

Leeds Health & Wellbeing Board

Report author: Tanya Matilainen, Director,
Healthwatch Leeds
Tel: 01138980035

Report of: Healthwatch Leeds

Report to: The Leeds Health and Wellbeing Board

Date: 10 June 2015

Subject: Update on work to progress outcome 4 of the Joint Health and Wellbeing Strategy: People are involved in the decisions about them.

| | | |
|--|------------------------------|--|
| Are there implications for equality and diversity and cohesion and integration? | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |
| Is the decision eligible for Call-In? | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |
| Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number: | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |

Summary of main issues

This paper provides a brief update for the Health and Wellbeing Board on the progress of work in the city to make local people's voices stronger in health and social care. In particular it describes the standing group to improve joint working and knowledge set up in July 2014 (People's Voices Group) and gives examples of specific areas where progress has been made towards identifying key issues for local people and reducing duplication.

Recommendations

The Health and Wellbeing Board is asked to:

- Promote the involvement and engagement of the local people in Leeds in all stages of service planning and delivery, and take a view on progress since the start of the Joint Health and wellbeing Strategy in involving people in their care.
- Support work to share and improve local voices through shared approach and recruitment of patient and lay representatives across the city
- Identify further gaps in engagement and involvement around Health and Social care that the People's Voices Group could lead on addressing
- Note the all-age character of this outcome, including recent work to map engagement with Children and Young People through Leeds Beckett University

1 Purpose of this report

- 1.1 To update the Health and Wellbeing Board on progress of the work for Outcome 4: People are involved in decisions made about them.

2 Background information

- 2.1 On 29 January 2014 Leeds Health and Wellbeing Board received a report scoping the adult engagement activity across the city. The HWBB supported the proposal to establish a standing group to support improvement and good practice, ensure linkages to wider citizen engagement work and to demonstrate how people have a voice and influence in decision making. There was also an ambition to identify the three top quality issues for local people. This report offers a brief update on some of the progress made to meet this ambition, and offers some examples of work recently achieved which shows greater join-up of engagement and involvement activities in the city.

3 Main issues

- 3.1 A key achievement in meeting the Board's strategic commitment to involvement has been the establishment of a standing group the People's Voices Group, a citywide group tasked with joining up engagement and involvement work in the Leeds. The group is well attended and has shared learning and key issues leading to improved working practices. All of the statutory health and care commissioners and providers in Leeds were invited to nominate a representative and to present an update on their work in July 2014. The group has worked towards identifying joint methodology to feedback the top issues and learning from any engagement undertaken and to share plans to improve reach. Following a review in March 2015 there was a unanimous commitment for further joint reporting of key themes that will collect the top issues on quality that local people raise and share plans and learning for future engagement. Please see attendance list and terms of reference attached
- 3.2 There is a linkage to the wider citizen involvement work in Leeds and to the voluntary sector through a representative from the four forums network (Volition, Tenfold, Physical and Sensory Impairment Network, Older People's Forum). The participants use their networks and communication channels to raise awareness of opportunities for local people to have their voice heard or to participate. Good practice examples include the promotion of the maternity services consultation led by NHS South East Leeds CCG and joint work on supporting patient leaders coordinated by NHS Leeds West CCG. (See case study included below)

3.3 Key case study:

In Leeds, emotional and mental health is recognised by the Integrated Commissioning Executive (ICE), the Transformation Board and the Children's Trust Board as one of the Joint Commissioning priorities for the children's programme. The Integrated Commissioning Executive has supported the whole system approach to re-commissioning services.

3.4 What did we do?

During December and January the engagement team pulled together both local and national patient experience focussing on what both children and young people and parents and carers have said a good mental health service would look like. Also during this period, Health Watch Leeds - together with Young Minds - undertook a local survey and carried out some focus groups. The focus groups avoided duplication and gave the CCG the opportunity to talk to young people about the potential new model and receive some feedback. The new model of care will now progress to a formal consultation. Patient Experience Lead, NHS South and East CCG.

