

Who are we and how can we help you improve your service?

Presentation to the BSCB
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Summary

- The role of HWB in the local health and social care system
- My role on this board
- How we can work together to improve your services

This presentation is not intended to be a comprehensive overview of all of our functions.



Healthwatch Birmingham

- Commissioned by Birmingham City Council to provide 6 statutory Local Healthwatch Functions.
- An important part of the national regulatory and scrutiny function of Health and Social Care.
- Part of a national network of 152 Local Healthwatch
- Represented at national level by Healthwatch England



Healthwatch: our purpose

- We are intended to hold commissioners and providers of health and social care services to account for ensuring **patients, the public, carers and service users are at the heart of all changes made in the name of service improvement**, through our role on Health and Wellbeing Board and other Scrutiny Boards, by using our 6 statutory functions.



Six statutory functions of Healthwatch:

1. Gathering the views and understanding the experiences of patients and the public and
2. Making their views known *in order to bring areas for improvement or celebration to the attention of commissioners and providers.*
3. Promoting and supporting the involvement of people in the commissioning and provision of local health and social services and how they are scrutinised *in order that services meet needs and expectations.*



Six statutory functions:

4. Recommending investigation or special review of a service via HWE or directly to the CQC *in order to public-lead experience is taken seriously to inform quality improvement.*
5. Providing advice and information about access to services and support for making informed choices *in order patients, the public, services users and carers understand their constitutional right's.*



Six statutory functions

6. Making the views and experiences of people known to Healthwatch England and the Local Healthwatch network, and providing a steer to help it carry out its role as national champion *in order to work together as a network for national patient and public-lead service improvement, learn from each other and reduce duplication of effort.*

N.B. A 7th function relates to commissioning of complaints advocacy which is not included in Healthwatch Birmingham's contract.



Why are local Healthwatch needed?

More and more demand for health and social care services.

- Aging & growing population
- Growing number of people with life style related diseases and with one or more long term condition
- Growing inequalities in health and wellbeing outcomes
- Higher and higher public expectation
- Increased 'failure demand' leading to increased costs and poorer outcomes

Less and less money to pay for health and social care services.

More pressure to improve outcomes AND work within reducing budgets.



Policy is clear:

No decision about me, without me*

- The NHS Constitution
- The NHS Mandate: A Mandate from the Government to the NHS England (2012)
- * Equity and Excellence: Liberating the NHS (Dept of Health) (2011)
- NHS England Business Plan “*Putting Patients First*” (2013)
- Everyone Counts: Planning for Patients (2013/14)
- Developing Clinical Commissioning Groups: Towards Authorisation (2012)
- CCG Assurance Framework - outline proposal and interim arrangements (2013/14)
- The NHS Outcomes Framework (2013/14)
- Healthy Lives, Healthy People White Paper (2011)
- White Paper: Equity and Excellence: Liberating the NHS (Dept of Health) (2010)
- The Power of Information - putting all of us in control of the health and care information we need (Dept of Health) (2012)
- NHS Patient Experience Framework (Dept of Health) (2012)
- Principles of Consultation Guidance (Government) (2012/13)
- Equality Act (2010), including the Public Sector Equality Duty.
- Local Government Act (1999)
- Creating Strong, Safe and Prosperous Communities; Statutory Guidance (2008)
- Revised Best Value Statutory Guidance (2015)
- Health and Social Care Act (2012)



What is my role on this board?

It is NOT to represent patient, public, service users or carers.

Although if we have relevant information regarding their experience of services we will share this.



What is my role on this board?

It is to ask key challenge questions - to seek assurance of effective and proportionate patient and public involvement in decision making (PPI).

E.g.

- What relevant PPI activity was undertaken?
- What was achieved by this activity?
- What changes were made as a result of consulting the public?



What is my role on this board?

It is to listen for the indications of avoidable health inequity, which may prompt a HWB investigation.

Health Inequity:

“an unnecessary, avoidable, unfair and unjust difference between the health of one person and the health of another”



How can we work together to improve your services?

HWB investigations: three stages

1. Identification of potential avoidable health inequity
 - Mainly through listening to the public through a variety of channels
 - Reports & Quality Accounts
 - Board meetings etc.



How can we work together to improve your services?

HWB investigations (cont.)

2. Verification - by for example:

- FOI requests
- Primary research & desk based policy research
- Enter and views & Mystery Shopper exercises
- Discussion with the relevant policy holder

3. We will report and discuss the results of investigations to you, the relevant health or care commissioner or provider



How can we work together to improve your services?

By improving the quality of PPI

1. HWB Quality Standards and Assurance Framework to audit PPI quality in service and strategy decision making
2. Our Audit Officer will use this tool to audit the quality of PPI in decision making in local health and social care services starting in the year 2016/17
3. This tool will be made freely available to self-audit PPI quality and help achieve NHSE PPI assurance measures.



How can we work together to improve your services?

By HWB commenting on the Quality Accounts of NHS Foundation Trusts within Birmingham

- On a voluntary basis
- Evidence-based challenge
- Analysis of the experiences of people using the provider's service which have been shared with us and where possible comparing this with the content of the quality account.



How can we work together to improve your services?

Through the scrutiny of public consultations

- To enhance the standard of public consultations of commissioning and providing organisations by auditing the level of PPI
- By freely promoting opportunities for the public to get involved in consultations so that they can make their views known directly



How can we work together to improve your services?

By helping you to collect more feedback from patients and the public

- Through the free online feedback widget
- Your patients and the public can leave feedback about their experiences using your services
- Easy to install on your website
- Accessible for people to use
- Great understanding of how people are using your services and improve engagement
- Provides intelligence to influence decision making and focus of resources to help your services improve





212 patients have left feedback



Excellent doctors

"Very helpful, friendly doctors ..."



Friendly staff

"Very polite, explained ..."



Great service

"Very helpful, friendly service ..."



Leave feedback



Leave
feedback



212 patients have left feedback



Excellent doctors

Very helpful and friendly. [Read more](#)



Friendly staff

Very polite, explained [Read more](#)

Leave your feedback



Would you like to find out more about:

How Healthwatch Birmingham selects and conducts our investigations?

Contact me, Jane Upton, on

janeu@healthwatchbirmingham.co.uk



Would you like to find out more about:

- How to achieve NHSE PPI assurance measures by using our free Quality Standards and Assurance Framework?
- How to have the free online feedback widget on your website?

Contact Andy Cave, Head of Operations and Public Patient Involvement

andyc@healthwatchbirmingham.co.uk

Telephone: 0800 652 5278



Questions?

