

healthwatch
Derby



Strategy 2019 - 2021

About Healthwatch Derby

The health and social care reforms of 2012 centred on the fundamental principle that patients and the public must be at the centre of health and social care provision.

As part of this intent The Health and Social Care Act (2012) included the requirement for a Local Healthwatch in every local authority area.

Healthwatch Derby was established as the independent consumer champion for patients, carers and all those using health and social care services, as well as signposting to and raising the awareness of local service provision to the wider public. The Act also ensured that local healthwatches have a statutory position on the local Health and wellbeing boards.

All local Healthwatches are independent organisations and Healthwatch Derby is governed by a board of local people from various backgrounds and skill sets who voluntarily give their time and expertise freely.

Healthwatch Derby is commissioned by Derby City Council to enable the voice of the consumer to be heard.

It is able to significantly contribute by identifying the emerging needs of the residents of Derby through the collection of quantitative and qualitative data, research and analysis which enables feedback to the providers of health and social care services in the public, private and voluntary sectors. Through the collection of information and comment, commissioners in the public sector is able to better target and drive improvement of services.

Healthwatch Derby is not only set up to represent patient and public interests locally, it also gives local voices influence at the national level through Healthwatch England. ensuring that the collective views and experiences of people who use services, influence national policy, advice and guidance. This enables the Care Quality Commission to address failings in the quality and safety of care by enriching the evidence used to regulate services. This information – alongside other data that it gathers – will also inform the CQC's national work such as special reviews.

Healthwatch Derby is rooted in the community it serves, whilst having the benefit of information and guidance from Healthwatch England ensuring a consistent, quality service across the country.

Mission

Healthwatch Derby is a strong independent community champion giving local people a voice that improves and enhances health and social care provision on behalf of the people of Derby.

Derby is a place where people's health and social care needs are heard, understood and met – achieving this vision will mean that

- People help shape delivery
- People influence the services they receive
- People help drive improvements and change
- People hold services to account

Vision

We aim to do this by

- Providing innovative ways to engage with and listen to the views of all people living and working in the city. To understand their experiences and what matters most to them.
- Ensuring the voices of the seldom heard and most vulnerable and not just those that shout the loudest are included, in order to tackle inequalities, empower the community and help deliver services that meet people's needs
- Empowering and informing local people to ensure they utilise correct pathways and get the most from their health and social care services.
- Working with the commissioners and decision makers to ensure and improve the standards of health and social care.
- Encouraging local organisations to further integrate and simplify pathways for all.
- Providing robust, credible evidence based local intelligence that challenges and helps influence key decision making for health and social care both for the city and nationally.
- Championing the public and patient experience across the whole pathway of health and social care, willing to challenge service providers and commissioners when the need arises.
- Helping to ensure services are safe and safeguarding is paramount across all services

Values

All of our work is informed by our values:

INCLUSIVE

- Be representative of the whole community
- Treat all people with dignity, honesty and respect
- Always looking for ways to reach out to the wider community to give as many people as possible an opportunity to be involved. Whether a Child, young person or Adult
- We cover all health and social care services be it physical or mental.
- Listen to everyone not just those who shout the loudest
- Embrace diversity, recognise that people are individuals and ensure that everyone is treated equitably.
- Care about people's views and experiences

CREDIBLE

- Being honest, open and accountable for what we say and what we do.
- Use good quality local intelligence and data to challenge assumptions and raise awareness of the quality of services.
- Have a balanced approach by highlighting good practice as well as being a critical friend and holding providers and commissioners accountable when required.
- We remain independent at all times and act on behalf of the service users.

INFLUENTIAL

- We set the agenda in partnership with the community and help make positive change happen.
- We are responsive. We take what we learn and translate it into action.
- We are innovative and creative. We know that we cannot fix things by sticking to the status quo.
- We use our position on the Health and Well Being Board and with the NHS, CCG, LA and all decision makers to champion patient experience and positive change.
- Promote self-help to all people and strive to enable local people to help themselves through informed choices

COLLABORATIVE

- We keep the debate positive and we get things done
- We work in partnership with the public, health and social care sectors and the voluntary and community sector.
- We learn from people's experiences and from specialists and experts. We build on what is already known and collaborate in developing and sharing new insights.
- We work with the network of local Healthwatch to make an impact both locally and nationally.

The challenge ahead

Healthwatch Derby must undertake 3 core operational functions:

Influencing – helping to shape the planning of health and social services by:

- co-ordinating and representing local voices
- scrutinising the quality of service provision
- having a seat and championing the consumer voice on the local Health and Wellbeing Board
- informing the commissioning decision-making process
- providing local, evidence-based information
- participating with commissioners in evaluating service change
- 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).

