

Health and Wellbeing Board 24th November 2011

Establishing the Public Involvement Board

This report outlines:

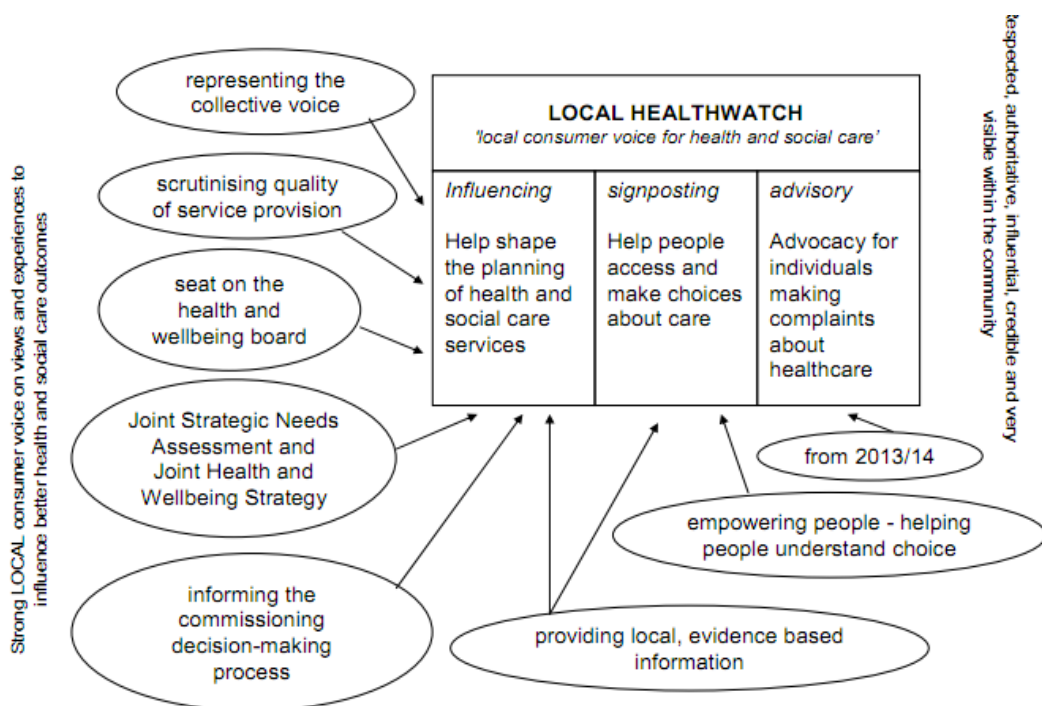
- Progress and plans towards commissioning of **Oxfordshire’s Local HealthWatch**
- Plans for developing the **Public Involvement Board** within the proposed Health and Wellbeing Board arrangements

Oxfordshire’s Local HealthWatch

Under the Equity and Excellence: Liberating the NHS 2010¹ and the Health and Social Care Bill 2011², new proposals were announced for establishing a new national and local Healthwatch. The vision for the Local Healthwatch is to be a new independent ‘consumer champion’ for users of health and social care services. The national HealthWatch will provide intelligence from people’s experience and views locally, provide appropriate training to influence and advise the Care Quality Commission, Monitor and the Secretary of State, so as to influence and shape national policy and planning in the overall provision of high quality Care.

Locally, it is proposed Oxfordshire HealthWatch will:

- Support and enable people to share experiences, views and be involved in shaping policy and services
- Make those views known, with recommendations for improvement
- Provide advice and information about access and choices
- Provide an advocacy service and make available a complaints service (from 2013)



What are the plans in Oxfordshire?

The Local Authority will have responsibility for commissioning the Local HealthWatch, drawing on the significant experience of existing providers (e.g. the Local Involvement Network (the LINK))

¹ www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/@dh/@en/@ps/documents/digitalasset/dh_117794.pdf

² www.dh.gov.uk/en/Publicationsandstatistics/Legislation/Actsandbills/HealthandSocialCareBill2011/index.htm

and others). Oxfordshire was successful in submitting a bid to the Department of Health to be a 'Local HealthWatch Pathfinder' and aims to agree a model for commissioning through an extensive engagement exercise, developed with the Interim Steering Group (which includes the LINK, Primary Care Trust (PCT) and users/carers). The consultation will run through late November, culminating in a Stakeholder event on 28th November 2011. It includes:

- Questionnaires in a range of formats distributed through the OCC e-portal, facebook and partners routes (e.g. Talking Health, City and District Council Citizen Panels etc)
- 2 café-style workshops for users and carers (including children, young people, parents, carers, adults and older people drawn from a wide range of diverse groups)
- 4 focus groups for the LINK members, Council Members, Voluntary and Community Groups, and professional stakeholders
- Discussion at Oxfordshire Youth Parliament and Oxfordshire Children's Parliament
- Outreach to targeted/marginalised groups

An independent consultant, Jessie Cunnett, who has extensive national experience in supporting Local Authorities to develop their Local HealthWatch, and has been employed to support and advise the Interim Steering Group in shaping and facilitating the consultation.

The findings will be collated through December and final commissioning specifications agreed in January 2012.

Health and Wellbeing Board

The current Chair of the Oxfordshire LINK, will, on an interim basis (pending the commissioning of HealthWatch), act as the representative on the Health and Wellbeing Board, and will Chair the Public Involvement Board.

Public Involvement Board

The Public Involvement Board (PIB) will be developed in collaboration with the LINK, Oxfordshire Clinical Commissioning Group (OCCG), existing user-representative organisations and users/carers.

It will aim to:

- bring together the many diverse voices of children, young people, parents, carers, adults and older people in Oxfordshire, who receive and use public services (including health, social care, leisure, transport, housing, schools, community safety, arts, play etc)
- ensure everyone has the opportunity and democratic right to have a voice (including the most vulnerable, disadvantaged and vulnerable people)
- strengthen and formalise their voice and co-participation in strategic planning and evaluation, ensuring a clear focus on prioritised outcomes, which people want and are considered will make a difference
- hold a 'challenge' role within the Health and Wellbeing Board structure, which strengthens customer accountability and ensures direct feedback on impact
- join-up and rationalise engagement and involvement activity across OCCG and Oxfordshire County Council (OCC), to prevent duplication and maximise resource, in collaboration with HealthWatch
- create a joint Engagement Strategy (from 2012/3).

In order to create a board which involves a balance of users, carers, representative groups and the general public, it is proposed that findings from two consultations which are completing in

November 2011 are drawn on: the Local HealthWatch consultation (outlined above), and a consultation on a proposed Communications and Engagement strategy and model for the OCCG (involving six workshops held in locality areas across Oxfordshire).

These consultation findings will be collated and will provide the framework for a Workshop in February 2012, convened by OCC Engagement Manager, to discuss and agree:

- the vision and role of the Public Involvement Board
- performance and outcome measures for the Board
- membership of the Board
- terms of reference
- support and co-ordination of the Board

A Stakeholder Audit will ensure invitations are extended to user-representative organisations, engagement forums and users/carers, with a balance between all stakeholder groupings. The balance will include people/forums of all ages, including children, young people, parents, carers, adults and older people, (see diagram below).

The outcome of these discussions will lead to an agreed model, with a first PIB meeting planned for April 2012.

Alison Partridge, Engagement Manager, Oxfordshire County Council

Creating a Public Involvement Board

