

Introduction to Healthwatch

Healthwatch Barnet Advisory Board

May 2021



The Healthwatch Network

- Healthwatch England was established under the Health and Social Care Act 2012 to understand the needs, experiences and concerns of people using health and social care service.
- The Network is composed of two parts: 151 Local Healthwatch & Healthwatch England
- All local Healthwatches are commissioned by the local authority (council) and are accountable to them, but they make decisions independently that best meet the needs of local people.
- Healthwatch England provides leadership to all local Healthwatch and helps improve health and social care policy and practice at a national level.



What Local Healthwatch does

- Obtain the views of people about their needs and experience of local health and social care service.
- Provide information and advice to the public about accessing health and social care services and the options available to them.
- Use collected data/information to influence local services and champion peoples voice.
- Conduct specific projects based on local intelligence and needs and make reports with recommendations about how those services could be improved.
- Perform Enter and Views, which is a function that enables us to enter a service and review how they are operating.

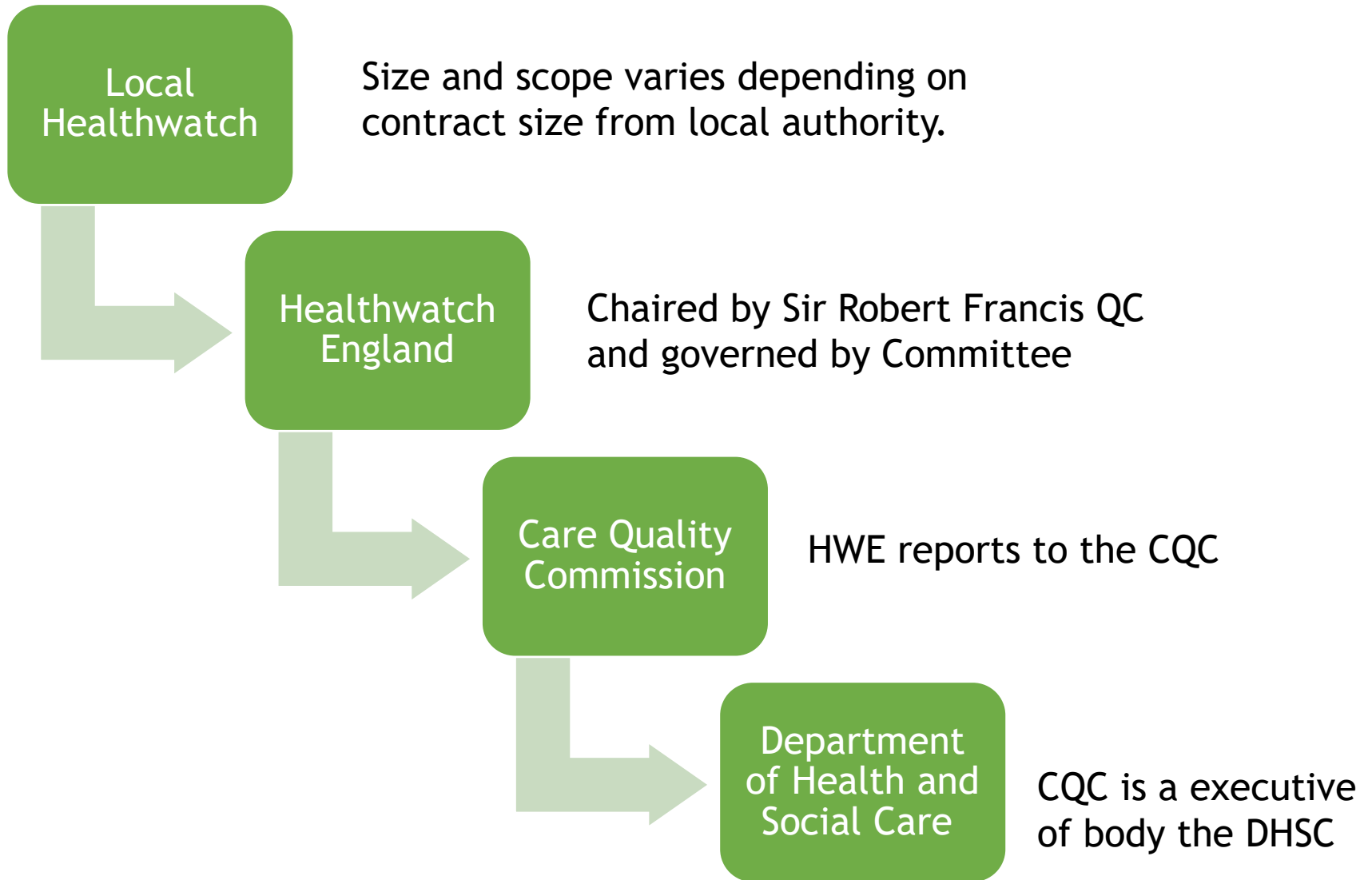


Enter and View

