

TELFORD & WREKIN COUNCIL

HEALTH & WELLBEING BOARD – 15th May 2013

TITLE – Healthwatch Telford & Wrekin Update

REPORT OF – Clare Davis, Operations Manager, Parkwood Healthcare

PART A) – SUMMARY REPORT

1. SUMMARY OF MAIN PROPOSALS

To present an update of Healthwatch Telford & Wrekin, since contract start on 1st April 2013

2. FOR INFORMATION OR DECISION

For Information

3. RECOMMENDATIONS (and to whom e.g. CCG, Council, etc)

Suggest any further key priorities that need to be addressed while Healthwatch Telford & Wrekin is becoming established.

4. SUMMARY IMPACT ASSESSMENT

COMMUNITY IMPACT	Do these proposals contribute to a specific HWB Priority	
	Yes	<i>Through gathering information from local communities, groups and individuals, Healthwatch can become a hub for service user, consumer, patient views and opinions on the priority areas.</i>
	Will the proposals impact on specific groups of people?	
	Yes	<i>An effective Healthwatch Telford & Wrekin will impact on all groups in the local community. Community Engagement to follow.</i>

TARGET COMPLETION/DELIVERY DATE	<i>Delivery plan to follow</i>	
FINANCIAL/VALUE FOR MONEY IMPACT	Yes	<i>Through contract monitoring Parkwood Healthcare will be providing evidence of value for money.</i>
LEGAL ISSUES	No	
EQUALITY & DIVERSITY	Yes	<i>Healthwatch will have a full equality and diversity policy and will be able to evidence that it is fully accessible to all individuals.</i>
IMPACT ON SPECIFIC WARDS	Yes	<i>An effective Healthwatch Telford & Wrekin will impact on all groups in the local community. Community Engagement to follow.</i>
PATIENTS &/OR PUBLIC ENGAGEMENT	Yes	<i>See above (this is a core element of Healthwatch)</i>
OTHER IMPACTS, RISKS & OPPORTUNITIES	Yes	<i>A SWOT analysis will form part of the development plan</i>

PART B) – ADDITIONAL INFORMATION

5. INFORMATION

Detailed information and longer term development plans (including community engagement, communications and marketing) will be produced once the board of directors and manager are in place.

Short term development plans are currently being produced and will be available shortly.

The table at the end of this report is an outline of activities so far.

6. IMPACT ASSESSMENT – ADDITIONAL INFORMATION

Impact assessments to follow once Manager is in place

Activities Overview

	Overview
Staffing	<p><i>TUPE</i></p> <p>1 member of staff TUPE'd over to Healthwatch Telford & Wrekin from the Local Involvement Network, Catherine Pert.</p> <p>Since starting working for Healthwatch Catherine has been promoted to the position of Community Engagement Officer. She was covering some of this work for the LINK and has a good skill set in this area.</p> <p><i>Manager</i></p> <p>The position of Manager has been advertised, the closing date was 1st May 2013 and interviews are scheduled to take place on the 7th May 2013. There has been a lot of interest in the position and there appears to be a strong pool of candidates.</p> <p><i>Research & Information Assistant</i></p> <p>This is a key post to the organisation but will be recruited once the manager is in post.</p>
Chairperson & Board of Directors	<p>These are voluntary positions, but will provide the organisational leadership for Healthwatch Telford & Wrekin.</p> <p>The posts have been re-advertised to ensure that as many people as possible have sufficient time to apply.</p> <p>Interviews for the role of Chairperson are scheduled to take place on the 14th May 2013, in the morning. The 16th May 2013 is also available if needed.</p> <p>To ensure a robust recruitment process, a mixed panel will be interviewing prospective candidates. The panel includes a patient representative from the CCG, Paul Taylor, Cllr Richard Overton, a service user representative and the Operations Manager from Parkwood Healthcare, Clare Davis</p> <p>Once appointed, the chairperson will be attending the Health & Well Being Board, representing Healthwatch Telford & Wrekin.</p>

	Director interviews are likely to take place on the 24 th May 2013, ideally with the new Chairperson being involved.
LINK legacy	<p>A workshop with active LINK volunteers is taking place on the 9th May 2013. The purpose of the event is to encourage active volunteers to remain involved, answer any questions about the future of Healthwatch Telford & Wrekin as well as map out current activities that individuals have been involved in.</p> <p>Although it is important that Healthwatch is recognised as being different to LINK it is also equally important not to lose momentum for any positive pieces of engagement work that are taking place.</p> <p>The LINK legacy document will play a key part in the LINK celebration / Healthwatch launch event that will take place once the manager, chair person and board are in place.</p>
Community Engagement	<p>Meetings are taking place between Parkwood Healthcare and individuals and groups and will continue to do so over the next few months and into the longer term future.</p> <p>The purpose of these meetings is to build relationships in the local community and answer any questions that individuals or groups may have. Along with meeting active LINK members, staff also attended the Stakeholder Event on the 30th April 2013, met with Macmillan Nurses, the patient involvement representative from NHS T&W.</p> <p>A further stakeholder meeting is scheduled for the 14th May 2013.</p>
Contract Monitoring	Monthly monitoring currently takes place along with regular contact with key staff from the council. The contract will be measured against KPIs, and the reports will be widely available.
Website & contact details	The website went live on the 1 st April 2013 and is work in progress. Feedback is always appreciated, and it will become more populated over the next couple of months.
Location	As part of the contract, the council have set out that the local community must be involved in the identifying the right location for Healthwatch Telford & Wrekin.

	<p>Initially a questionnaire was going to be used to gather people's views, but it was felt that more use could be made of a workshop type event where individuals can give their views and opinions on other priority areas for Healthwatch.</p>
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The workshop is scheduled to take place on Thursday 16th May 2013.