

 <p><b>Brent</b></p> <p><b>NHS</b> Brent Clinical Commissioning Group</p>	<p align="center"><b>Health and Wellbeing Board</b> 9 October 2018</p>
	<p align="center"><b>Report from Healthwatch Brent</b></p>
<p><b>Healthwatch Brent Update Report</b></p>	

Wards Affected:	All
Key or Non-Key Decision:	N/A
Open or Part/Fully Exempt: (If exempt, please highlight relevant paragraph of Part 1, Schedule 12A of 1972 Local Government Act)	Open
No. of Appendices:	Two: <ul style="list-style-type: none"> <li>• Healthwatch Brent Operational Priorities 2018-19</li> <li>• Healthwatch Brent Annual Report 2017-18</li> </ul>
Background Papers:	
Contact Officer(s): (Name, Title, Contact Details)	<p>Julie Pal Chief Executive Officer CommUNITY Barnet Email: <a href="mailto:Julie.Pal@communitybarnet.org.uk">Julie.Pal@communitybarnet.org.uk</a> Tel: 020 8912 5831(general enquiries)</p> <p>Ian Niven Healthwatch Brent Manager Email: <a href="mailto:ian.niven@healthwatchbrent.co.uk">ian.niven@healthwatchbrent.co.uk</a> Tel: 020 8912 5831(general enquiries)</p> <p>Selina Rodrigues Head of Healthwatch, CommUNITY Barnet Email: <a href="mailto:selina.rodrigues@communitybarnet.org.uk">selina.rodrigues@communitybarnet.org.uk</a> Tel: 020 8364 8400 (ext. 219)</p>

## 1.0 Purpose of the Report

- 1.1 This report updates the Health and Wellbeing Board on the progress of Healthwatch Brent.
- 1.2 This report presents the 2017/18 Annual Report for Healthwatch Brent.
- 1.3 This report sets out the 2018/19 work programme and priorities for Healthwatch Brent.

## **2.0 Recommendations**

- 2.1 The Health and Wellbeing Board is asked to note the 2017/18 Annual Report.
- 2.2 The Health and Wellbeing Board is asked to note the Healthwatch Brent 2018/19 priorities.

## **3.0 Detail**

- 3.1 CommUNITY Barnet has been commissioned to deliver the local Healthwatch contract in Brent from 1 April 2018.
- 3.2 Healthwatch Brent works with 11 of Brent's charity, voluntary and community organisations.
- 3.3 Healthwatch Brent is delivered by a Brent-based central core team, a partnership of Brent based voluntary and community organisations and a team of volunteers.
- 3.4 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
- 3.5 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 it 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 Brent User Group, Mosaic LGBT Young People's Group; Ashford Place, Brent CVS; Brent Carers' Centre; Brent Mencap, Jewish Care; Brent Multifaith Forum; Young Brent Foundation.
- 3.6 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, Jewish Care, Brent Mencap, Young Brent Foundation and Brent CVS. A fuller list is captured in paragraph 6.4.
- 3.7 Our strategic priorities for Healthwatch Brent are to:
  - Encourage greater participation in health and social care
  - Collecting evidence of increasing engagement with those residents from under-represented communities
  - Demonstrate that Brent residents feel more able to express their views and to report they are listened to
  - Demonstrate 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
  - Demonstrate Healthwatch Brent offers value for money, through our reach, production of reports, participation in strategic meetings and volunteer activity

- That Healthwatch Brent service offers added value by:
  - Establishing collaborative, open and cooperative partnership with existing providers;
  - Drawing upon the experience of partnership members by bringing together their combined expertise, knowledge and experience
  - Providing strong project management and coordination of a high quality service
  - Delivering cost-savings on engagement activities through using our existing channels;
  - Adding value of specialist knowledge provided by the Healthwatch Brent Network;
  - Adding value of local knowledge from trusted organisations who know Brent residents;
  - Capability of reaching Brent households through newsletters, contacts and social media platforms delivered through HWB and the CVS Brent newsletter.

3.8 Key achievements over the past financial year have been captured in our 2017/18 Annual Report attached in Appendix 2 which has been reported to Healthwatch England as part of our statutory obligations. In summary we achieved the following:

- Increased the number of twitter followers to over 1400
- Reached 12000 residents through our consortium of charity partners
- Spoke directly with over 1200 residents
- Presented views of those 1200 residents to statutory partners
- Presented reports to a combination of the Health and Wellbeing Board (From Words to Action – October 2017), Brent Clinical Commissioning Board Management Board on Urgent Care Use and Brent Children’s Trust on the experience, awareness and practices of parents of Under 5s with Brent dentists
- Our Community Chest was used to resource a number of community research projects including the implementation of Accessible Information Standards in Brent GP practices which we are progressing with the CCG at present
- Captured the resident experience of registering with a dentist
- Explored the personal and systemic barriers to healthy eating and exercise of BAME communities with a greater risk to developing Type 2 diabetes
- Presented the experience of carers of mental health service users to Brent Council
- Our Enter and View visits explored Adult Safeguarding awareness and experiences in care homes which was presented to the Adult Safeguarding Board, resulting in 2 action points for Statutory Partners
- Helped to improve the support pathways for men at risk or living with prostate cancer. One GP reported increased numbers of patients presenting for appointments in relation to possible screening, another better identified their at risk patients.

