

Local Members' Interest
N/A

Healthy Staffordshire Select Scrutiny Committee – 15th July 2019

Healthwatch Staffordshire Performance Report

Recommendation/s

1. Consider and comment on the progress made by Healthwatch Staffordshire in delivering its work programme in 2018/19.
2. The Committee considers future joint working opportunities with Healthwatch Staffordshire in support of its year 2 work plan.
3. Agree how the Committee would like to receive further Healthwatch Staffordshire progress updates at future meetings.

Report of Deputy Leader and Cabinet Member for Health, Care and Wellbeing

Summary

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

4. The purpose of this report is to ask members of the Healthy Staffordshire Select Committee to consider the role of Healthwatch, review their progress to date and how we understand the impact it is having. Furthermore, it provides a forum for Committee Members to discuss with Healthwatch Staffordshire how it wishes to work together, and their potential to add value to the Committee's future work programme.

Report

National Context

5. The Health and Social Care Act 2012 set out duties for all local authorities to commission and establish a Local Healthwatch from April 2013.

6. In response to this Healthwatch Staffordshire was established as a new independent consumer champion for health and social care services in Staffordshire. Their aim is to work in the best interests of patients, service users and residents and utilise the intelligence gathered to influence commissioning and improve the overall quality of health and social care provision.

Healthwatch Role – The Legislation

7. The Health and Social Care Act 2012 stated that Local Healthwatch should be established from 1 April 2013 to be “the local consumer champion for patients, service users and the public”. Local Healthwatch is an independent organisation, able to employ its own staff and involve volunteers, to become the influential and effective voice of the public.

8. The Act allowed flexibility for councils to choose the commissioning route to achieve best value for money for their communities.

9. Healthwatch is not required to be a statutory organisation; however it does have a range of statutory functions that it must deliver, as set out below:

The Legislation - Healthwatch Statutory Functions

Function 1: Gathering views and understanding the experiences of all who use services, their carers and the wider community, including exercising its Enter and View Powers.

Function 2: Make people’s views known, including those from excluded and under-represented communities

Function 3: Promoting and supporting the involvement of people in the commissioning and provision of local care services and how they are scrutinised

Function 4: Recommending investigation or special review of services, either via Healthwatch England or directly to the Care Quality Commission (CQC)

Function 5: Providing advice, signposting and information about access to services and support for making informed choices

Function 6: Making the views and experiences of people known to Healthwatch England (and other Local Healthwatch) and providing a steer to help it carry out its role as national champion

Function 7: Provide access to a professional independent NHS Complaints Advocacy service (ICAS)

10. In doing this, Local Healthwatch has a seat on the statutory Health and Wellbeing Boards, ensuring that the views and experiences of patients, carers and other service users are taken into account when local needs assessments and strategies are prepared, such as the Joint Strategic Needs Assessment (JSNA) and the re-authorisation of Clinical Commissioning Groups.

11. It is anticipated that a well-performing local Healthwatch, through its consumer champion role, will help drive up the quality of local services; resulting in improved experience and outcomes for people who use services.

Healthwatch Staffordshire - Background

12. Staffordshire County Council is statutorily responsible for commissioning a Local Healthwatch in the county, and in April 2013 Engaging Communities Staffordshire (ECS) was awarded the first Healthwatch contract. Engaging Communities Staffordshire is a Community Interest Company established in 2012 with its own Independent Chair and Board of Members.

13. In light of the contract expiring in March 2018, both a detailed review of the Healthwatch service and a value for money exercise was undertaken in 2017, with involvement from the Committee. Appendix 1 provides links to relevant Healthy Staffordshire Select Committee background papers, highlighting the Committee's input in the recommissioning of the service.

14. Based on a range of evidence it was agreed to recommission a more affordable Healthwatch prioritisation model, that focusses on smaller number of priorities and seeks opportunities for greater collaboration with other services and new ways of working. A summary visualisation of the current Healthwatch delivery model can be found at Appendix 2.

15. This decision factored in the significant financial challenges facing the County Council, with a much smaller financial envelope, of up to 50%, for the commissioning of a future local Healthwatch service. It was anticipated these efficiencies could be partially offset by new ways of working and a different delivery model for Healthwatch Staffordshire.

16. Following a competitive procurement process in 2017, the Healthwatch Staffordshire contract for 2018-2021 was awarded to the incumbent provider, Engaging Communities Staffordshire. The new contract will run for a period of three years, from 1 April 2018 to 31 March 2021, and is currently funded at £199,545 in Year 1, rising to £203,181 in year 2 and £205,338 in year 3. This represents a reduction of 52% based on the previous year's funding levels.