Signposting – providing information to help people access and make choices about services by:

- empowering people by helping them understand choice
- providing advice to enquirers on where and how they can access information about choice
- assisting people in identifying help and support to pursue NHS/Social care complaints advocacy.

Watchdog – advocating and holding commissioners and providers to account by:

- championing quality and supporting people or groups to pursue and resolve issues
- approaching commissioners and providers of services on people's behalf and seeking responses to particular concerns raised
- raise awareness of the quality of services and the experiences of patients with commissioners and providers
- alerting Healthwatch England/ CQC/LA to concerns about specific Health and Social Care providers.

To enable us to achieve the above we

- Act as a network of networks working proactively to bring together and enhance the existing infrastructure of local engagement and support drawing input and participation from it and coordinating common outputs.
- Proactively outreach to communities utilising methods that are inclusive and accessible to all groups e.g. adults, children, minorities, users, carers and patient groups.
- Research and gather information and data of experiences of services and publish findings, to promote good practise and raise awareness with providers and decision makers of what is working and what is not.
- Deliver information and stimulate choice through signposting information and raising awareness to the public.
- Work in collaboration with health and social care commissioners to promote self-care and the preventative message.
- Establish a common agenda of priorities and work alongside partners achieving excellent professional relationships and working systems.
- Establish methods for working regularly with commissioners on developing plans for service change and evaluating plans from the consumer perspective.
- Establish a credible and proactive representation of the consumer voice on the Health and Wellbeing Board. As well as other strategic platforms

Accountability

Healthwatch Derby is accountable to the people of Derby. Within this there is also accountability to the commissioning authority in terms of value for money and contract compliance and to Healthwatch England in terms of quality standards.

Transparency

We will ensure transparency by:

- An annual meeting, open and accessible to local stakeholders and partners.
- An annual report.
- Independent examined accounts available for public inspection.
- Regular contract management meetings.
- Board meeting summary available on the website.

Equality and Diversity

Championing Diversity is a fundamental value of Healthwatch Derby. We recognise Derby is a city of contrasts with a vibrant cultural mixture as well as a spread of poverty and wealth. We will endeavour to ensure 'Every Voice Counts' in accordance with the Equality Act 2010.

How we set Priorities

Priority areas must:

Relate to health or social care services; and affect, or have the potential to affect, the residents of Derby City.

The potential scope of the work is large and our resources are limited so therefore we have to ensure that any work we undertake is meaningful, and helps lead to either better understanding of the sector/ service, an improvement or highlights a concern/ gap in service.

When making decisions on priorities we will consider:

Safeguarding – Issues that fall into this category will be immediately acted upon and passed to the appropriate authority.

Issues gathered by community engagement, local intelligence and outreach with the Healthwatch Derby team

Issues highlighted by the membership of Healthwatch Derby

Number of People affected by the issue

Impact of an issue/concern on individuals

Levels of disadvantage, inequality or vulnerability of individuals affected

Resources available to Healthwatch Derby City

Other work being carried out in this area

Information to consider

The Derby Plan

Health and Wellbeing Strategy

Joint Strategic Needs Assessment (JSNA)

Clinical Commissioning Group plans/strategies

Derby City Councils Adult Social Care plans, Children and Young people's plan, Public Health plans Overview and Scrutiny Committee work plan, Better Care Plan, Joined up care plan and integrated care plans

NHS England plans/strategies

Some of the key themes of the main strategies are the need to better integrate the care pathways for the individual to ensure a seamless journey through the health and care system. The provision of better prevention and intervention strategies to help alleviate and reduce some of the more complex ailments that are associated and therefore reduce pressure on the health and social care system. The aim to help keep more people at home, rather than in a hospital or in a care home environment, with improved access to local community provision and support.

