

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**