17. A recent analysis of Healthwatch spend across other local authorities, demonstrates that Healthwatch Staffordshire's spend per population head (23p per population head based on 18/19 contract value) is the lowest across all West Midlands authorities, and joint lowest with Leicestershire when looking at our statistical neighbour group. A Local Healthwatch summary financial position can be found at Appendix 3.

18. This year the wider Healthwatch network saw a third (56) of Local Healthwatch services reduce their funding. In addition, an overall reduction in funding has been seen nationally, with total annual Healthwatch funding falling by 35% since its inception in 2013.

19. With significantly reduced resources, Healthwatch used its first few months of the 2018-2021 contract developing a revised and slimmed down work programme, with a smaller number of priorities. This includes:

- 'Together We're Better' programme of support, including the pre consultation activity
- Discharge to Assess
- Learning disability day services
- Non emergency patient transport
- Young people's emotional wellbeing
- Improve patient engagement with largest prison healthcare provider

20. In addition to the above, Healthwatch has prioritised developing a more positive and closer working relationship with the Healthy Staffordshire Select Committee in 2018/19, meeting regularly with the Chair to share public intelligence, work plans and discussing potential joint working opportunities, such as the Healthwatch Enter and View programme. Members of the Committee have been offered training, with the potential to observe future Enter and View visits during year 2, in support of the Committee's work programme. Three Members have undertaken the training to date.

21. Quarterly contract monitoring arrangements are in place. Performance is monitored against both statutory Healthwatch outcomes, and reviewed alongside Healthwatch England's Quality Statements which outline what a successful Healthwatch looks like.

Healthwatch Staffordshire Progress Update

22. Highlights and impacts from 2018/19 include:

- Independent voice on a number of key partnership boards/groups, including, being a standing member of the Communications and Engagement Steering Group for the future of Community Hospitals in North Staffordshire, advising on good practice consultation, equality impact and using its reach to promote consultation activity.
- Directly supported Healthwatch England's national work on the Long Term NHS plan, securing over 500 completed surveys and undertaking focus groups with carers and young people. This feedback, along with upcoming 'listening events', is being used to inform a number of options that will be subject to public consultation.
- Undertaken an engagement programme to understand issues with non emergency patient transport. This feedback was translated into a set of clear recommendations - better communication of delays, a review of the way journeys are planned, review of waiting areas and staff training. CCGs are working with the commissioned service to ensure recommendations are implemented.
- In early 2019 carried out a review of day services for people with learning and physical disabilities across Staffordshire, using its Enter and View powers to review 22 separate services. Positively, observations highlighted some positive service delivery. Where recommendations were made, these were implemented. Feedback is also being used to inform the commissioning of future learning disability day opportunities, looking across the quality and breadth of existing services.
- Healthwatch Staffordshire has spoken to over 570 new or expectant mums, as part of their work with the Staffordshire and Stoke-on-Trent Maternity Transformation Programme (MTP). They have helped recruit and train 15 Maternity Champions to be part of the Maternity Voices Partnerships, and are working closely with the MTP in the development of future maternity services.

- Support the North Staffs CCG in collating patient feedback on accessing mental health services in the north of the county, hearing from over 100 people. The feedback provided to MPFT about access to Mental Health Services led to a review of the access service.
- Healthwatch's 'independent' role has also supported a range of individuals with very specific issues, such as hospital discharge and dementia support, helping them to navigate the system and access the support required.

23. Below are a number of key measures achieved by Healthwatch Staffordshire in 2018/19:

- 776 people have shared their health and social care story
- Over 2,000 residents were supported with advice or information, and 613 people signposted to other services that provide support. Most common requests are GP services, hospitals, mental health, social care and care homes.
- 254 individual Healthwatch members, with a further 56 member organisations, signed up to receive updates and share information.
- 35 Enter & View visits completed, with 24 of these being in learning disability day services. The findings of the visits are reported to the Providers and Commissioners of services and where appropriate, to the regulators.
- Nearly 10,000 people engaged with Healthwatch through their website and social media.
- 74 volunteers help Healthwatch to carry out their engagement work, a number of which are using this as an opportunity to enhance their skills and relevant experience in support of their studies.

