

## **HEALTH AND WELLBEING BOARD, 21 JANUARY 2013**

### **LINK / HEALTHWATCH COMMISSIONING INTENTIONS**

Following the Health and Social Care Act 2012 – Local Involvement Networks (LINKs) will be abolished and replaced by Local Healthwatch (LHW) on April 1st 2013.

Local Healthwatches which will be set up as local champions of the public, patients, carers and service users – for all NHS health and all social care services (adults and children). There will be a LHW for each Local Authority area with social services responsibility. LHW will not be a statutory body, but will retain all the statutory involvement, engagement, monitoring and influencing roles that LINKs have at the moment and will have a major role in influencing the commissioning of health and social care services.

Peterborough LINK is taking active steps with the assistance of the City Council to migrate to Peterborough Healthwatch including:

- Establishing a corporate entity in the form of a Community Interest Company (CIC);
- Electing directors of the CIC by a panel of local representatives of the voluntary sector, service users and current LINK members
- Engaging with local potential partners to provide logistic and administrative support.
- Following presentations and negotiations the new CIC will shortly enter into detailed negotiations with the Peterborough Citizen's Advice Bureau (CAB) to act as partner to the CIC in carrying out the obligations of Peterborough Healthwatch;
- All legal requirements are programmed to be in place prior to the end of March 2013.

The new organisation will be commissioned to provide patient and public engagement and representation for health and social care support services to the people of the City from April 2013 with funds originating from the Department of Health.

#### **Our plan for 2013/14 will be to:**

- Ensure the seamless transition from LINK to Healthwatch;
- To continue with ongoing activities:
  - Provide patient representation on a number of local, regional and national events, committees and boards
  - Continue the successful community involvement by attending and providing information on patient and public engagement at local events

- Carry out Enter and Views of those providing NHS and social care services – to review their services, obtain direct feedback from users and provide valuable recommendations
  - To facilitate monthly public meetings
  - Produce reports making sound recommendations and reviewing these regularly
  - Providing feedback and communication with Care Quality Commission (CQC) and Monitor
  - Producing press releases regarding information of public interest
  - Working with the media to raise awareness of local issues and of our duties to represent Peterborough
- Continue exploring Workplan actives including:
    - Improved signage and lighting at PCH
    - Review effectiveness of smoking shelters at PCH
    - Review LINK report on nutrition and assistance at mealtimes recommendations
    - Continue to engage with the Equality Delivery System (EDS)
    - Review of dignity and care and nutrition in care homes
    - Working with partner organisations “Towards a Suicide Prevention” strategy
    - Complaints handling pilot questionnaire –(Jan-Mar 2013)
    - Review and follow up on Complaints Handling Report recommendations
    - Continue to support the commissioning of hydrotherapy at the St George’s pool

Peterborough LINK currently provides representation on the following committees and boards – many will continue after the April transformations and therefore Peterborough Healthwatch will provide patient representation.

#### **PSHFT**

Community Engagement Committee C.E.C.  
 Quality Assurance Committee (QAC)  
 Hospital Infection Control Committee (HICC)  
 PALS and Complaints Review Group  
 PLACE report  
 Maternity Service Liasion Committee (MSLC)  
 Pressure Ulcer Group (GeB)

#### **Other local/regional committees/boards**

Minor Injuries Unit (MIU)  
 NHS Public Consultation Meeting  
 GP Cluster Group  
 Health and Wellbeing Board  
 Independent Social Care Providers Quality Group  
 Older Peoples Partnership Board (OPPB)  
 Joint Quality and Patient Safety Mtg  
 CCS Public Involvement & Paitent Engagement (PIPE)  
 CCS Board Meeting  
 Hydrotherapy Exceutive Meeting  
 Mental Health (jointly with Cambs)  
 EoE Ambulance

**Additional services/proposals for 2013-2014**

- To implement a policy for representation and engagement with local children and young people (proposal currently in draft)
- To review Children's social care services (but not carry out Enter and Views)
- To facilitate monthly public meetings around the whole city (Dogsthorpe, Fletton, Orton, Bretton, Werrington and Millfield)
- To offer face-to-face meetings/engagement at the CAB offices
- To provide local postal and telephone contact
- To distribute a Complaints Handling Questionnaire to all those complaining to PSHFT from 1 April 2013 -31 March 2014 – to be extended to other organisations once reviewed.
- To review local cancer facilities and identify gaps in the service for those living or caring for someone with cancer
- Hold workshops with our partners to identify their concerns and issues
- To run publicity campaigns to raise the public profile of the new organisation

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