- Local Healthwatch have a statutory function to Enter and View on a service.
- Carried out by staff and trained volunteers in a professional manner.
- An Enter and View is not an inspection, but rather it's purpose is to observe the nature and quality of a service by speaking to people who use it and staff.
- Report is produced with recommendations and sent to the provider, local authority, Healthwatch England, and other statutory bodies as required.



Healthwatch Reporting



How the NHS Works

Government Treasury

Tax, NI etc

Department of Health and
Social Care

Provided a budget

NHS England Plans national services e.g. cancer

Clinical Commissioning Groups

Commissioners (buying) of local services

Service Providers

e.g. Local hospitals, GP,
mental health services



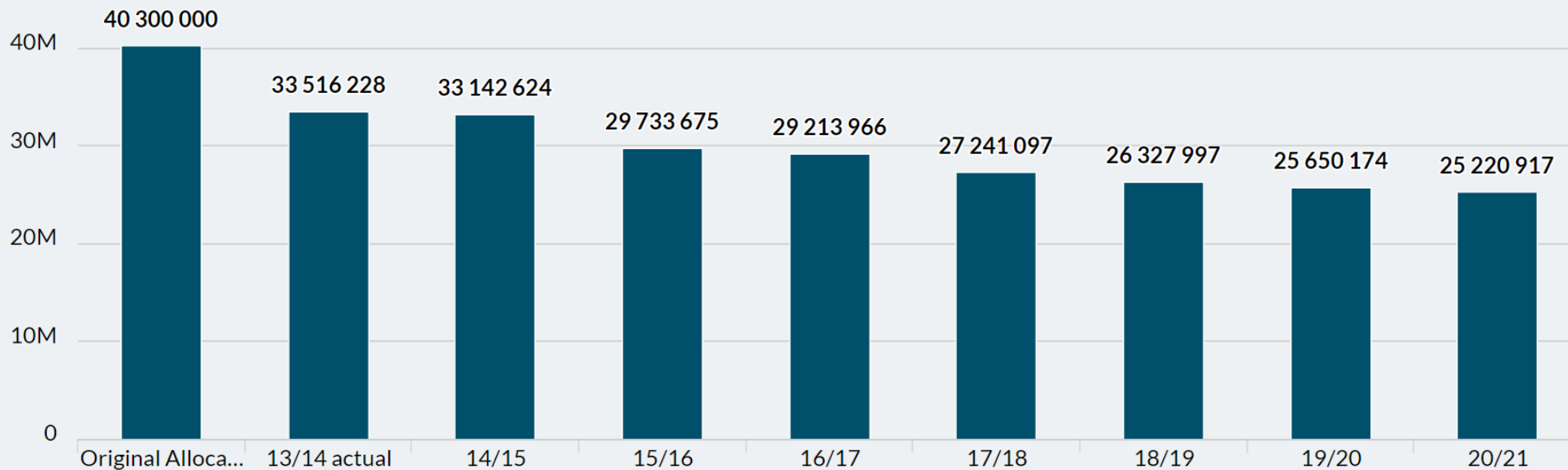
Who do we work with?

- **Service providers -**
 - Local NHS Trust, who provides the hospital services
 - Local Authority, who provide social care services
 - Voluntary sector (e.g Age UK, Mind, Mencap, Inclusion Barnet etc)
 - Private organisations that services such as GPs, Care Homes etc
- **Commissioners - NLC CCG, NHSE, Local authority**
- **Health and Wellbeing Board**
- **Local Public Health**
- **Local Advocate service**
- **Care Quality Commission**
- **Regional Healthwatch Network and Healthwatch England**



How is Healthwatch Funded?

