



**healthwatch**  
Brent

## Healthwatch Brent: Our role in the new integrated health and care system of Brent and North West London

June 2021



# Introduction

The Advocacy Project took over the contract for Healthwatch Brent on 1<sup>st</sup> April 2021. This comes at a time of significant change in the NHS, namely the development of the North West London CCG and Integrated Care System, into which Brent CCG has been merged. It also comes at a time of impending statutory change with the White Paper 'Integration and innovation: working together to improve health and social care for all', which sets out legislative proposals for a health and care Bill. Although this predominantly aligns the law with the NHS England direction of travel for the last few years, it may mean further change for North West London and Brent Council once the bill has been debated and passed.

As described in the Healthwatch Brent Strategy and Independence Policy, we know we cannot work in isolation from the rest of the system and are committed to:

- Work in a spirit of partnership, sharing information, informing commissioning and provider organisations about work we are undertaking and supporting their work that improves patient/service user experiences.
- Share intelligence that we have received from the public.
- Ensure our activities align with organisations' timescales.
- Meet with system partners regularly to discuss shared areas of concern and monitor an action plan made up of agreed issues, Healthwatch Brent report recommendations and CQC findings.
- Act as a critical friend for consultations commissioners undertake.
- Provide input in high level strategic issues where there is a need to look at how to work with the public or give a high level view.

Healthwatch Brent will use its close links with the system to keep pace with the changes and adapt to fit with new structures and ways of working.

## Healthwatch Brent involvement in the development of the Integrated Care System (ICS)

### System Level

We will ensure we are involved in the development of the wider system, working with the governing body of the North West London CCG and in the future the ICS.

Using our published Prioritisation Process the Healthwatch Brent Advisory Group will take into account the priorities of the ICS and Brent Council when setting the priorities for Healthwatch Brent.

### Place Level

Healthwatch Brent will continue to support the Covid-19 vaccination programme as we have recently with the Vaccination Bus and speak to communities about vaccine uptake and vaccine access issues.

We will work with the Integrated Care Partnership and Brent Primary Care Networks and hospital and community trusts to improve community and intermediate health and care services for adults, children and young people.

We will also work closely with the Brent Council Community and Wellbeing Scrutiny Committee and the Brent Health and Wellbeing Board. We will also work closely with Brent Social Care Commissioning and the Brent Public Health team. We will work with services for adults, children and young people.

We will work in partnership with neighbouring Healthwatch to gather intelligence on hospital services that we confirm through our prioritisation process. This might include looking at discharge, planned procedures or rehabilitation services.

We will work with the Care Home Forum to share our enter and view visit reports and feedback on progress against our recommendations.

We will work with mental health services for adults and young people to ensure equity of access and quality across the borough.

## Neighbourhood Level

Healthwatch Brent is committed to hearing all voices but particularly those of our diverse and seldom heard communities. We will do this via our Brent Grassroots Steering Group which is a network of individuals, groups and organisations from those communities who will support our intelligence gathering and priority setting. We will also proactively make contact with those communities to gather their views. This will support programmes such as Brent Health Matters to reduce health inequalities and gather feedback from seldom heard communities to inform the work of the programme.

We will work in partnership with GP practices and Patient Participation Groups to understand the experiences of the public when using primary care services in Brent.

We will work within ongoing Covid restrictions to contact people via a range of methods, including face to face where possible, to ensure everyone has access to Healthwatch Brent.

## Social Care

We will link the range of consultative forums and the Youth Parliament in Brent Council with our Grassroots Steering Group to ensure a joined up approach to engagement and avoid 'consultation fatigue' in the members of those groups.

We aim to be pro-active partners to the Community and Wellbeing Scrutiny Committee and provide intelligence on services it scrutinises. We will also work with them on joint projects, for example, we might agree to jointly review the new Home Care commissioning arrangements once they have been able to bed-in.

## Conclusion

Healthwatch Brent will be a key partner and source of intelligence to support the continuing transformation and integration in health and social care

