Health Scrutiny Committee – 28 November 2011

Consultation on Engaging Communities Staffordshire

Recommendation

1. That the Health Scrutiny Committee considers the questions asked in the Engaging Communities Staffordshire consultation with a view to providing a formal response to the consultation document by the deadline of 16 January 2012.

2. That the Committee agree arrangements for finalising their response.

Report of the Cabinet Member for Adults’ Wellbeing, Matthew Ellis

Summary

What is the Scrutiny Committee being asked to do and why?

3. Engaging Communities Staffordshire (ECS) is an innovative and challenging project designed to modernise community engagement within the NHS and social care sector through establishing a community-led approach to public, patient and user involvement. Given the substantive changes that this concept represents it is vital that the views of the Health Scrutiny Committee are included in the current consultation on the emerging model for ECS to ensure it meets the needs of the people of Staffordshire.

Report

Background

4. As an outcome of the review of lessons learnt following the Healthcare Commission investigation into the failings at Mid Staffordshire NHS Foundation Trust by Dr David Colin Thomé in April 2009, it was recognised that a radical new approach to dealing with feedback, complaints and insight was required across NHS and social care services.

5. Following an initial modest investment from the County Council and a few partners, the ECS project has developed into a sustainable partnership funded initiative (for membership lists see Appendix). The project is now led by a strategic partnership that includes health and social care leaders from each of the commissioning and provider organisations across the County and is backed by Matthew Ellis, Cabinet Member for Adults’ Wellbeing.
The vision for Engaging Communities Staffordshire

6. There are three key objectives for ECS:

• to be a single point of contact for members of the public to make comments and complaints about NHS and social care services and to access information;
• to provide an independent and transparent approach to resolving issues raised about NHS and social care services and, where appropriate, act as an advocate; and
• to consolidate information on patient and public involvement into one centralised resource to provide a holistic picture of the needs of Staffordshire’s residents.

Project Aims

7. The ECS project proposes a modern approach to community engagement in health and social care by:

• providing a systematic understanding of services from the perspective of those who use and require them on a daily basis;
• developing and supporting a single repository for the feedback and views of people using services;
• enabling providers, commissioners and managers across the full range of organisations involved, to utilise one shared resource; and
• aiming to ensure trends and collective anomalies across organisations can be identified early on to ensure prompt responses to issues and accountability to local people, as such issues emerge.

8. The ECS project hopes to find an effective way for people to be involved in the services that provide for their health and social care needs. We hope it will be able to do things in a way that means that less money is spent than at the moment, but more people are heard.

9. If we get it right, ECS will reduce the likelihood of people being asked the same or similar questions by different organisations and we hope it will enable better decisions to be made by health and social care organisations based on the experiences and views of the people of Staffordshire. It will also ensure that no voice ever gets lost again in what is currently a complex and confusing system.

Next Steps

10. In our approach to public, patient, user and carer involvement, we are committed to adding value to what is currently in place such as GP practice groups, membership schemes, support groups and Local Involvement Networks. Our intention is to work with the good practice already in place in Staffordshire to make sure trends and themes can be spotted across organisations so that prompt responses can be put in place.

11. The Government intends to replace Local Involvement Networks (LINks) with Local Healthwatch in 2012. It is expected that the Local Healthwatch will do all that LINks does now but with some additional responsibilities that include helping people to make choices about what services they might use as well as helping people who wish to make a complaint. The ECS project will be able to help and co-ordinate how and when
organisations talk and listen to people, going above and beyond what is expected as part of Local Healthwatch.

12. There is potential for a valuable relationship between scrutiny functions, the Joint Strategic Needs Analysis process and ECS intelligence to improve decision making across integrated local strategies from health, social care and other local public services. As such ECS will play a critical role in the commissioning process by providing a representative voice of the community in a meaningful and insightful way.

13. ECS has recruited a project management team and is currently receiving seedbed funding from ten stakeholder organisations including most NHS trusts. The local authority is leading the development phase with more funding and resources in kind.

14. A local public consultation on the principles underpinning ECS started on 17 October 2011 and will last until 16 January 2012. The project is also on track in readiness for becoming a formally constituted body from April 2012.

Consultation

15. The consultation document is appended. Matthew Ellis, Cabinet Member for Adults’ Wellbeing, and Kate Waterhouse, Head of Customer Insight and Research at Staffordshire County Council, will attend the Committee meeting to present the proposals and respond to Members’ questions. The deadline for responses to the consultation is 16 January 2012. For reference, the questions in the consultation document are:

- What do you think about the consistency of health and social care services across Staffordshire?
- Where do people go to find out about health and social and to give feedback on their experiences?
- How useful would it be to have an independent organisation to act as an advocate in helping you to access health and social care services and share your views?
- Would anything prevent you from giving feedback on any health and social care services you may have received?
- Where do you think complaints about health and social care services should be dealt with?
- Should public feedback on health and social care issues be shared across the relevant organisations involved in commissioning and providing these services?
- What one suggestion would you make to improve the way public feedback is dealt with by health and social care services?

