

Healthwatch Merton update

Name: David Curtis

Position: Healthwatch Manager

Period Covered: Mid Feb 2015 – May 2015

Update:

Staff appointment - Jade Fairfax, HWM new information and outreach officer

Volunteer appointment - Brian Dillon, HWM New independent Chair

Monitoring and Reporting:

- Report as required to the Health and Wellbeing Board.
- Report as required to Board of Trustees
- Annual Report in full draft stage for 2014/2015

Publicity:

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

Newsletters: First electronic newsletters produced and disseminate plus additional e-bulletins as required for specific events

External: Events, Meetings and Public Engagement opportunities attended, member of and present at:

Boards/Committees/ Meetings

New: SWL Primary Care Co-commissioning Joint Committee

Health and Wellbeing Board; Kingston Hospital Healthwatch network; SWLSTG Foundation Trust Steering Committee Meeting; St Georges Stakeholder Steering Group; South west London Patient and Public Engagement Steering Group; BHCH programme Board; Adult Safeguarding Board; The Merton Model Group; Community Services Procurement Board; South West London Collaborative Commissioning;

HWM Events/Meetings and Public Engagement

- 20th May 15 – Healthwatch Merton, Feedback and the Future event. Shared overview of work done in the last 12 months and launched our workstreams for the coming year

Partnership work:

New:

- Primary Care and Out of Hospital briefing
- SWL Primary Care Co-commissioning Joint Committee
- Quality Account Priorities/proposed stakeholder session - St Georges
- CAMHS Needs Assessment & Review (Task and finish Group)

Existing:

- Integration project team – health and social care (MCCG and Merton Council)
- South West London Local Healthwatch Forum Meeting
- Mitcham Project board
- HWE Developing HW standards
- Community Services Procurement Project Board Meeting

Workstreams 2015/2016:

Over the last 12 months Healthwatch Merton has been busy gathering people's views on health and social care in the borough – a survey was also conducted and completed by 314 local people. These have been identified for 2015/16 using feedback and intelligence gathered since April 2014.

Locally Directed

- Older People: Engagement work to identify areas within this we should focus on:

- 1 focused workshop
- Develop work plan
- Deliver work plan

- A&E & Urgent care services: Engagement work to identify areas within this we should focus on:

- 1 focused workshop
- Develop work plan
- Deliver work plan

Operational

- Children and Young People: Develop our Children and Young People function

Top Down

- Integration: Watching brief on integration and lead on patient public engagement

Existing

- GP Services: Promote findings directly with GP surgeries, Review HWM GP Services Impact.

- Hospital: Inpatient/ Outpatient, Finish report

Volunteers:

New:

x1 Engagement and Outreach/ Research and Policy Volunteer

Currently have:

x1 Research and Policy Volunteer

Governance:

Healthwatch Merton has listened to and reviewed the views/opinions raised on its governance structure over the last year and made proposed changes to MVSC board of trustees that would be achievable within the contractual arrangements. These were recently approved. We now have a Healthwatch Merton Operational Committee (HWMOC). The HWMOC will be a sub-committee in the MVSC governance arrangements to lead on the strategic development of Healthwatch Merton and oversee its operations on behalf of MVSC Board of Trustees and will be independently chaired.

HWMOC (Healthwatch Merton Operational Committee) has held its first meeting in May 2015 which was extremely productive. We are still recruiting to vacant positions.

We have new independent Chair – Brian Dillon. He has already chaired the first HWMOC and beginning to take on other responsibilities relevant to position i.e. Governor for St Georges.

London Borough of Merton have confirmed this year's funding 2015/16 which will be the same as level as 2014/2015 of £125,085.