24. As part of the national Healthwatch Network 2018 Awards, Healthwatch Staffordshire received an award for their work with prisoners in 'championing diversity and inclusion', helping them to access community services. They were also Highly Commended for their work on 'helping people have their say'.

Healthwatch Staffordshire Year 2

25. Year 2 planning is underway, and we are currently in the process of supporting Healthwatch Staffordshire in the development of this, alongside community priorities. Discussions at this Committee will help to shape their work programme and extent of support.

26. Emerging priorities include:

- Discharge to Assess
- Access to social care assessments
- 'Together We're Better' consultation activity
- Discussions with social care Commissioners to establish key 19/20 commissioning activity
- Redevelop online mechanisms for gathering the views of patients and service users, linked more closely with those available nationally

Next Steps

27. With regards to monitoring Healthwatch Staffordshire's performance and activity, regular updates and opportunities for Committee involvement will be provided in line with the agreed recommendations.

Community Impact

28. Healthwatch Staffordshire strives to ensure that the diverse health, social care, cultural and all other needs of the population of its locality are represented as fully as possible by the organisation.

Contact Officer

Name and Job Title: Andrew Donaldson, Head of Strategy
Telephone No.: (01785) 278399 | 07713 182528
Address/e-mail: andrew.donaldson@staffordshire.gov.uk

Appendices/Background papers

Appendix 1 - Healthy Staffordshire Select Committee Background Papers:
Recommissioning of Healthwatch Staffordshire
Appendix 2 - New Healthwatch Staffordshire Model (2018-2021)
Appendix 3 – Local Healthwatch Summary Financial Position

**Appendix 1: Healthy Staffordshire Select Committee Background Papers -
Recommissioning Healthwatch Staffordshire**

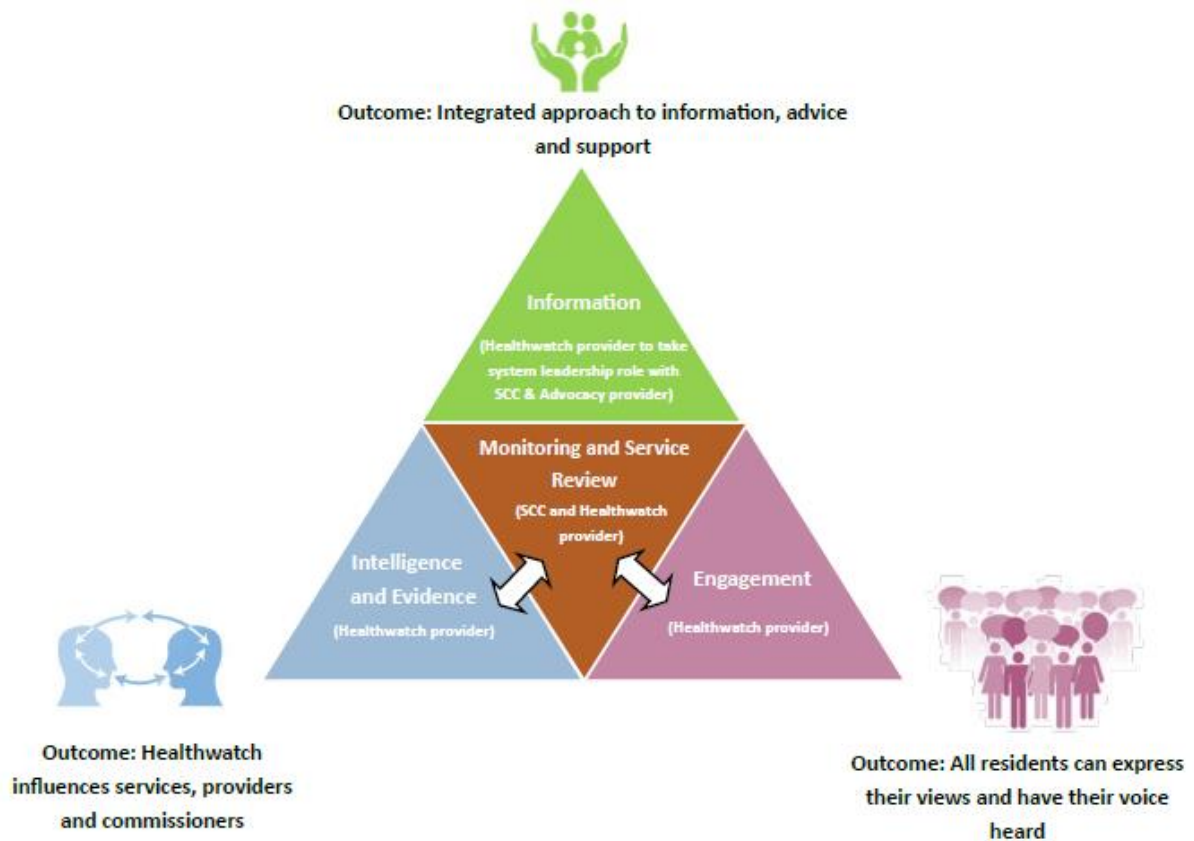
[Healthy Staffordshire Select Committee - 10th May 2016](#)

