

Committee: Merton Health and Wellbeing Board

Date: 24 June 2014

Agenda item:

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.

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 sets out activity undertaken since March 2014 and Appendix 2 shows the work streams established for 2014/15.

2.4 Key achievements over the last quarter include delivering a series of listening events, identifying the key issues for future work streams, leading on the engagement work strand of the Better Care Fund project and attending a range of local community events.

2.5 The main tasks for the next quarter will include commencing the work strands on hospital and GP services, developing a programme for delivering enter and view and launching our first annual report.

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.

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 Work Report

12. BACKGROUND PAPERS

- Health and Social Care Act 2012.