3.9 Our operational priorities for Brent for 2018/19 have been informed through the following process:

- Seeking advice from the HW Brent Advisory Board and our wider network of partners

- Speaking to the programme leads for the Brent Health and Social Care Partnership (Sustainability and Transformation Plan) delivery areas for Learning Disability, Mental Health, Prevention and CMH
- Consulting with the friends of HW Brent
- Liaising with our Contract Manager
- Reflecting issues presented by residents as being of importance through engagement and outreach
- In addition, to ensure strategic alignment we referred to the priorities identified in the Brent Joint Strategic Needs Assessment, the STP, Annual Report of the Director of Public Health and the Better Care Fund.

3.10 We believe that by combining this evidence with the views gathered from health and social care users and residents in Brent will provide a richer insight into both the needs and potential responses that both commissioners and providers can develop together.

3.11 Examples of community feedback and other intelligence that has informed our work programme include:

- “Where can I signpost people to get engaged in their community?”
- “Who knows what we offer? Who is signposting people to us?”
- “...but I’ve never heard of SIBI”
- “It takes ages to get a GP appointment”
- Concern about the new plans of sending older patients home directly from A&E to be treated at home.
- Expression of confusion about social care assessments, how it works, and what people are entitled to – from a wide range of community organisations, and individuals through our Information and Signposting.
- National evidence of difficulties in accessing interpreters for people with sensory impairments when using health services, and difficulties in reaching such individual residents to explore their experience in Brent.

3.12 Using this approach we identified the following as key issues in Brent for 2018/19:

- Capturing the direct experience of people living with poor mental health and how they self-manage their conditions with non-statutory community support
- Working with CCG partners to communicate the transformation of primary care
- Capturing the patient experience of hospital discharge experience when using the new frailty pathway
- Capturing the experience of accessing adult social care assessments
- Conduct regular visits to NLWUHCT wards and departments to record the patient experience at points of care
- Provide statutory partners and local communities intelligence about the health and social care experiences of Brent residents and staff
- Capturing the experience of people with sensory impairments to access health and social care services using interpreters
- Working with community groups to increase early presentation to GP regarding prostate cancer – part 2
- Advertise the Community Chest small grants programme
- Use our Enter and View programme to report the experiences of residents in Sheltered Housing
- Continue to work with NHS Brent CCG and Brent Council in relation to the implementation of the Brent Health and Social Care

#### **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 1 July 2015 its services have been delivered as an arms-length department of Community Barnet (CB) a charity and company limited by guarantee.

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 is a two-year contract issued to CommUNITY Barnet between 1 April 2018 – 31 March 2020. An option to extend until 31 March 2021 is possible.

#### **6.0 Equality Implications**

6.1 CommUNITY Barnet is committed to supporting Brent Council to meet its Public Sector Equality Duty as defined under the Equality Act 2010.

6.2 As part of the quarterly performance monitoring, data relating to reaching Brent's protected groups is captured.

6.3 We have and will continue to be committed to giving a voice to under-represented communities. The Healthwatch Brent Network has organisations which reflect Brent's diverse communities and we have used it to give a voice to these communities and support them to re-shape public services.

6.4 The table below summarises our network and the communities they reach and have engaged in health and social care:

<b>Protected groups</b>	<b>Type of organisation</b>	<b>Name of organisation</b>	<b>Role within HB</b>
Mental Health	User group	Brent User Group	Advisory Board  Community Chest recipient
Disability	Learning disability	Brent Mencap	Advisory Board,  Promotion and Reach  Community Chest recipient
Disability	Physical disability advocacy	Brent Advocacy Concerns	Community Chest recipient
Age/ Carers	Carers - all ages, all groups	Brent Carers Centre	Community Chest recipient
Age	Homeless, alcohol, dementia	Ashford Place	Advisory Board  Promotion and Reach
Age	Older people	Elders Voice	Advisory Board
Faith	All faiths	Brent Multi-Faith Forum	Advisory Board
Age	Young people Infrastructure support organisation	Young Brent Foundation	Advisory Board
Ethnicity	Support and advice	Help Somalia Foundation	Advisory Board  Community Chest recipient
Ethnicity	Support and advice	Iraqi Welfare Association	Community Chest recipient
Faith, older people	Charity	Jewish Care	Advisory Board
A wide range of groups	Voluntary sector support	CVS Brent	Advisory Board
LGBT	A range of support and services	MOSAIC LGBT Youth	Promotion and Reach
Women, faith	Improving health outcomes for women in a culturally sensitive manner	Al Bahdja	Community Chest recipient

6.5 All staff and volunteers receive equalities training. We are acutely aware of the role of local Healthwatch to amplify the voice of all local communities, with a special remit to hear from less often heard groups. We have been supplying equality monitoring

data to Brent Council over the last 3 years, including that of our membership/friends.

- 6.6 We believe Brent's communities are represented within our reports as far as possible, but we constantly strive to reach more communities. For example, we have met with Irish Travellers living in Lynton Close to hear about accessing public services; our Urgent Care report cut across the spectrum of Brent's communities, and that the South Kilburn Ladies group used Community Chest fund to promote health awareness and gentle exercise to South Asian women at risk of diabetes.

## **7.0 Consultation with Ward Members and Stakeholders**

- 7.1 Healthwatch Brent has set up an Advisory Board with membership drawn from Brent-based charities which supports the delivery of the contract.

## **8.0 Human Resources/Property Implications (if appropriate)**

- 8.1 All human resources/property implications are considered within the parameters of the contract between London Borough of Brent and COMMUNITY Barnet.

**Report sign off:**

**PHIL PORTER**

Strategic Director, Community Wellbeing