

North Yorkshire Health and Wellbeing Board

29 May 2013

Healthwatch

Purpose of the Report

1. The purpose of this report is to summarise the progress that has been made on establishing Healthwatch across North Yorkshire.

Introduction

2. Under the Health and Social Care Act 2012 Healthwatch (HW) replaced Local Involvement Networks (LINKs) from 1 April 2013 as the independent consumer champion for service users, citizens, carers and patients. Its aim is to:
 - champion the voice of people who use health and social care services;
 - make sure these experiences and opinions influence the way services are run and commissioned;
 - ensure people find out about the services they need;
 - help people complain, if necessary.
3. HW operates on two levels – national and local. Nationally, Healthwatch England has been set up as a Committee of the Care Quality Commission, the health and social care regulator, and is able to build a picture of the issues that matter most to consumers and users across the country. Healthwatch England also has the power to ask the Care Quality Commission to look at areas where there are special concerns.
4. Locally, each upper tier local authority was given a duty to procure an effective and efficient HW in their area to deliver 3 broad functions:
 - Influencing: co-ordinating the work of individuals and community groups so they are able to shape the planning of health and social care services.
 - Signposting: helping people make choices and access personalised care.
 - Advocacy: supporting individuals to make complaints about NHS care.
5. In North Yorkshire, after a competitive tendering process, contracts were awarded to North Bank Forum (NBF) to deliver an Influencing + Signposting function and Cloverleaf Advocacy 2000 Ltd to deliver the NHS Complaints Advocacy service.

6. Both services are now in place and operational:

Healthwatch North Yorkshire

Email: healthwatchny@nbforum.org.uk

Telephone: 01904 621631

Website: www.healthwatchnorthyorkshire.co.uk

North Yorkshire NHS Complaints Advocacy Service

Email: helpwithnhscomplaintsnorthyorks@cloverleaf-advocacy.co.uk

Telephone: 0300 012 4212

Website: www.helpwithnhscomplaintsnorthyorks.org

7. David Ita (Partnership Co-ordinator) and Bob Carter (Assistant Director) from NBF and Cloverleaf respectively will be attending the meeting.
8. David will summarise how HW is going to ensure local communities have a voice and are fully involved. David will also summarise work that is taking place to recruit and appoint a HW Chairman and establish a HW Board which it is anticipated will form the basis of a HW social enterprise within 2 years. Appointing a Chairman for HW, whose role will include sitting on the Health and Wellbeing Board, is now a key priority in order to ensure HW is involved at a strategic level.
9. Bob will summarise how the complaints advocacy service has been established and the current level of demand for the service.

Recommendation

10. That the Health and Wellbeing Board notes the progress that has been made in establishing Healthwatch and an NHS Complaints Advocacy service across the County.

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