



Report for: Lincolnshire County Council Health & Wellbeing Board	Meeting date: 10 th December 2013
Purpose: Update board with Healthwatch Lincolnshire activities	Presented by: Malcolm Swinburn, Chairman of Healthwatch Lincolnshire

Summary

Healthwatch Lincolnshire as a fledgling organisation has achieved a great deal in just over 7 months. During the first 4 months (April to July 2013), our transition board of Directors put in place all the start-up requirements necessary for the organisation to move to the next stage. These include company formation, recruitment of new staff and board members, policy documents and organisation structures. We have also held a successful public launch event which enabled us to set out our plans for the following years. A more detailed breakdown of this work is available further down this document.

Our organisation is now providing a wide range of representational roles including Health and Wellbeing Board, Health Scrutiny, LSSR, 4 CCG's, PALS, PPIC, Quality Surveillance Groups, various Patient and Public Engagement Committees, local GP Patient Reference Groups, Quality Oversight Group for ULHT and Primary Care Strategy group. We are now looking at ways in which information sharing can be streamlined across the myriad of boards, committees and groups who are looking at improving services and merging health and social care to create better outcomes for the patients, this will form the basis of our stakeholder event on the 27th February 2014.

We are now moving into the next and possibly most important stage of our first year, which is our campaign to get out across the county and promote Healthwatch Lincolnshire as a brand. To listen and engage with people and offer many alternative routes for them to share with us their views, comments and concerns about the local health and social care services they access. Alongside our promotional activities we are working hard to set up robust data intelligence gathering routes and protocols to share evidence with provider organisations.

To enable us to move to the next stage our plans include:

Current work plans

We have a number of immediate actions that will be achieved before the end of March 2014 and they include:

- We have identified the need to move to larger office premises as our current office facility is not fit for purpose. The move will enable Healthwatch to develop a range of new activities including volunteer support, facilitate partner meetings, training and recruitment of new staff. On the 2nd December we will start to move our administrative functions to our new office which is Unit 12, 1-2 North End, Swineshead, PE20 3LR.
- Recruitment of 4 new staff to be in post by January 2014; this will enable us to commence our planned promotional campaign to extend across Lincolnshire. We are also designing and producing information postcards which will support hard to reach groups.
- Open up our volunteer programme to a much wider audience.
- Enter and View visits to A & E departments in Lincoln County, Boston Pilgrim and Grantham Hospitals. In addition we will be working in partnership with ULHT to support the completion of the Friends and Family test across all 3 sites.
- Agreeing information sharing protocols with Health and Wellbeing Board and Health Scrutiny committees.
- Setting up clear communication channels with all health and social care service providers to enable them to understand Healthwatch Lincolnshire's requirements to respond when issues concerning them are presented.
- Facilitate a stakeholder event for all statutory funded health and social care service providers, which will look at why we all need to listen and learn but make things simpler. The event is titled 'Smart Communications, Smarter Working' the 27th February has been highlighted as the date for this event.
- Plan additional Locality Groups to ensure we are engaging with a much wider audience both in terms of diversity and geography.
- Design a bespoke database which will enable us to capture data received and share information with service providers in a clear and effective way. At present we have been using the Healthwatch England data hub which is not fit for purpose.
- Commence the gathering of an information resource base of health and social care providers across Lincolnshire and support and signpost the general public to available services. Work closely with other providers that hold

information databases to ensure signposting is relevant to the individual needs.

- Set up clear public feedback mechanisms i.e. ENews, website reporting and other information sharing opportunities.

Medium Term plans

- Healthwatch AGM 22nd May 2013, an opportunity for us to share our first year's achievements with our members and other guests, and for the voting in of our board of directors for the coming year. We will also be producing and introducing our annual report, annual accounts and report to Healthwatch England.
- Healthwatch board and staff training programme, our plans include areas such as Equality Impact Assessments, Health & Safety and Quality Standards.

Long term plans

- Marketing strategy which we hope will bring in opportunities to work with local businesses.
- Write a 5 year business plan to look at long term sustainability for Healthwatch Lincolnshire.
- Scope opportunities for new commissioned work.
- Work with other intelligence organisations across the county to ensure all health and social care data is stored with Healthwatch Lincolnshire. This will create one central source of specialist data providing a vital resource for all providers. It will also ensure if we are able to collate all reports concerning specific services these can be pulled together to create a much better picture of what is happening.

Further detail of activities April 2013 – November 2013

Organisational development

The day to day functions of Healthwatch Lincolnshire are carried out by our staff team with the support of a small number of volunteers. The staff provides all the

engagement with the general public and produces the information required by the board to help them with strategic decisions. The organisational work includes:

- Supported the transfer of 3 staff members from the former Local Involvement Network;
- Employed a Chief Executive Officer, from 1st August 2013
- November 2013, agreed staffing requirements and advertised 4 new posts. This will enable us to engage with a much wider audience, support CCG networking and ensure hard to reach people have more opportunities to be heard. With the introduction of new staff working across the county we will also be able to fulfil our contractual requirements in a much more Our staffing structure from January 2014 will include:
 - Chief Executive Officer
 - Senior Healthwatch South Lincs Engagement Officer
 - Healthwatch West Lincs Engagement Officer
 - Healthwatch East Lincs Engagement Officer
 - Healthwatch South Lincs Engagement Officer
 - Healthwatch Social Care Engagement Officer for Adult & Children
 - Office Manager
 - Information & Signposter
 - Data Analyst (placement via University Lincoln)

Engagement Activities

The general public can engage with Healthwatch Lincolnshire through a variety of methods including telephone, website, letters, emails and face to face contact. We have also engaged in the following formal settings:

- Locality Group meetings are being held in Spalding, Louth, Gainsborough, Lincoln, Grantham & Sleaford, Boston and Coast with Stamford/Bourne/The Deepings commencing in January 2014. Locality Groups enable local residents to come together, listen to guest speakers from health and social care organisations, ask questions and network. Our plans for 2014 is to have a mix of both the above meetings and local area meetings with young people, children & families, isolated older people, people with English as a second language, physically and learning disabled people and people with mental health issues.
- Enter and View is one of the key work activities that enable (Enter & View has statutory rights) us to enter health and social care establishments to ascertain the level of patient experience to include comfort, care, confidentiality and cleanliness. We have completed 6 visits in the past 3 months to GP surgeries and will now be rolling out our calendar of visits to a wide range of organisations.
- On 3 October 2013, Healthwatch Lincolnshire held its Public Launch event. This was very successful with over 100 people attending.

Board and company status

- The formation of company status as a Company Limited by Guarantee (non-profit) is completed and we are currently registering for Charity Status.
- 28 policy documents have been written and introduced as part of the organisation legal and structural requirements The policies include Equality and Diversity; Constitution; Data Protection; Code of Conduct; Confidentiality; Safeguarding vulnerable adults & Children; Your right to complain; Lone Worker; Conflict of Interest.
- Recruited 4 new board members, from 1st August 2013;
- August 2013, facilitated a 'Visioning Day' for board, staff and other key stakeholders to discuss the long term strategic aims of Healthwatch Lincolnshire, the day was delivered by a specialist external consultant/trainer.
- September 2013, agreed action plan that enables the organisation to move to the next stage of our development needs.
- October & November 2013, we have completed a board skills audit which has helped identify the strengths for our strategic board requirements. We are now working on assigning specific board member roles based on current skills, where relevant looking to recruit new board members with specific knowledge and skills this will culminate in a strategic workshop for our board to look at long term needs.

For more information please contact (from 2nd December):

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