

Patient and Public Engagement Committee 2020/2021

Date of Meeting:	09 July 2020
Agenda Item:	2.3
Subject:	Third Sector Members Update: Healthwatch
Reporting Officer:	Kate Jones
Aim of Paper:	For Information

Governance route prior to PPEC	Meeting Date	Objective/Outcome
Governing Body	Select date of meeting.	Click to Select
Audit Committee	Select date of meeting.	Click to Select
Strategic Place Board	Select date of meeting.	Click to Select
Integrated Commissioning Board	Select date of meeting.	Click to Select
Locality Engagement Group	Select date of meeting.	Click to Select
Patient and Public Engagement Committee	Select date of meeting.	Click to Select
Quality and Safeguarding Committee	Select date of meeting.	Click to Select
Remuneration Committee	Select date of meeting.	Click to Select
Clinical and Professional Advisory Panel	Select date of meeting.	Click to Select
Primary Care Commissioning Committee	Select date of meeting.	Click to Select
Information Governance Management Group	Select date of meeting.	Click to Select
Other	Click here to enter text.	

Patient and Public Engagement Committee Resolution Required:	For Information Only
Recommendation	For information.

Link to Strategic Objectives	Contributes to: (Select Yes or No)
SO1: To be a high performing CCG, deliver our statutory duties and use our available resources innovatively to deliver the best outcomes for our population.	Yes
SO2: To deliver on the outcomes of the Locality Plan in respect of Prevention and Access (Prevention and Self Care)	No
SO3: To deliver on the outcomes of the Locality Plan in respect of Neighbourhoods & Primary Care (Getting help in the Community)	No
SO4: To deliver on the outcomes of the Locality Plan in respect of In Hospital - Planned (Getting more help)	No
SO5: To deliver on the outcomes of the Locality Plan in respect of In Hospital - Urgent Care (Getting more help)	No
SO6: To deliver on the outcomes of the Locality Plan in respect of Children, young people and families	No
SO7: To deliver on the outcomes of the Locality Plan in respect of Mental Health	No

Risk Level: (To be reviewed in line with Risk Policy)	Not Applicable
Comments (Document should detail how the risk will be mitigated)	N/A

Content Approval/Sign Off:	
The contents of this paper have been reviewed and approved by:	Not applicable
Clinical Content signed off by:	Not applicable
Financial content signed off by:	Not applicable

	Completed:
Clinical Engagement taken place	Not Applicable
Patient and Public Involvement	Not Applicable
Patient Data Impact Assessment	Not Applicable
Equality Analysis / Human Rights Assessment completed	Not Applicable

Executive Summary

Implemented at pace, Healthwatch Rochdale have been supporting the emergency response efforts and have assigned a substantial part of resource to the local response centres to support and successfully train volunteers dealing with telephone enquiries. Our service has also incorporated additional resource for residents in need of information, advice and signposting, due to the impact of Covid-19.

In addition to this we continue to provide a digital information service to help people understand and access health and care services in the Rochdale area.

Healthwatch Rochdale have now embedded an online hub of information about Covid-19 which can be viewed on our website. This contains both local and national information. This is updated on a daily basis. This can be accessed; <https://healthwatchrochdale.org.uk/coronavirus> .

We are also here to continue to capture people's experiences in order to help to improve local services. Our trained staff can help to:

- Find out about health and care services near you
- How to access the support and advice you need
- What to do if you have a concern or complaint

Healthwatch Rochdale has led and coordinated a communication multi-agency working group which brings professionals from the public and third sector together in an effort to ensure local and consistent messages are being shared with the population, specifically for those who are vulnerable or require additional support. The objectives of the group are to:

- Ensure Rochdale borough communities and stakeholders are warned and informed about the nature of the COVID-19 outbreak and how it affects them and local services.
- Ensure consistency of messaging across all organisations in the third sector.
- Reduce the impact of any risks or vulnerabilities to the response to the crisis through early identification and robust comms.
- Address inaccuracies and public concerns by working to quickly counter disinformation.

As an organisation we are known to be a credible and reliable source of information for Rochdale borough residents. So, as we continue responding and adapting to the coronavirus pandemic, we are aware there is a significant amount of information being shared with people and with local organisations. This can lead to confusion, at a time when people more than ever need clarity. Therefore, we have developed a fortnightly bulletin called #TogetherRochdale to try and bring our key health and care messages together in one place, so that you have the most reliable information to share with your networks. We know there are lots of other work happening right

across the borough, to help all local people, especially those in greatest need.

In relation to gathering feedback, as an independent health and social care champion, Healthwatch Rochdale has been gathering experiences of Rochdale borough residents in relation accessing healthcare during COVID-19. This survey has received over 600 responses, and 100 people have asked to be apart of future discussion using online focus groups. The feedback from the survey will be used by Rochdale Borough Council and the NHS to help identify issues and make sure everyone continues to receive safe and high-quality care.

Healthwatch Rochdale have developed and implemented an online campaign to obtain feedback about issue specifically around service change and access focusing on mental health services and GP's which align to our business plan priorities.

Healthwatch Rochdale has published their 2019/20 Annual Report 'Guided by you' demonstrating how the people of the Rochdale borough have made a difference to local NHS and social care services. The annual report outlines the work of Healthwatch Rochdale over the last twelve months, the impact this work has made and details of future plans.

The Annual Report highlights that in 2019/20:

- 370 local people shared their experience of health and social care services with us
- 1213 people were given information, advice and signposting support online, by phone and face to face
- 541 people spoke with us in the community about the role of Healthwatch
- 8 Enter and View Reports were published with 32 recommendations for improvement

https://healthwatchrochdale.org.uk/sites/healthwatchrochdale.org.uk/files/Healthwatch%20Rochdale%20Annual%20Report%202019_20.pdf

Due to staff changes within the organisation, Healthwatch Rochdale have recruited a number of new roles which include an Engagement Co-ordinator and a Volunteer, Involvement Officer and Administration Support Officer.