- The Department of Health and Social Care funds local authorities so they can commission local Healthwatch.
- Original allocation from 2013 was £40.3 million, but 20/21 shows at 45% reduction in funding.



Healthwatch Volunteers

- The Healthwatch Network is supported by 1000s of volunteers across England.
- Volunteers have various roles depending on the local needs:
 - Outreach work to speak to people about their experiences
 - Representing Local Healthwatch at stakeholder meetings
 - Local project delivery
 - Physical and digital communications
 - Visits services as part of the Enter and View function



Board Members Core Role

- Make decisions about Healthwatch Barnet and its priorities through choosing projects/activities to focus on per Q/per 6 months.
- Publish and maintaining an up to date decision-making policy.
- Act as an ambassador and represent Healthwatch Barnet at external stakeholder meetings, and the media if required.
- Develop good healthy balanced relationships with key stakeholders.
- Remember - Healthwatch is independent and **politically impartial**.



Healthwatch Barnet Model

Healthwatch Barnet Advisory Board

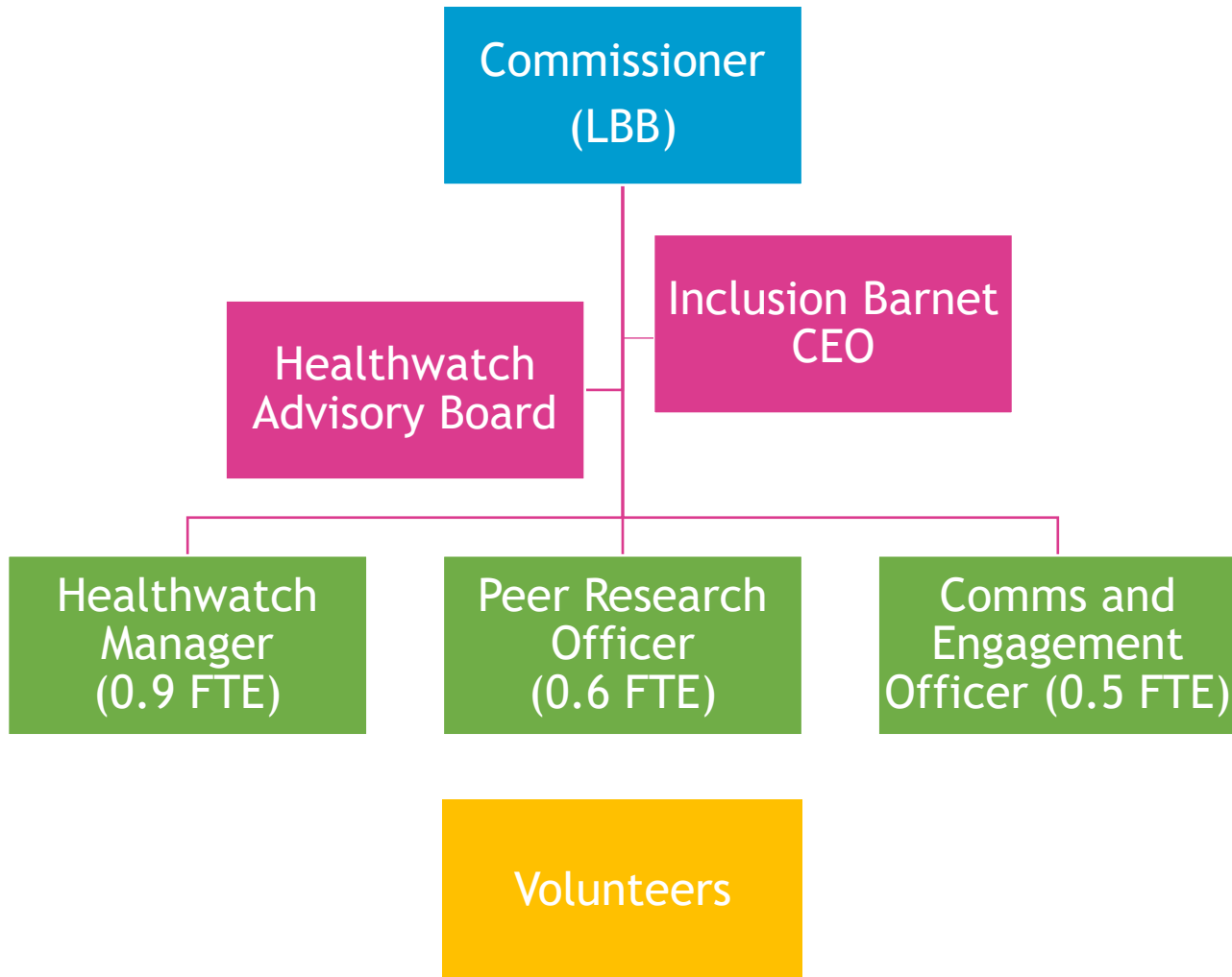
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Healthwatch Barnet Model

