

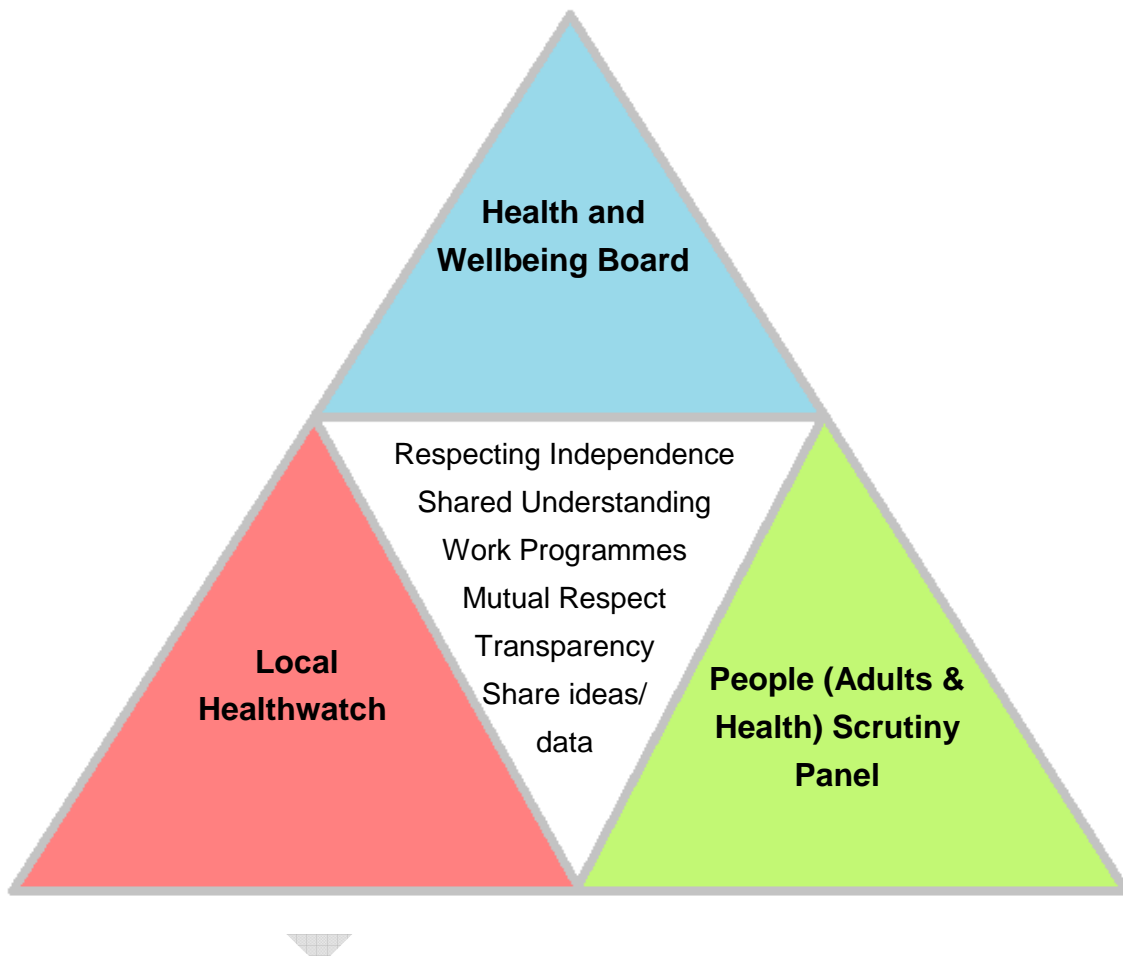


Rutland
County Council



healthwatch
Rutland

WORKING TOGETHER TO IMPROVE OUTCOMES FOR THE PEOPLE OF RUTLAND (DRAFT)



Appendix A Report No. 274-2013

**PROTOCOL BETWEEN THE RUTLAND HEALTH AND WELLBEING BOARD, THE
RUTLAND COUNTY COUNCIL PEOPLE (ADULT & HEALTH) SCRUTINY PANEL
AND HEALTHWATCH RUTLAND**

This protocol aims to help local leaders and others to understand the independent, but complementary, roles and responsibilities of Rutland Health and Wellbeing Board, Rutland County Council People (Adult & Health) Scrutiny Panel and Healthwatch Rutland. Its purpose is to ensure that:

- (i) Mechanisms are put in place for exchanging information and work programmes so that issues of mutual concern/interest are recognised at an early stage and dealt with in a spirit of co-operation and in a way that ensures the individual responsibilities of the Health and Wellbeing Board, People (Adult & Health) Scrutiny Panel and Healthwatch Rutland are managed;

- (ii) There is a shared understanding of the process of referrals and exchange of information and arrangements are in place for dealing with these.

