Community fund event.

Monitoring and Reporting

Working through the Implementation plan areas and timescales. Have agreed the reporting format with the Merton Council lead commissioner on HWM and reporting protocol to Health and wellbeing board.

Publicity

Website:

Developed, edited and formatted the website (ongoing)

Added social media sites (Facebook, twitter, linked in)

Updating the website (continuous)

E-bulletin and Newsletter:

First monthly news e-bulletin produced, disseminated and published on website.

Initial Work, Meetings and Public Engagement opportunities

Attended and present at:

- One Merton Group and this initiated some work areas and relationships
- Merton Care Quality Commission and will be working with them to develop how best patient experience/voice can be part of the group

Working with:

- Public Health to support the peer review of which HWM is part
- Public Health to develop protocol working agreement between HWM, Health and Wellbeing board and Health Scrutiny
- Local South London Healthwatch's

(contact with HW Southwark regarding a proposal for information sharing across local HW in South London and presenting information at the South London Quality Surveillance Group)

- Council Programme Manager for the Adult Social Care Commissioning Team, on the Dementia Action Alliance event (invited attendees, co-ordinate responses and distribute information regarding the event)
- Public Health department on Mental Health Needs Assessment (co-ordinated the identification and invitation of two mental health service user focus groups (approx. 8 people each), and 6 individual consultations with mental health service user carers.
- Public Health department on the JSNA community consultation (put together information packs for attendees, created an event registration, promotion of this event and will be facilitating on the day)
- Engage and the Patient and Public Engagement Co-ordinator on the Engage Merton CCG event (worked to assist with some venue organisation and currently working on a strengthening PPG workshop and presentation for this event)

Volunteers

Have now developed and written job roles and description for:

Enter and view - Information and advice - Engagement and outreach - Research and policy

Main tasks in next quarter:

***Newsletter**

Produced, published and disseminated

*** Volunteers**

recruit to work in:

- information and advice service
- engagement and outreach
- research and policy

*** Enter & View**

- Authorised Representatives recruited
- List of Authorised Representatives published on website

*** Recruit HWM Reference Group**

*** Decision making procedures and protocols developed**

*** Information Sharing Protocol development with Complaints Advocacy Provider**

*** Publish electronic and printed newsletter**

*** Attending main boards/meetings and Community Forums throughout Merton**

*** Draft work-plan developed**

*** Information and Outreach Surgeries**