- There are two delivery models: standalone and hosted.
 - Standalone is a model where the contract holder is specially set up to delivery a local Healthwatch.
 - Hosted model is where the contract holder is provides a ranges of services, including a local Healthwatch.
- The Healthwatch Barnet contract is held by Inclusion Barnet as a hosted model.
- Inclusion Barnet is a peer-led (people who personal experiences of using services) charity that provides a number of frontline and consultancy services in Barnet.

Healthwatch Barnet Model Diagram



What is Expected from HWB

Healthwatch Barnet Advisory Board

May 2021



Our Commissioning and KPIs

- We we commissioned and accountable to Barnet London Borough Council
- Our core quarterly KPIs (not full list and subject to change):
 - General service deliver, e.g. Signposting, enquires, supporting local people accessing services
 - Enter and View Visits
 - Full projects based on intelligence on local issues
 - Statutory and VCS Stakeholder engagement
 - Social media/online engagement
 - Community Events

Terms of Reference

Healthwatch Barnet Advisory Board

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Draft ToF

- Draft version and easy read version attached
- Background
- Aims of Healthwatch Barnet
- Purpose
- Chairperson
- Membership
- Meetings
- Quoracy

Code of Conduct

Healthwatch Barnet Advisory Board

May 2021



Q1 2021 Quarter Update

Healthwatch Barnet Advisory Board

May 2021



Community Events

- April - Public event with Barnet, Enfield and Haringey Mental Health Trust, who provide Barnet's NHS mental health services, to answer people questions in an online Q&A.
- Panellists included the Barnet management team -
 - Barry Day, Deputy Chief Operating Officer and MD for Barnet
 - Gareth Jarvis, Clinical Director for Barnet
 - Kathy Swanzy-Derben, Head of Nursing for Barnet
 - Sophie Williams, Head of Patient Experience

“It was very informative and useful to learn about the exciting news about the forthcoming transformation in Barnet. “

“Great to hear what is really happening behind the scene.”

Community Events

- May - Special online community event for Dying Matters Awareness week 2021 with North London Hospice and Jewish Care (PEG)
- People were invited to join us for a screening of a film called '*What Matters to Me*' To start their own 'What matters' conversations.
- Joined by Dr Kathryn Mannix, Dr Julian Abel, Dr Jo Brady.
- Attendance included local people, professionals, VCS, and the Major of Barnet.

“ Thank you for promoting such an important issue and for the very helpful webinar which made me to think a lot.

“Thanks for today's excellent event; questions were interesting and beautifully handled by the panel. You set a very inclusive tone, which I am sure contributed to people engaging with all that was discussed

Community Events

- June - Long COVID Community Event with Groundwork London
- Panellist includes Barnet GPs, NCL CCG, and Long COVID clinic
- Aimed towards people who have long COVID or those we want to find out more. Q&A session with the panellist.

Projects

- Projects completed
 - Snapshot Insight Report: Hospital Transport. Awaiting official response.
 - Snapshot Insight Report: Deaf People's GP Challenges
- Projects underway
 - Virtual Visit at Cedars Care Home due on the 27th May
 - Digital Consultations project starting delivery stage this week
 - Long COVID project starting delivery stage this week