

Title:	Healthwatch Brighton & Hove
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Purpose/Key Messages:	To inform the Local Strategic Partnership about Healthwatch Brighton & Hove
Significance to BHSP and Delivering SCS outcomes:	Healthwatch Brighton & Hove will be an independent watchdog for health and social care services. The organisation will obtain the views of people (including those from under represented communities) about their needs for and experience of local health and care services, and make those views known to those involved in the commissioning, provision and monitoring of health and care services, including the local Clinical Commissioning. All partnerships in the city should be aware of this new organisation and be clear about the role that it has. Healthwatch Brighton & Hove will further help in ensuring effective and efficient health and social care services.
What is BHSP being asked to do?	For information and dissemination to all partnership members
Next steps and report back mechanism:	Completion of the commission for Healthwatch Brighton & Hove. Update on successful bidder

1. Summary and Policy Context

Local Healthwatch organisations will be established in every local authority area across the country from April 2013 as part of the Health and Social Care Act 2012. Healthwatch will be the new consumer champion for both health and adult social care. It will exist in two distinct forms – Local Healthwatch, at local level, and Healthwatch England, at national level.

2. Key points to note:

- Until April 2013 Local Involvement Networks (LINks) will continue to operate as usual.
- A Local Healthwatch will be an independent organisation, able to employ its own staff and volunteers, so it can become the influential and effective voice of the public. It will have to keep accounts and make its annual reports available to the public.
- The aim of Local Healthwatch will be to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within their locality.

3. What will Local Healthwatch do?

- Local Healthwatch will have a seat on the new health and wellbeing boards, ensuring that the views and experiences of patients, carers and other service users are taken into account when local needs assessments and strategies are prepared, such as the Joint Strategic Needs Assessment (JSNA) and the authorisation of Clinical Commissioning Groups. This will ensure that Local Healthwatch has a role in promoting public health, health improvements and in tackling health inequalities.
- It will enable people to share their views and concerns about their local health and social care services and understand that their contribution will help build a picture of where services are doing well and where they can be improved.
- It will be able to alert Healthwatch England to concerns about specific care providers and will provide people with information about what to do when things go wrong; this includes either signposting people to, or providing, advocacy for people who want to complain about NHS services.
- It will provide authoritative, evidence-based feedback to organisations responsible for commissioning or delivering local health and social care services and can help Clinical Commissioning Groups to make sure that services really are designed to meet citizens' needs.
- Local Healthwatch will have to be inclusive and reflect the diversity of the community it serves. There is an explicit requirement in the Health & Social Care Act that Local Healthwatch membership must be representative of local people and different users of services including carers.

4. Local Healthwatch and Local Involvement Networks (LINks)

- Healthwatch will evolve from existing LINks but with additional functions and powers.

- It will build on the good practice of LINKs, establishing relationships with local authorities, Clinical Commissioning Groups (CCGs), patient representative groups, the local voluntary and community sector, business and service providers to ensure it is inclusive and truly representative of the community it serves.

5. The role of local authorities

- Local Healthwatch will be funded by local authorities and held to account by them for their efficiency and effectiveness.
- Councils will have to have a Local Healthwatch organisation from April 2013, and are free to choose how they commission it to achieve best value for money for their communities.
- Local authorities will have to provide an advocacy service to people who wish to make a complaint about their experience of NHS care from April 2013.

6. HealthWatch England

6.1 What is it?

- Healthwatch England launched on 1 October 2012.
- Healthwatch England is a national body that enables the collective views of the people who use NHS and adult social care services to influence national policy, advice and guidance.
- It is a statutory committee of the Care Quality Commission (CQC) with a Chair who will be a non-executive director of the CQC.
- It has its own identity within the CQC, but will be able to use the CQC's expertise and infrastructure.
- Healthwatch England is funded as part of the Department of Health's grant in aid to the CQC.

6.2 What will it do?

- It will provide leadership, guidance and support to Local Healthwatch organisations.
- It will provide advice to the Secretary of State, NHS Commissioning Board, Monitor and the English local authorities and they must have regard to that advice and will be able to escalate concerns about health and social care services raised by Local Healthwatch to the CQC.
- There will be a requirement for the CQC to respond to advice from Healthwatch England.
- Healthwatch England will have a strong principle of continuous dialogue with Local Healthwatch organisations, keeping communication lines open and transparent. This will facilitate

Healthwatch England's responsibility to provide national leadership and support.

- The Secretary of State for Health will be required to consult Healthwatch England on the mandate for the NHS Commissioning Board.
- Healthwatch England will be required to make an annual report to Parliament.

7. Progress in Brighton & Hove in shaping Healthwatch Brighton & Hove:

7.1 Consultation and Engagement

Between July and October 2012, the Council undertook a number of consultation and engagement activities with a wide range of people and organisations to help us in the process of shaping and planning for Healthwatch Brighton & Hove. The work is underpinned by an ongoing process of compiling an equality impact assessment and the findings of this work is available at www.brighton-hove.gov.uk/healthwatch.

The Healthwatch team have considered over 220 questionnaire responses, engaged with over 415 people in focus groups and workshops and received a number of written responses to our 'Shaping Local Healthwatch' consultation.

The consultation and engagement findings have been collated into a report titled 'Shaping Healthwatch Brighton & Hove October 2012' which is available at www.brighton-hove.gov.uk/healthwatch.

The findings from the consultation have informed the commission.

7.2 Procurement process

Members of the Local Strategic Partnership may be aware that a commission for a grant-in aid agreement for a period of up to three years was launched on the 13th November. This will ensure we procure a suitable provider for the patient / public involvement, signposting and influencing functions of Healthwatch and the NHS Independent Complaints Advocacy Service. The successful provider should be selected by the beginning of February 2013.

Funding for Healthwatch Brighton & Hove will be made available to Brighton & Hove City Council by the Department of Health through the Department for Communities and Local Government Formula Grant, funding will not be ring-fenced. The exact value of the contract will not be known by Brighton & Hove City Council until the 2012

Comprehensive Spending Review is completed at the end of the year. The indicative funding is as follows:

- Contribution and transition to start up (2013/2014 & 2014/2015) - £15,000 per annum
- Retention of existing LINK funding and additional funding to support increased Healthwatch Brighton & Hove statutory functions - £184,000 per annum 2013-2016
- Funding to deliver the Independent NHS Complaints Advocacy Service - £71,000 per annum 2013-2016

7.3 LINK legacy

The LINK Brighton & Hove, with support from the LINK Host will be in place until 31st March 2013. Between now and then they are pulling together what is known as the LINK Legacy. The legacy contains the processes, policies, activities, operational areas, along with the specific knowledge and skills used to deliver the LINK functions.

Included in the legacy are the volunteers that have been essential to the delivery of specific functions, such as Enter & View.

The LINK Legacy will be passed to the successful bidder for Healthwatch Brighton & Hove to ensure that Healthwatch Brighton & Hove builds on the positive work that has been achieved and increase the opportunities for a seamless transition between the two structures; LINK and Healthwatch.

7.4 NHS Independent Complaints Service

The current NHS Independent Complaints Service is provided through a Department of Health Contract held at a national level. As the Local Authority is being asked to procure this service locally there is work being done to scope how best to ensure that there is no break in service to those residents who are currently using the service.