

# Appendix 1 Healthwatch Merton Work Report

**David Curtis, Healthwatch Manager**

**Period Covered: September – December 2013**

## **Work during period:**

### **Monitoring and Reporting:**

- Continuing to working through and update the Implementation plan and timescales.
- Report as required to the Health and Wellbeing Board.
- Report as required to Board of Trustees
- Progressing in partnership with the Merton Council lead commissioner on HWM reporting arrangements after attending 'Healthwatch Outcome and Development Tool' event run by Healthwatch England.

### **Publicity:**

#### Website:

- HWM has migrated to a new website that is in line with Healthwatch England and keeps consistency with branding.

Developed, edited and formatted the website covering the following areas:

- NHS / private health care and social care complaints - Raising concerns about a health care professional - Health & social care service signposting - Local signposting - News stories - Events update.

#### Newsletter:

- Second newsletter produced, disseminated and published on website
- HWM info leaflet produced
- Third newsletter, printed version – Printed, disseminated and published on website.

#### External Promotion:

- HWM article in the Wimbledon Guardian
- Back page spread to promote HWM and raise awareness in the next edition 'My Merton' magazine that goes out free to 80000 residents
- Created an information pack that was mailed along with our newsletter to over 120 local groups and organisations.

### **Events, Meetings and Public Engagement opportunities attended and present at:**

One Merton Group | Dementia Action Alliance | Merton Mental Health review | South London health innovation network | Healthwatch England Enter and View training | NHS England local HW events | National Public Health Conference | Healthwatch England Annual Report event | Healthwatch England 'Outcome and Development tool' Event | Wimbledon Police open day | St George's Launch Event | Better Healthcare Closer to Home programme board | NHS England South London Quality Surveillance group | London Healthwatch Network | Kingston Hospital HW forum | Merton Clinical Quality Commissioning | Merton Partnership Conference | Cil Community Independent Living Event | Go4m AGM |

Community Forums: Raynes Park / Wimbledon / Mitcham Colliers Wood / Merton Residents Healthcare Forum / Morden community forum / Mitcham Community Forum / Merton Seniors Forum / Crusoe Road Residents Association / Rowans Surgery PPG

### **Partnership:**

#### **Update on existing partnership work**

- Public Health on the JSNA community consultation Event has now been held 27<sup>th</sup> Sept, it

was by over 40 people, HWM collated the feedback post event. HWM has gained the direct data regarding people views from this work.

- MCCG, Engage Merton, commissioning intentions consultation. Event has now been held 16<sup>th</sup> Oct. Attended by over 50 people. HWM chaired the event and lead on two Patient Participation Groups workshops. Supporting the dissemination of information and updates post event. HWM has gained the direct data regarding people views from this work.
- Merton Council on 'Peer Challenge' which has now been completed.
- Sutton and Merton Community Services (SMCS) – patient information review 15th Nov
- Office for Public management (OPM) – integrated care scenario event 20<sup>th</sup> Nov

### **New partnership work**

- Public Health who are leading on Merton Partnership conference. HWM are supporting one of the workshops at this conference
- Seven organisations: The Royal Marsden NHS Foundation Trust; Epsom and St Helier University Hospitals NHS Trust; NHS Sutton and Merton Community Services; St George's Healthcare NHS Trust; South west London and St George's Mental Health NHS Trust; Merton Clinical Commissioning Group; and Merton Council. HWM are supporting these organisations with the 'Integrated health and social care' pilot.

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### **HWM Reference Group:**

Draft terms of reference for this group have been written and waiting approval. Next stage is recruitment for the 6 lead positions on the group covering •Volunteers •Public, Participation and Engagement •Marketing and communications •Partnership •Task and finish •Enter and View – this will be through the 'INVOLVE' network.

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### **Work Stream setting 2014/2015**

Organised and Held a Healthwatch Merton Listening event on 12<sup>th</sup> Dec in Vestry Hall to gain direct feedback of people's Views.

Produced a priorities card and online survey to gauge local health and social care priorities  
\* two more events listening events planned –one in Jan and the other in Feb

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### **Volunteers:**

In process of beginning to recruit volunteers for Engagement and Outreach. Volunteer recruitment will be phased in the following order (though this order might change if required):

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

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### **Main tasks in next quarter:**

\*Using different methods to gain views from local groups, forums and hosting three public event(s) on what they see as HWM work streams 2014/15

- Healthwatch Merton Listening event at Vestry Hall – 12<sup>th</sup> Dec 13
- Outreach stand in Morden Civic Centre reception – 14<sup>th</sup> / 15<sup>th</sup> Jan 14
- Healthwatch Merton Listening event at Grenfell Housing - 31st Jan 14
- Healthwatch Merton Listening event at Vestry Hall – 5<sup>th</sup> Feb 14

\*Analysing all feedback gained from all methods to aid finalising work streams for 14/15.

\*Recruit to and hold first HWM Reference Group March 2014

\*Work Streams 14/15 to be set and approved end March by HWM reference group

\*Enter and View – training secured or developed, programme agreed and recruit

\*Produce and circulating printed newsletter as well as monthly email newsletters

\*Maintaining website content to include the work on FAQ section

\*Start recruitment of first volunteers - create appropriate training documents/programmes

\*Sending out the printed out priorities card survey to over 300 local community groups and organisations raise our profile and gain views from a wide section of the community

\*Continue partnership work and support of relevant events