16. Link to Trust’s or Shared Strategic Objectives – The proposals relate to the shared objective of improving the health and wellbeing of Staffordshire residents.

17. Link to Other Overview and Scrutiny Activity – The Committee may wish to consider if they would like to hear from any other interested parties before finalising their response to the consultation, based on the views arising from Members’ consideration of the consultation.
18. In scrutinising this matter, the Committee are encouraged to consider the following:

- Equalities and Legal Implications
- Resource and Value for Money Implications
- Risk Implications
- Climate Change Implications.

Cabinet Member

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Appendices/Background papers

Memberships lists of Engaging Communities Staffordshire:

- Steering Group
- Strategic Group
- Operational Group

Consultation document (appended)
Memberships lists of Engaging Communities Staffordshire

Steering Group

- Jessie Cunnett, Director, Patient and Public Involvement Solutions
- Andrew Laird, Director, Mutual Ventures
- Jackie Owen, Manager, Staffordshire LINk
- Will Taylor, Chair, Staffordshire LINk
- Julie Thompson-Edwards, Head of Access & Information, Staffordshire County Council
- Kate Waterhouse, Head of Customer Insight & Research, Staffordshire County Council
- Jill Norman, Chief Officer, Staffordshire Moorlands Council for Voluntary Service (on behalf of Staffordshire and Stoke-on-Trent Consortia of Infrastructure Organisations)

Strategic Group

- Matthew Ellis, Cabinet Member for Adults' Wellbeing, Staffordshire County Council
- Helen Ashley, Chief Executive, Burton Hospitals NHS Foundation Trust
- Stuart Poynor, Chief Executive, Partnership NHS Trust
- Joan Saddler, Department of Health
- David Colin Thomé, Consultant, Department of Health
- Julie Hendry, Director, Quality and Patient Experience, Mid Staffs NHS FT
- Lyn Hill-Tout, Chief Executive, Mid Staffs NHS FT
- Dennis Porter, Chair/Vice Chair, NHS West Midlands
- Fiona Myers, Chief Executive, North Staffs Combined Healthcare NHS FT
- Julia Bridgewater, Chief Executive, University Hospital of North Staffs NHS Trust
- Jessie Cunnett, Director, Patient and Public Involvement Solutions
- Neil Carr, Chief Executive, South Staffs and Shropshire Healthcare NHS FT
- Ian James, Director, Joint Commissioning, Staffordshire County Council
- Jacqui McKinlay, Director, Customer Services, Staffordshire County Council
- Kate Waterhouse, Head of Customer Insight & Research, Staffordshire County Council
- Linda Riley, Associate Chief Executive, Staffordshire Primary Care Trust Cluster
- Dawn Wickham, Director of Partnerships and Planning, Staffordshire PCT Cluster
- Graham Urwin, Chief Executive, Staffordshire PCT Cluster
- Will Taylor, Chair, Staffordshire LINk

Operational Group

- Cat Crum, Age UK South Staffs
- Nick Maslen, Age UK South Staffs
- Karen Longhurst, Ambulance Trust
- Michele Clerc, Burton Hospital
- Chris Welch, Community Council for Staffordshire
- Patrick Nyarumbu, Mid Staffs NHS
- Deborah Neal, Mid Staffs NHS
- Lesley Goodburn, North Staffs NHS
- Valerie Stronach, North Staffs NHS
- Patricia Fraser, North Staffs NHS
- Rose Humphries, POhWER
- Valerie Harrison, POhWER
- Karen Hirons, South Staffs & Shropshire Healthcare NHS FT
- Jenny Smit, South Staffs & Shropshire Healthcare NHS FT
- Adele Edmonson, South Staffs PCT
- Sally Young, South Staffs PCT
- Sue Venables, South Staffs PCT
- Vanessa Day, South Staffs PCT
- Emma Rodgers, Staffordshire County Council
- Julie Thompson-Edwards, Staffordshire County Council
- Vanessa Pugh, Staffordshire County Council
- Kerry McCormick, Staffordshire County Council
- Wendy Tompson, Staffordshire County Council
- Jackie Owen, Staffordshire LINk
- Susan Baknak, Staffordshire LINk
- Colin Anderson, Stoke NHS
- Tracey Shewan, Staffordshire PCT Cluster
- Sue Pantin, University Hospital of North Staffs
- Julia Holding, West Midlands Strategic Health Authority