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**Chair of the
Health and Wellbeing
Board**

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**Chair of the
People (Adult & Health)
Scrutiny
Panel**

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**Chair of
the
Healthwatch
Board**

DATE/...../2013

ROLE OF THE HEALTH AND WELLBEING BOARD

The membership of the Health and Wellbeing Board (the Board) is set out in the Health and Social Care Act 2012 and comprises elected members, County Council officers and representatives of partner organisations.

The Board has been appointed by Rutland County Council as a statutory panel of the Local Authority to:-

- (i) Discharge directly the functions conferred on Rutland County Council by Sections 195 and 196 of the Health and Social Care Act 2012 or such other legislation as may be in force for the time being;
- (ii) Carry out such other functions as Rutland County Council's Executive may permit.

[Note: Rutland County Council has yet to decide to delegate any additional functions to the Board.]

The main aims of the Board are:-

1. To identify needs and priorities across Rutland and publish and refresh the Rutland Joint Strategic Needs Assessment (JSNA), so that future commissioning/policy decisions and priorities are based on evidence.
2. To prepare and publish a Joint Health and Wellbeing Strategy (JHWS) and Plan on behalf of Rutland County Council and East Leicestershire and Rutland Clinical Commissioning Group (ELRCCG), so that work is done to meet the needs identified in the JSNA in a co-ordinated, planned and measurable way.
3. Provide strategic coordination of commissioning services across NHS, Social Care, Public Health, Children's Services and other services that the board agrees impacts on the wider determinants of health.

To do this the Board will:-

4. Communicate and engage with local people on how they can achieve the best possible quality of life and be supported to exercise choice and control over their personal health and wellbeing by working with other stakeholders.
5. Have oversight of the use of relevant health and social care resources across the whole of the public sector so it can support the integration of health, social care and public health.
6. Monitor performance against agreed targets, service standards and patient safety across the local health and social care sector so as to inform future commissioning.

For more information regarding the working arrangements of the Board please visit http://www.rutland.gov.uk/rutland_together/health_wellbeing_board.aspx

ROLE OF THE PEOPLE (ADULT & HEALTH) SCRUTINY PANEL

The People (Adult & Health) Scrutiny Panel is a Rutland County Council Panel comprising of democratically elected members. It acts as a lever to improve the health of local people and ensure that the needs of local people are considered as an integral part of the delivery and development of health services. It is also responsible for reviewing and scrutinising any matter relating to the planning, provision and operation of health services within the area administered by Rutland County Council.

The Panel can hold NHS bodies to account for the quality of their services through powers to obtain information, ask questions in public and make recommendations.

In undertaking the above, the Panel will work with the relevant regulatory bodies and with Healthwatch Rutland (HWR) which also has a monitoring role.

The Panel recognises the strategic role of the Health and Wellbeing Board and the importance of its own role in scrutinising and supporting the work of that Board through the scrutiny of outcomes and their impact on patient experiences, which in turn will help inform commissioning decisions.

For more information regarding the operation of the People (Adult & Health) Scrutiny Panel please view Rutland County Council's Constitution at: <http://www.rutland.gov.uk/pdf/Part%204%20-%20Procedure%20Rules%20190-229%20-%20SCRUTINY%20-%20Revision%20-%20Aug%202013a.pdf>

ROLE OF HEALTHWATCH RUTLAND

Each top tier Local Authority has the statutory responsibility for ensuring a Local Healthwatch service is available in their area. Rutland County Council has commissioned Healthwatch Rutland (HWR), which will not only operate in Rutland, but also with neighbouring Local Healthwatches where it is necessary in relation to services covering a wider area.

Whilst recognising its independent role, Healthwatch Rutland, by virtue of the fact that it has representation on the Health and Wellbeing Board and is a participating observer of the ELRCCG, will need to engage in a constructive way with key commissioning bodies.