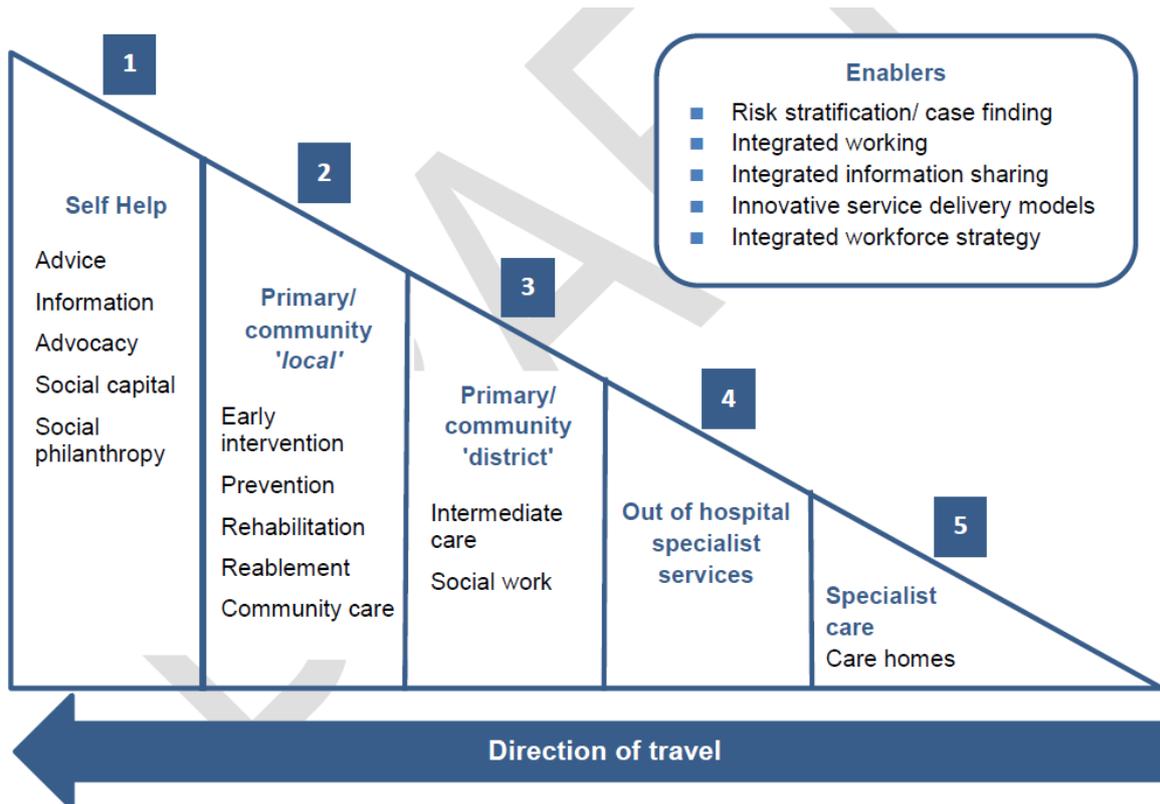


Image taken from Derby Health and Wellbeing Strategy 2014-19

Healthwatch Derby will endeavour to help support these strategies through its role as an influencer, watchdog and signposter - ensuring that the quality of the services provided and experienced by the people of Derby are brought to the attention of the service commissioners, the providers and those with overall responsibility for the Health and wellbeing of the community. Therefore helping to drive improvements, identify gaps, promote good practice across the sector as well as acting as a critical friend and highlighting failing provision and holding services to account when required.

Healthwatch Derby Priorities 2016 -19

Outreach and Engagement:

Outreach and engagement events will take place in all wards of the City - a particular focus will be engagement with those communities that are classed as being vulnerable, disengaged and those that are seldom heard.

Our engagement and outreach will cover people from all backgrounds and age groups. Some specific service areas will be those who are experiencing or have experience of..

Mental Health Services,

Home Care services

Children's Services

Services for Older People

Enter and View and Mystery Shopper

Our Enter and View work will continue with a range of visits to

Care homes across the City

Derby Teaching Hospitals NHS Foundation Trust services (Royal Derby Hospital, London Road)

Derbyshire Community Healthcare Foundation Trust Services.

General Practitioner Services

Mystery Shopper activity will focus on General Practitioners, Opticians, Dentists and Pharmacists.

Awareness

Awareness events will take place across the city these will be designed to:

Raise awareness of Healthwatch Derby Brand as a consumer Watchdog, Influencer and Signposter

Raise awareness of prevention activities

Raise awareness of health and social care pathways

Influence

Healthwatch Derby will actively

Develop its role on the Health and Wellbeing Board to help the decision makers understand the experiences the people of Derby have of Health and Social Care Services.

Will attend and be involved at Strategic and operational boards of our local commissioners and provides of services to act as a critical friend, and to share intelligence.

Work with partners in the Public, Voluntary and Private sectors to raise awareness of the local health and social care sector, drive improvements ensure patient voice is taken into consideration.

Work with Healthwatch England to help shape improvements in Health and Social Care nationally

Volunteering

Healthwatch Derby will build on its Volunteering portfolio to further involve local people in health and social care.

This will include

Governance at board level membership

Enter and view representatives

Mystery shopper representatives

Healthwatch Champions

Financial

Healthwatch Derby will continue to give the city value for money in how it operates.