

**Manchester Health and Wellbeing Board
Report for Information**

Report to: Manchester Health and Wellbeing Board – 8 June 2016
Subject: Healthwatch Manchester Priorities 2016/17
Report of: Vicky Szulist, Chair, Healthwatch Manchester

Summary

This will be an interesting year for Healthwatch. Patients will begin to see changes in the nature of their care and how it is delivered. We have set certain priorities based on our past experience and ongoing work. Our challenge will be to engage with the people of Manchester so that emerging trends or difficulties can be identified and responded to.

Recommendations

The Board is asked to note our report and any priorities for discussion.

Board Priority(s) Addressed:

Health and Wellbeing Strategy priority	Summary of contribution to the strategy
Getting the youngest people in our communities off to the best start	Gathering the views, opinions and experiences of local people around health and care and using this to inform commissioning decisions and service design.
Improving people's mental health and wellbeing	
Bringing people into employment and ensuring good work for all	
Enabling people to keep well and live independently as they grow older	
Turning round the lives of troubled families as part of the Confident and Achieving Manchester programme	
One health and care system – right care, right place, right time	
Self-care	

Lead board member: Vicky Szulist

Contact Officers:

Name: Neil Walbran
Position: Chief Officer
Telephone: 0161 228 1344
E-mail: neil.walbran@healthwatchmanchester .co.uk

Background documents (available for public inspection):

The following documents disclose important facts on which the report is based and have been relied upon in preparing the report. Copies of the background documents are available up to 4 years after the date of the meeting. If you would like a copy please contact one of the contact officers above.

Healthwatch Manchester Annual Report 2015 – 16 (published in June)

Introduction

1. Healthwatch Manchester has begun its fourth year of operation as a fully independent organisation directly commissioned by the Manchester local authority. This report aims to support the Health & Wellbeing Board in acknowledging the position of Healthwatch Manchester within the new health and care economy as well as providing information on the organisation's priorities for the current financial year. Our action plan for year four is included as an Appendix.

Background

2. Healthwatch Manchester is an integral part in the Greater Manchester ecosystem and is linked with the other nine Healthwatches through a Greater Manchester Network and nationally through Healthwatch England. As examples of this, Healthwatch Manchester represents the ten Healthwatches on the Equalities Advisory Group as part of the Healthier Together initiative and represents thirteen Healthwatches on the Datawell Reference Board within the Greater Manchester Academic Health and Science Network. Nationally Healthwatch Manchester is supported by Healthwatch England which provides capacity building and policy support for the organisation as well as the pathway to escalation. Healthwatch England has also played active role in supporting the ten Greater Manchester Healthwatches through the devolution process.

Devolution & Local People

3. In March 2016 Healthwatch Manchester was actively engaged in commissioned conversations with the public regarding the Greater Manchester Devolution arrangements. These were part of the Taking Charge Taking Control initiative aimed at gathering ideas and opinions on the best ways to reorganise and improve services to meet devolution aims. From a Healthwatch perspective it became evident that local people are:
 - unclear about the aims of devolution and its impact upon their lives
 - for the most part, enthusiastic about more investment in local services and in self-care & prevention
 - concerned, however, from a vulnerable perspective regarding the unknown outcomes devolution may create.

Our statutory obligations as a Healthwatch require the organisation to respond to local voices. This will be an important aspect of our role as devolution progresses.

Our ongoing plans include assigning Community Champions within groups and networks across the city. Their role will be to act as conduits for information flow regarding the devolution arrangements and their impact on local services and people. Examples of where champions have already been assigned include the Barnardo's Parents Peer Support Group, Manchester Mental Health Service User Group and the Manchester Learning Disability Partnership.

The Healthwatch Position

4. Healthwatch Manchester will follow the 'three pillars' model as a framework for responding to devolution arrangements. The three pillars are:

- Single commissioning system
- One team
- Single Manchester hospital service

It is difficult to anticipate the future issues that will emerge but we have considered how we will identify these and the possible issues below.

i. Single commissioning system

The transition of local people from where they are now regarding their health and care service, to where they will be needs to be well communicated in a timely, accessible and continuous way. Healthwatch Manchester will continue to liaise with groups and networks of vulnerable people and special interest groups with whom we have local trust and buy-in.

We will do this by assigning a Healthwatch Community Champion to each group or network who will facilitate information flow regarding devolution matters as well as other areas and issues of concern.

This will enable Healthwatch Manchester to ensure our response to any emergent issues such as gaps in service provision is locally valid and rapid.

ii. One team

Healthwatch Manchester will seek to provide clarity on the new service delivery plans to local people through its information and signposting activities. As health and social care become more integrated and their boundaries become blurred Healthwatch Manchester will play a key role in monitoring the new charging processes and its effect upon access to services and their uptake. Through active research and our contact information services any barriers to access and uptake will be swiftly reported to the relevant provider and commissioner.

The forthcoming investment in self-care and prevention services and the impact upon the health and wellbeing of local people will prove difficult to evaluate. There is a clear role for Healthwatch Manchester in monitoring initiatives such as this to check their fitness for purpose through our Community Champions Scheme. Healthwatch Manchester will also monitor transition services in the same way as people move from for example: custody to rehabilitation.

iii. Single Manchester Hospital Service

Assuming that routine patient consultations, diagnostic and day-care surgeries will remain local, Healthwatch Manchester will monitor patient services that are migrated to ensure they remain accessible.

Integral to stage 2 of the review will be the consultation and engagement of patients and the public (recommendation 6.2 of the stage 1 review) and Healthwatch Manchester will also monitor this process to ensure it is meaningful and meets the required standards. There is scope within the annual work plan for Healthwatch Manchester to play an active part in the consultation following our own standards in consultation and our outreach approach with local people.

Appendix

Healthwatch Manchester Action Plan Year 4

Investigations involving survey questionnaires and interviews with staff and patients:

Mental Health Service Retraction

Examining the impact on service users so far and gathering their views and opinions on the way forward.

Access to the Haemodialysis Service

Examining the impact of a service, which has become remote for many Manchester residents, on travel time and their wider health & wellbeing.
This will be the first of many investigations of this kind in preparation for the changes brought about by the Healthier Together initiative.

Walk-in Service Retraction

Examining the impact of the withdrawal of the Walk-in service to patients registered at the medical practice where it's hosted.

Walk-in Service Awareness

Exploring public awareness of the Walk-in Centres and helping raise awareness of them with local people.

Early Years & Public Health

Investigating the reasons for the high levels of obesity in under 5s in Manchester.

Entry and Adherence to Rehabilitation Services

Examining the transition from entry point e.g. custody to rehabilitation and the reasons for lack of adherence on the rehabilitation pathway.

For each area of work Healthwatch Manchester has identified key partners and agencies. Before work commences Healthwatch Manchester seeks to collaborate with them on the design and delivery of the initiative as well as input with any subsequent course of action.

A stretch factor is included in the planning arrangements to accommodate hot topics and wicked issues. Early indicators for these are:

- Access to customer voice around cancer & cancer services
- Rapid increase in Hepatitis C infections and the fitness for purpose of information management systems at sexual health clinics.

Ongoing Areas of Work

- Dementia Services Post-Diagnosis
- Helpline Support
- Feedback Support
- Complaints Management