



## Health and Wellbeing Board 5 October 2017

### Report from Healthwatch Brent

For endorsement

Wards Affected:  
ALL

## Healthwatch Brent – From words to action – 2016-2017 Annual Report

### 1.0. Summary

- 1.1. Healthwatch Brent is the independent voice through which Brent residents can share their experiences of using health and social care services.
- 1.2. CommUNITY Barnet is commissioned by the London Borough of Brent to deliver the local Healthwatch contract.
- 1.3. The contract commenced from 01 July 2015. This report summarises our activity during the financial year 2016-2017.
- 1.4. Our public report is attached at Appendix 1 for reference.

### 2.0. Recommendations

- 2.1. The Health and Wellbeing Board is asked to:
  - Note the progress Healthwatch Brent has made in delivering the contract

### 3.0. Achievements to date

- 3.1. Healthwatch Brent works with 11 of Brent's charity, voluntary and community organisations.
- 3.2. It is delivered by a Brent-based central core team, a partnership of Brent based voluntary and community organisations and a team of volunteers.
- 3.3. The work programme of Healthwatch Brent aligns to all five priorities of the Brent Health and Wellbeing board namely:
  - Giving every child the best start in life
  - Helping vulnerable families
  - Empowering communities to take better care of themselves
  - Improving mental wellbeing throughout life
  - Working together to support the most vulnerable adults in the community
- 3.4. Healthwatch Brent is delivered on a Hub and Spoke model. The Hub is the first point of public access and delivered by the core team located in

Wembley. The Spokes consist of two groups – the Healthwatch Brent Advisory Board whose role is to support the core team and shape the work programme around the needs of Brent residents. Membership of the Healthwatch Brent Advisory Board includes Age UK Brent, Brent User Group; Brent Patient Voice, Mosaic LGBT Young People's Group; Community Health Action Trust.

3.5. The Promotion and Reach Partners with their strong and vibrant networks are able to cascade messages from Healthwatch Brent to local residents. The partners include: Ashford Place, Brent Carers' Centre, Elders' Voice, Jewish Care, Brent Mencap.

3.6. Key achievements over the past financial year include:

- Increasing our friends from 404 to over 700
- Increasing the number of twitter followers from 905 to over 1200
- Reaching 12000 residents through our consortium of charity partners compared to 21,617 in the previous 9 months of delivery
- Speaking directly with 2000 residents
- Presenting over 1000 views to statutory partners
- Presented ten reports to a combination of the Health and Wellbeing Board, Brent Clinical Commissioning Board and the Children's Trust
- Our Community Chest was used to resource a number of community research projects including the experience of hospital discharge; listening to the views of Irish young Travellers accessing statutory services and understanding the experiences of Eastern and Central European communities of using urgent care services
- Capturing the meal time experience in hospitals through our Enter and View programme

3.7 Our strategic priorities for Healthwatch Brent include:

- Encouraging greater participation in health and social care
- Collecting evidence of increasing engagement with those residents from under-represented communities
- Demonstrating that Brent residents feel more able to express their views and to report they are listened to
- Demonstrating how Healthwatch Brent has been able to make a constructive contribution to support and enable informed decision making through the representation of the authentic voice
- Healthwatch Brent offers value for money
- That Healthwatch Brent service offers added value

3.8 Our operational priorities for Brent for 2016/17 were:

- To publish a Guide to setting up Patient Participation Groups
- Capturing the patient experience of maternity services at Northwick Park Hospital
- FGM – working with men and mosques

- Capturing the hospital discharge experience
- Capturing the views of children and young people using health and social care services with a focus on mental health
- Exploring with Adult Safeguarding Partners, ways to capture the user experience of Adult Safeguarding
- To invite applications to the Community Chest from east European organisations on their use of urgent care services
- Invite applications on the experience of carers and users of mental health services
- Looking at the mealtime experience in hospitals with a focus on meeting dietary and cultural needs
- Continue to work with NHS Brent CCG to increase awareness of and access to community services.

3.9 Our operational priorities for Brent for 2016/17 are informed by the Joint Strategic Needs Assessment (JSNA) 2016, the Improving Health and Care in Brent priorities, annual reports by the Director of Public Health and the Better Care Fund. We believe that by combining this evidence with the views gathered from health and social care users resident in Brent will provide a richer insight into both the needs and potential responses that both commissioners and providers can develop together.

3.10 Healthwatch Brent has identified the following as key issues in Brent for 2017/18:

- Accessible Information Standards
- Dental hygiene
- Mental health services
- Adult safeguarding
- Hospital discharge

#### **4.0. Financial Implications**

4.1. There are no financial implications as all costs are within the current agreed contract.

#### **5.0 Legal Implications**

5.1 Healthwatch Brent was established through the Health and Social Care Act 2012 to give users of health and social care a powerful voice both locally and nationally and formally launched in 2013 as an independent charity.

5.2 From 01 July 2015 its services are delivered as an arms-length department of Community Barnet (CB) a charity and company limited by guarantee (Slide 1).

5.3 Financial and contract accountability remains with CommUNITY Barnet's Board of Trustees and delegated through the Chief Executive Officer to the Head of Healthwatch and the Healthwatch Brent Manager.

5.4 The current contract has been issued to CommUNITY Barnet until 31 March 2018.

## **6.0 Staffing / Accommodation Implications (if appropriate)**

6.1 Healthwatch Brent operates from the community hub managed by Brent CVS.

### **Background Papers**

Appendix 1 Healthwatch Brent – From words to action – 2016-2017 Annual Report

### **Contact Officers:**

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