

# WORK REPORT

**Name: David Curtis**

**Position: Healthwatch Manager**

**Period Covered: 15<sup>th</sup> March 2014 – 10<sup>th</sup> June 2014**

## **Work during period:**

### **Monitoring and Reporting:**

- Report as required to the Health and Wellbeing Board.
- Report as required to Board of Trustees
- Draft end of year report to Merton Council lead commissioner completed
- Workstreams programme report produced
- HWM annual report in progress to be completed by month end and already includes outreach and information report plus feedback and workstreams explanation.

### **Publicity:**

Website: Began developing young person's section

Ongoing – Volunteer opportunities posted - Local signposting - News stories - Events updated – website and social media kept relevant and up to date - regular tweets

Newsletters: Two electronic newsletters produced and disseminated

Developed and designed new HWM folder for use with any promotional materials

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

Quality Care Commission Healthwatch Advisory conference; Facilitated at Merton CCG Equality Delivery System event; St Marks Family centre's parents with mental health issues group (held a discussion workshop on the attendees experiences of health and social care)

Have attended these events / forums / Meetings:

Kingston Hospital Healthwatch network; SWLSTG Foundation Trust Steering Committee Meeting; Wimbledon Community Forum; St Georges Stakeholder Steering Group; South west London Patient and Public Engagement Steering Group; Merton CCG Equality Delivery System event; Epsom / St Helier: Your hospitals, your services, your say; Patient Reference Group; Club Wimbledon Open Day (55+); Merton Integration - Service Development workshop.

### **Partnership work:**

- GP partnership tool review, 23<sup>rd</sup> April, Vestry Hall with Sylvia Wachuku-King of Wellbeing You
- Integration project team – health and social care

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

Organised and ran these events

- Final listening event completed, 17th march, Wimbledon friend's house
- Feedback and the future, 31st March, Acacia centre

Workstream programme report complete and shared at feedback and the future event.

Planned and promoted our GP services and Hospital inpatient/ outpatient listening events

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**Children and Young people:**

Developed next phase of work with Young Advisors in line with workstream programme looking at the development of Healthwatch participation and engagement strategy.

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**Enter and View:**

External trainer delivered days training 20th May and the training was attended by 15 people. We will know shortly how many of those would like to become authorised representatives for the Enter & View programme.

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**Volunteers:**

Recruiting volunteers for: Engagement and Outreach; Enter and View

**Main tasks in next quarter:**

- \*Establish additional work for HWM from Integration project and East Merton medical centre project
- \*Communication: ongoing update info and signposting section of website / produce young people's section on website / create printed newsletter.
- \* Complete annual report, print and share.
- \* finalise 3 month, 6 month and year long work and outreach plan based on workstreams.
- \* Continue partnership work and support of relevant events
- \* Volunteers: Enter & view and outreach opportunities.
- \*Develop Enter & View programme with LBM

**HWM – Summary of what we have been doing and how we have been influencing since August 2013**

Overview of how we have influenced and continue to influence changes in local services. Healthwatch Merton has a seat on the Health and Wellbeing Board. This provides us with a clear route to champion the views of patients and public and influence future decision making across Health and Social Care within Merton.

This is also the case with the Integration Project of Health and Social Care Services within Merton whereby Healthwatch Merton is the named engagement Lead to monitor this strand and puts Healthwatch Merton at the centre of being able to ensure the public feed directly into shaping these services.

Healthwatch Merton meet regularly with a wide range of senior health and social care staff including CEOs and Executive Directors of provider organisations, the Chair and Engagement lead of the Merton Clinical Commissioning Group, senior Directors of the NHS England local area team, and senior Directors in Merton Council. We meet in a range of ways, including specific one to one meetings at our request, meetings with other local Healthwatch's, formal, scheduled meetings.

Healthwatch Merton work with NHS England Area Team and regularly take part in the South London Quality Surveillance Group meetings.

Healthwatch Merton has built a relationship with the Merton Clinical Commissioning Group (CCG) and influence via attendance/contribution to the following groups:

- \*Patient Reference Group (supporting the further development of Patient Participation

groups at GP surgeries and strengthen this network of participation.)

\*Better Healthcare Closer to Home Programme Board (Includes Nelson Project, Development of Healthcare services in East Mitcham)

\*Merton Clinical Quality Committee

\*Currently developing a CAMHS engagement project to inform how Mental Health services can work more effectively with children and young people.

Working protocols are established between Healthwatch Merton with the Health and Wellbeing board and Health scrutiny to ensure that intelligence gathered plays a key role in influencing the provision and effectiveness of services.

Healthwatch Merton have held a number of public meetings focused on aspects of proposed change in health and social care in Merton and use our engagement activities as a way of engaging with the public in a wide range of ways across the borough. **(See attachment – HWM newsletter)**

\*JSNA Event (Joint Strategic Needs Assessment) – Healthwatch Merton jointly hosted this event with Public Health and this was the first time in Merton that Public Health engaged directly face to face on this with local people to directly influence the JSNA findings. The latest JSNA was not currently published at this stage)

\*Engage Merton (jointly hosted with MCCG) the event findings directly influenced Merton CCG commissioning intentions for 2014/16 and their five year strategy.  
- In addition it also feed into the MCCG Patient Participation and Involvement Strategy.

Healthwatch Merton held several listening events and all the feedback gathered informed our workstreams programme for 2014/2015 and the process can be read in more detail when our annual report 2013/14 is published in July. The GP services report to be produced from our workstreams programme will be passed to the MCCG to directly influence a key business plan element of theirs to Improve GP services across Merton. **(See attachment – HWM workstreams)**

Healthwatch Merton provided in advance raw data to the CQC from feedback gathered from September 2013 – March 2014 to inform real time inspections of GP services in Merton.

**Total people directly reached and voices heard on various topics = 691**

Excluding the 50 people that attended the launch we have had 238 people attend our registered events, this includes about 125 individual people.

49 of which attended our three dedicated listening events, the rest attended the partnership events.

We have attended at least 25 public events/community groups/forums to present and discuss Healthwatch and at each there was a (conservative) average of 15 people, equalling 375 contacted through this general outreach.

We received a total of 71 priority cards.

691 (238 + 375 + 71)

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