



City of Westminster

Adults, Health & Community Protection Policy & Scrutiny Committee

Date:	24th June 2015
Classification:	General Release
Title:	Update on Healthwatch Westminster 2014/15
Report of:	Healthwatch Central West London
Cabinet Member Portfolio	Adults and Public Health
Wards Involved:	All
Policy Context:	Health and Social Care Act 2012
Financial Summary:	N/a
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1. Executive summary

- 1.1 This report updates the Committee on the work of Healthwatch in Westminster (and where appropriate the Tri-borough) in 2014/15.
- 1.2 Healthwatch Central West London is the independent consumer champion for health and social care services in Westminster, Kensington & Chelsea, and Hammersmith & Fulham. We are a charity and a subsidiary of Hestia Housing and Support.
- 1.3 Healthwatch Central West London met, and exceeded, all contracted targets set for 2014/15. As commissioners were very happy with our performance, the option to extend the initial two year contract for a further year (to 31/03/2016) was taken up in April 2015.
- 1.4 Commissioners have informed Healthwatch Central West London and Hestia of their intention to hold an open procurement process for the local Healthwatch contract from 2016/17 onwards. At the time of writing,

commissioners across the three boroughs are still discussing the nature of their approach. The Chair of Healthwatch Central West London has written to the lead commissioner to express her concerns about the delayed process and the impact this is having on business planning and the transition to full independence.

- 1.5 Irrespective of this situation, the Healthwatch Board of Trustees has agreed to bid for all elements of the contract(s). It should be noted that in line with the intentions of the Health and Social Care Act and the planned move to full independence, Healthwatch Central West London will be the lead bidder for this purpose. Hestia will act as the support services provider to any such bid.

2. **Key Matters for the Committee's Consideration**

- 2.1 We would ask the Committee to consider the following in relation this report:

- The Committee is asked to consider the planned approach to procuring local Healthwatch for 2016/17 and beyond
- The Committee is asked to consider the current concerns of Healthwatch Central West London
- The Committee should consider the planned work programme for 2015/16 and any opportunities for joint working.

3. **Reflecting on the 2014/15 Work Programme**

- 3.1 Healthwatch Central West London would like to cordially invite all members of this Committee to join us at our upcoming Annual General Meeting.

The event will be held on:

Date: Thursday, September 10th 2015

Venue: Westminster Cathedral Hall, Ambrosden Avenue, SW1P 1QH

Time: 5.00 – 7.30pm

- 3.2 Successes over the last year include:

- The co-production of the new home care service with users, families, carers, representatives, on sexual health providers and commissioners
- CQC action on a number of Westminster Care Homes and Mental Health Services, following reports of concerns made by our dignity champions to commissioners. This has led to inspections and action plans for required improvement being made

- Ensuring the voice of people with dementia was heard and include in the dementia strategy and at subsequent conversations at the Health and Wellbeing Board
- Supporting the re-design of the school nursing services and making related recommendations on Child and Adolescent Mental Health Services and on sexual health services to inform their re-design
- Presenting our work sexual health to the All Party Group on Sexual and Reproductive Health and to the London Assembly Health Committee and a best practice case study in the Medical Foundation for HIV and Sexual Health
- Our submission to the first ever Healthwatch England Special Inquiry on Hospital Discharge, and specifically in raising the visibility of the poor health or homeless and rough-sleepers in the national media
- Escalating concerns about Gender Identity Services to Healthwatch England, leading to a NHS England review
- Supporting ten Patient Participation Groups in GP practices Westminster (QPP)
- Supporting older residents from Queen's Park and Paddington to co-produce the whole systems model of care being developed at the St Charles Hub
- Supporting over 6,000 volunteer members and nearly 1,500 sign-posting queries to enhance local awareness of health and care services.

3.3 The Annual Report 2014/15, showcasing all of our achievements will be presented to the Secretary of State for Health on June 30th 2015. A copy will be forwarded to all members of this Committee at that time.

4 Looking forward to 2015/16

4.1 This year, we are prioritising:

- **Strengthening visibility:** We have developed a planned and targeted approach to engagement over the three boroughs this year and are currently designing an online reporting tool to enable self reporting and to aid transparency
- **Impact:** We are taking the time this year to develop our quality infrastructure through a nationally recognised aware scheme and also to invest in measuring the value of our volunteers.

- **Support for our members:** We have developed a structured induction process, 'buddy' scheme and we are developing a quality circle to ensure members are effectively supported through the next year.
- **Planning for independence:** Further to a recent market testing exercise, we are currently working with a freelance consultant to consider future sustainability and income generation.

4.2 Over the last five months, we have consulted with members and commissioners to select our project priorities for the coming year. The Local Committees have now recommended the following four areas to the Board for action:

- Home care: measuring the user experience of the implementation of the new service. We will also be assisting providers to better engage with their local communities.
- Mental health: our recent visits to inpatient wards have raised numerous concerns for us which have contributed to the recent CQC inspections. We have also had cause to write to the Borough Director about proposed cuts to Home Treatment Teams and the implications of the efficiencies required in community services overall.
- Maternity: we want to measure the patient experience and outcomes at local hospitals impacted by the Ealing closure and the Chelsea and Westminster merger with West Middlesex.
- Access to Urgent Care for 18 – 35 year olds: we want to better understand the desired patient pathway of young professionals to avoid unnecessary urgent care usage and to better meet the needs of patients.

4.3 In addition, on June 22nd and in response to demand, we are launching a three borough patient and public forum. The first meeting will be in St Paul's, Hammersmith at 1.30pm and the focus is on district nursing and on assistive technologies.

If you have any queries about this Report or wish to inspect any of the Background Papers please contact: paula.murphy@hestia.org

BACKGROUND PAPERS – n/a