[Healthy Staffordshire Select Committee – 5 July 2016](#)

Healthy Staffordshire Select Committee - 7th August 2017 (Public Exempt)

Appendix 2: New Healthwatch Staffordshire Model - 2018-2021

Healthwatch Staffordshire — A new prioritisation model



Appendix 3: Local Healthwatch Summary Financial Position

Note: Each table is ranked high to low on latest spend per head costs

Table 1: Comparison with Staffordshire's Statistical Neighbours:

CIPFA Authority Areas	Total Income 2017/18*	Total Income 2018/19*	Income difference from 2017/8 to 2018/19	Spend per head 2017/18	Spend per head 2018/19
Cumbria	£ 250,173	£ 250,173	£ -	£0.50	£0.50
Worcestershire	£ 289,000	£ 289,000	£ -	£0.49	£0.49
Cambridgeshire	£ 287,602	£ 287,602	£ -	£0.44	£0.44
Derbyshire	£ 321,114	£ 320,000	-£ 1,114	£0.41	£0.40
Lincolnshire	£ 300,000	£ 299,600	-£ 400	£0.40	£0.40
Warwickshire	£ 262,000	£ 215,000	-£ 47,000	£0.46	£0.38
Norfolk	£ 458,000	£ 338,000	-£ 120,000	£0.51	£0.38
Somerset	£ 198,000	£ 190,000	-£ 8,000	£0.36	£0.34
Lancashire	£ 438,000	£ 406,588	-£ 31,412	£0.36	£0.34
Gloucestershire	£ 219,907	£ 209,907	-£ 10,000	£0.35	£0.33
Kent	£ 511,000	£ 511,000	£ -	£0.33	£0.33
Essex	£ 420,000	£ 420,000	£ -	£0.29	£0.29
Northamptonshire	£ 245,000	£ 195,000	-£ 50,000	£0.33	£0.26
Nottinghamshire	£ 198,000	£ 198,000	£ -	£0.24	£0.24
Staffordshire	£ 415,109	£ 199,545	-£ 215,564	£0.48	£0.23
Leicestershire	£ 187,391	£ 156,570	-£ 30,821	£0.27	£0.23

Table 2: Comparison with West Midland Authorities:

West Midlands Authority Areas	Total Income 2017/18*	Total Income 2018/19*	Income difference from 2017/8 to 2018/19	Spend per head 2017/18	Spend per head 2018/19
Wolverhampton	£ 194,289	£ 194,289	£ -	£0.75	£0.75
Solihull	£ 157,573	£ 157,675	£ 102	£0.74	£0.74
Dudley	£ 206,000	£ 206,000	£ -	£0.64	£0.64
Stoke-on-Trent	£ 195,000	£ 162,500	-£ 32,500	£0.76	£0.64
Sandwell	£ 195,000	£ 195,000	£ -	£0.60	£0.60
Telford and Wrekin	£ 100,000	£ 100,000	£ -	£0.57	£0.57
Coventry	£ 195,616	£ 195,616	£ -	£0.54	£0.54
Walsall	£ 175,000	£ 150,800	-£ 24,200	£0.62	£0.54
Worcestershire	£ 289,000	£ 289,000	£ -	£0.49	£0.49
Shropshire	£ 191,487	£ 143,650	-£ 47,837	£0.60	£0.45
Birmingham	£ 445,382	£ 445,382	£ -	£0.39	£0.39
Warwickshire	£ 262,000	£ 215,000	-£ 47,000	£0.46	£0.38
Staffordshire	£ 415,109	£ 199,545	-£ 215,564	£0.48	£0.23
Herefordshire	£ 140,000	£ 140,000	£ -	#N/A	#N/A

Source: The above income data has been extracted from the State of Support - Local Healthwatch Finances 2018/19 Report, 1 November 2018, www.healthwatch.co.uk.
Please note: income figures may have been subject to change.