There are a number of clear examples of increased joined-up working as a result of the work of the Peoples Voice Group (PVG):

Work that is being taken forward to address some of the concerns raised by communities in relation to the food that is provided in hospital. This was first highlighted as an issue at PVG, and resulted in Leeds Teaching Hospitals NHS Trust (LTHT) linking with the community groups supported by Leeds City Council, to hear those concerns. 'As a consequence LTHT are in the process of setting up a hospital food group to address concerns identified'. Head of Patient Experience, LTHT

The Social Care Community Forum for Race Equality (SCCFRE), which has been in operation for many years, is getting stronger and at the last meeting in February had over 50 members turn up to the meeting. 'With the forum we are still looking at food in the hospitals and I hope to develop this further not only the food but also looking at the chaplain service in the hospital in relation to diverse communities' Consultation and Involvement Officer LCC

Hearing about joint-up work undertaken by others in order for partners to inform future direction – for example the work undertaken by NHS Leeds West CCG to establish an 'expert patient' forum. 'This provides an opportunity for collaborative working and enables organisations to work together to achieve the same outcome, rather than" reinventing the wheel".' Head of Patient Experience, LTHT

The mapping of engagement with Children and Young People with a survey now being collated by Leeds Beckett University, (the survey closed at the end of May 2015 and outputs will be shared after analysis with all stakeholders.

A sub-group to improve local people's experience and understanding of the formal complaints process was established in September 2014 and is working to improve the current information and pathways. Leeds City Council complaints teams for adults and children, together with the complaints leads of the NHS in Leeds and Leeds Independent Complaints Advocacy jointly promote more accessible and consistent information and share good practice, particularly on joint complaints. Supported by the Leeds Beckett University, the group is now reviewing methods to collate a key themes report across Leeds to get a city wide picture of issues raised formally. This work should be the beginning of identifying the top three quality issues for local people, an ambition of the original Health and Wellbeing Board remit. The group is working to develop Leeds wide shared standards for good practice based on national recommendations.

'The city wide complaints group, chaired and supported by Healthwatch Leeds, has given us all an opportunity to improve joint work and share learning, leading to an improved experience of the complaints process for local people.' Heads of Complaints, ASC LCC

4 Health and Wellbeing Board Governance

4.1 Consultation and Engagement

4.1.1 All of the statutory health and care commissioners and providers in Leeds were invited to nominate a representative and to present an update on their work in July 2014. The People's Voices group has continued to meet every second month since then and as well as sharing key messages and learning has also had sessions on shared learning needs including improved utilisation of social media. Leeds Beckett University provides policy updates with Professor Mark Gamsu attending the meetings; he has also led on the scoping of engagement with children and young people in the city.

4.2 Equality and Diversity / Cohesion and Integration

4.2.1 The work of the People's Voices Group and the Complaints Sub-Group maximises the opportunities for engaging with a broad range of people including people who are described as "seldom heard". The sharing of good practice and promotion of opportunities ensures a wider reach and the sharing of plans for future engagement reduces duplication. The engagement frequently focuses on service review or re-design, which supports the cohesion and integration agenda.

4.3 Resources and value for money

4.3.1 The activity is supported and co-ordinated by Healthwatch Leeds as agreed in the January 2014 Health and Wellbeing Board, as part of the Healthwatch core role of making local voices stronger. Each participant covers their time and travel costs.

4.4 Legal Implications, Access to Information can Call In

4.4.1 The report is public. 'There are no access to information and call-in implications arising from this report'

4.5 Risk Management

4.5.1 The current work is being resourced both through the national funding for local Healthwatch and the local statutory organisations absorbing their own costs for participation. As all public sector funding is consistently reduced that may have an impact of the effective co-ordination and participation in the Leeds wide work.

5 Conclusions

5.1 This report provides evidence of the work that has been progressed since the last report to the Health and Wellbeing Board. A city wide People's Voices group to progress joint work and learning has been set up and is providing a platform for shared learning and co-ordination of engagement across the city. The group has agreed to share key issues and feedback in each meeting. A specific challenge to improve people's experience of complaints has been identified and a sub-group to improve current practice and reporting set up, producing more accessible information and good practice examples.

5.2 The collaboration between the stakeholders of the group has improved the reach of the network in the city, raising awareness of opportunities for local people to have their say.

6 Recommendations

6.1 The Health and Wellbeing Board is asked to:

- Promote the involvement and engagement of the local people in Leeds in all stages of service planning and delivery, and take a view on progress since the start of the Joint Health and Wellbeing Strategy in involving people in their care.
- Support work to share and improve local voices through shared approach and recruitment of patient and lay representatives across the city
- Identify further gaps in engagement and involvement around Health and Social care that the People's Voices Group could lead on addressing
- Note the all-age character of this outcome, including recent work to map engagement with Children and Young People through Leeds Beckett University