

Commissioning a local HealthWatch organisation for Leeds

Outcomes of the consultation with partner organisations

Question 1

The LINK are recommended to report on their relationship building with key stakeholders, how has the Leeds LINK or the Host organisation sought to build relationships with your organisation?

Partner Organisation	Summary of Response
NHS Airedale, Bradford and Leeds	The Host attends NHS events to promote the LINK NHS Leeds is a member of the LINK Steering Group Recently the LINK have met with CEO/executives Joint working protocol in place
Leeds Partnership Foundation Trust	Host offered a place on the Involving People Council Rep from the Trust on the LINK Steering Group Recently the LINK have met with CEO/executives One enter and view visit to an inpatient service
H3+	Through locality based public meetings LINK newsletter
Leodis	One meeting this year with LINK Chair and Chief Executive of Leodis
Leeds Teaching Hospitals Trust	Progress has been made recently in relationship with LINK and Host organisation – now establishing a productive and pro-active relationship LINK members of the Trust Board & Patient Experience Sub-committee and have been involved in improvement activity eg Hospital Food Group. Rep from the Trust is a member of the LINK Steering Group LINK meets quarterly with Trust lead officers Host responsive to requests for information and involvement.
Leeds Community Healthcare NHS Trust	Proactively established a relationship with the LINK.

Question 2

Taking into account any evidence you may have or be aware of in relation to the work of the Leeds LINK, to what extent has the LINK influenced the services that your organisation provides or commissions?

Partner Organisation	Summary of Response
NHS Airedale, Bradford and Leeds	Some influence in a limited number of areas The LINK could make more proactive recommendations to NHS as a commissioner from work they have done
Leeds Partnership Foundation Trust	Some influence in a limited number of areas.
H3+	Some influence in a limited number of areas More related to their own issues as a new organisation not having fully developed external relationships.
Leodis	No influence No real contact with LINK
Leeds Teaching Hospitals Trust	Some influence in a limited number of areas Challenging for LINK to exert high level of influence due to the number of statutory organisations. However, lack of strategic thinking and dialogue has led to a limited influence in service provision and developments. Opinion and feedback has an anecdotal nature in its presentation and delivery.
Leeds Community Healthcare NHS Trust	Some influence in a limited number of areas Good relationship; held to account on a small number of service issues. Focus of LINK meetings not on their service area. LINK a strategic partner in the successful NESTA bid. LINK good reference group for planned service developments.

Question 3

To what extent do you believe that barriers within your organisation may have affected the influence of the LINK?

Partner Organisation	Summary of Response
NHS Airedale, Bradford and Leeds	Limited Influence Not all parts of NHS understand what LINK is PPI team actively tries to ensure that there are no barriers.
Leeds Partnership Foundation Trust	Limited Influence Endeavoured to work positively with the LINK and respond to their requests, and made working with them as easy as possible.
H3+	Major effect Lack of capacity and PPI strategy not fully developed
Leodis	No effect Leodis has not put up barriers but their has been no engagement about any joint project working relationships
Leeds Teaching Hospitals Trust	Moderate effect Trust not always taken a pro-active step to develop relationship with LINK. The pace of change, the number of audiences they engage with and the `must do` requirements often provide challenges and barriers.
Leeds Community Healthcare NHS Trust	No effect Proactive relationship with Officers attending LINK meetings regularly.

Question 4

To what extent do you have confidence that the current LINK has been effective in carrying out its duties?

Partner Organisation	Summary of Response
NHS Airedale, Bradford and Leeds	Low confidence Small number of people involved; do not use the wider membership Do not use the views of the wider community Active members of the Steering Group struggle for credibility with some partners
Leeds Partnership Foundation Trust	Low confidence LINK undertaken very limited specific activity in relation to MH and LD services
H3+	Confident As far as they are aware of what those duties are
Leodis	Low confidence Little evidence of outreach by the LINK

Partner Organisation	Summary of Response
Leeds Teaching Hospitals Trust	Low confidence Questions regarding breadth of representation of LINK members and priorities Lack of strategic discussion
Leeds Community Healthcare NHS Trust	Low confidence Some effective individuals but not all have the right skills, understanding or influence to undertake their designated role within the LINK. Would need influential leadership at Executive level and a core set of competent steering group members to be an effective local HealthWatch; the group to reflect the diversity of the population.

Question 5

The Department of Health has stated in its HealthWatch Transition Plan (March 2011) that local authorities have the freedom to decide how to develop HealthWatch. The options open to Leeds City Council are:

Option 1 Develop the Leeds LINK to become local HealthWatch

Option 2 Undertake a tendering exercise to procure a local HealthWatch organisation.

What would be your preferred option?

Partner Organisation	Option
NHS Airedale, Bradford and Leeds	Option 2 To ensure the successful establishment of the HealthWatch organisation and the wider responsibilities this will bring.
Leeds Partnership Foundation Trust	Option 2 Would enable the LA to test out other potential providers.
H3+	Option 2 Open transparent process and enable potential innovation in ways of delivering public involvement
Leodis	Option 2 Open tendering exercise would demonstrate that HealthWatch will be an exciting new, dynamic and enthusiastic Organisation and not just a convenient change of name for an existing organisation.
Leeds Teaching Hospitals Trust	Option 2 Would support the transparency of the process and allow the assessment of different options that would be available and beneficial to support improvements in health care across the city
Leeds Community Healthcare NHS Trust	Option 2 Keen to see an effective body that can add value.