The Key Roles of Healthwatch Rutland are to:

- Be a consumer champion for Health and Social Care;
- Engage with local communities, including those who are vulnerable or often unheard;
- Engage with the voluntary sector and patient led groups;
- Monitor, Review and Challenge the commissioning and provision of health and social care services ;
- Provide a signposting service to give information and help the public to find out about the care choices available to them;
- Provide information to service providers on public and patient experiences and hold service providers to account;
- Take on the work of the Local Involvement Networks (LINKs);
- Represent the views of people who use services, carers and the public on the Health and Wellbeing Board;
- Report concerns about the quality of health care to Healthwatch England who can then recommend that the Care Quality Commission take action.

To carry out these roles, Healthwatch Rutland will:-

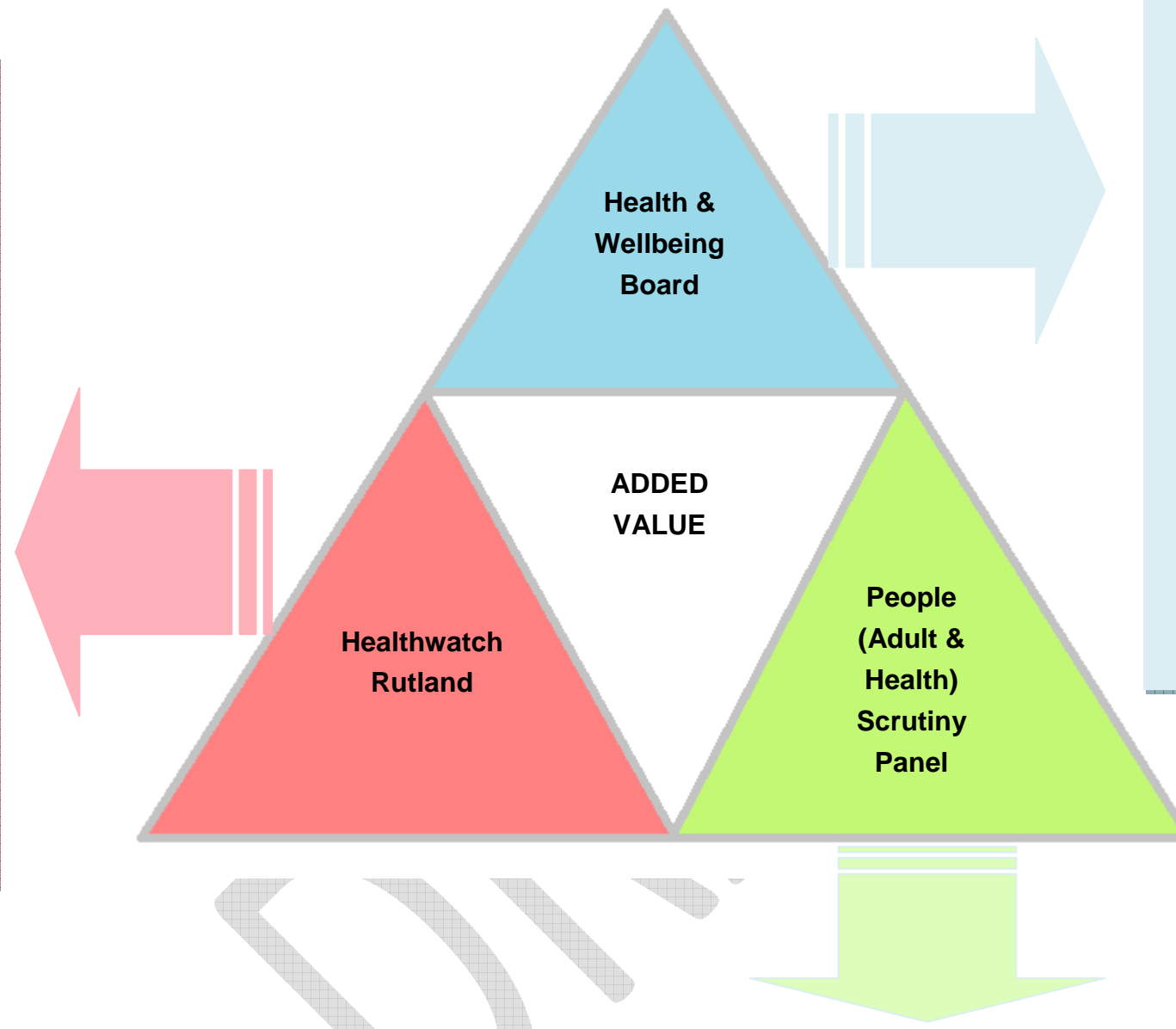
- Collect and share relevant public opinions/experiences in an evidence based approach;
- Have oversight of trends and local issues;
- Access the Healthwatch England repository of information;
- Consider service changes;
- Exercise its statutory Enter and View power;
- Hold regular discussions with commissioners and providers.

For more information about the role and function of Healthwatch Rutland please visit <http://www.healthwatchrutland.co.uk/>

~~Healthwatch Rutland has a statutory power to refer matters to Healthwatch England who can then recommend that the Care Quality Commission take action. It can also raise concerns with the Scrutiny Panel.~~

Working together for better outcomes: the relationship between the three bodies and how each can bring value to the other

- Share information from networks of voluntary and community groups
- Gather and present evidence and information for the JSNA and support council scrutiny reviews
- Use good public engagement to demonstrate up to date experiences of people who use services
- Highlight concerns about services to the Scrutiny Panel
- Cascade information to people who use services and the public about services that are available
- Work with the Board and the Panel and provide information and comments as the public champion;
- Regularly inform the Panel of current issues
- Provide the Panel with information as required and/or requested for specific topics and issues regarding patients and users experiences and access to services (subject to available resource);



- Bring together individual and organisational knowledge, expertise and experience
- Develop an area-wide view of health and social care needs and resources through the JSNA
- Agree area-wide alignment of services to deliver improved health and wellbeing through the JHWS
- Facilitate shared understanding of information to improve outcomes from decision making
- Inform/refer to the Scrutiny Panel any concerns regarding commissioning intentions, including the assessed impact on patients, and seek its views;
- Update the Scrutiny Panel on its progress with the JSNA and the JHWS and seek its views;
- Take account of and respond to the opinions of HWR;
- Take account of and respond to any comments submitted by the Scrutiny Panel.

- Be a bridge between professionals and people who use services
- Bring a collective memory of public engagement, policy development and local knowledge about community needs and assets
- Be a valuable 'critical friend' through transition and beyond e.g. question Senior Managers of relevant NHS bodies and relevant health service providers
- Evaluate policies arising from processes and decisions and outcomes from services
- Consider whether service changes are in the best interests of the local health service
- Carry out pro-active qualitative reviews that can inform and enhance policy and services
- Scrutinise and comment on the JSNA and the JHWS;
- Inform/refer to the Board any findings of concern regarding the commissioning or delivery of NHS and care services, including any locally perceived gaps and relevant patient experiences;
- Scrutinise the effectiveness and impact of NHS commissioned services and care services and advise the Board of issues/concerns to be reflected in future commissioning plans;
- Inform the Board of any responses given to consultations or other statutory documents;
- Take account of the opinions and views of HWR.

Diagram based on the CfPS working together for better outcomes model: "Local Healthwatch, health and wellbeing boards and health scrutiny: Roles, relationships and adding value"

WORKING PRINCIPLES

Given the common aims of the Health and Wellbeing Board, People (Adult & Health) Scrutiny Panel and Healthwatch Rutland are to improve health outcomes and ensure the commissioning and delivery of high quality, appropriate and efficient services, it is vital that they:-

- (i) Work in a climate of mutual respect, courtesy and transparency in partnership;
- (ii) Have a shared understanding of their respective roles, responsibilities, priorities and different perspectives;
- (iii) Promote and foster an open relationship where issues of common interest and concern are shared and challenged in a constructive and mutually supportive way;
- (iv) Share work programmes and information or data they have obtained to avoid the unnecessary duplication of effort.

Whilst recognising the common aims and the need for closer working, it is important to remember that the Health and Wellbeing Board, People (Adult & Health) Scrutiny Panel and Healthwatch Rutland are independent bodies and have autonomy over their work programmes, methods of working and any views or conclusions they may reach. This protocol will not preclude any individual body from working with any other local, regional or national organisation to deliver their aims.