

## Healthwatch Essex: Proxy Projects 2012/13

### 1. Issue

1.1 Whilst in its shadow form Healthwatch Essex will commission a limited number of projects to demonstrate scope, reach and impact.

1.2 Executive members are asked to consider and endorse the recommendations set out in paragraph 5

### 2. Background

2.1 At the 25 April Healthwatch Essex executive meeting, Members participated in an exercise to consider potential projects that could be delivered by Healthwatch Essex in the period up to April 2013. The projects are set out in detail in Appendix A.

2.2 Executive Members considered the following features of potential projects:

- Impact
- Engagement with partners
- Delivery mechanism
- Resource implications

### 3. Principles

3.1 In determining what project themes and projects should be taken forwards the following Principles need to be taken into consideration:

- **Additionality:** The projects commissioned by Healthwatch Essex have to provide value above and beyond what would be expected of usual statutory services.
- **Measurability:** Projects need to be deliverable and demonstrable within the tight timeframe of the shadow Healthwatch Executive (April 2013)
- **Ownership:** Projects need to be owned and driven by the Healthwatch Executive – which reflects the views of the citizens of Essex.
- **Integrative impact:** Projects need to be cross-cutting and engage across health, social care and public health
- **Practicability:** Projects need to act as proxies for what is achievable within the scope and reach of Healthwatch Essex
- **Profile:** The projects need to raise the profile of Healthwatch Essex and be an integral element of the communications plan
- **Reputation:** Projects need to be visible and enhance the reputation of the emerging Healthwatch Essex function
- **Replication:** Projects must not replicate work previously commissioned by LINKs, but where appropriate could build on the successes of previously undertaken work.

### 4. Scoping

4.1 The proposed projects set out in Appendix A were reviewed as part of a multi-agency scoping exercise. This identified a number of projects which would have the greatest impact. An options appraisal spreadsheet (to be tabled at the meeting) will be made available as a separate document.

4.2 The options appraisal exercise identified *inter alia* the following issues:

- Adult Social Care are undertaking work to review home from hospital services and the carer's strategy. These are very important areas; however some of the principles including additionally and ownership are not met.
- LINks has undertaken a number of research projects which include hospital discharge; mental health and dementia (See the principle of replication in paragraph 3).
- On review of the potential projects there were also some omissions from the list, these included 'hard to reach' groups, children and young people.

## **5. Recommendations**

5.1 The executive are asked to support the development of the following projects:

1. The barriers to people accessing health checks, especially men with potentially high impact risks such as bowel cancer
2. Understanding young peoples experience of sexual health services and sex education, to improve appropriateness and accessibility.
3. Mechanisms to bring user/citizen input into the JSNA, which would support the development of our working structures.
4. Understanding user experience of maternity services, to improve county-wide commissioning and delivery

5.2 These recommendations include projects identified by the Executive and additional or refocused projects identified as part of the multi-agency scoping exercise. There may be the potential for additional project work as we move closer to March 2013.

## **6. Resources**

6.1 The projects identified will require a dedicated project manager, which is outlined in the paper on staff resources, plus communications and the commissioning of researchers. The cost of the projects will be within budget constraints and full resource costs will be provided as part of detailed projects plans to be created.

## **7. Next steps**

7.1 The next step will be to identify project champions from the executive to provide leadership on projects committees/steering groups. A project manager will need to be recruited to design and co-ordinate the implementation of the 4 projects.

## Appendix A

VOICES OF CITIZENS				
Project Area	Impact	Engagement with partners	Delivery mechanism	Resource implications
User experiences of maternity service	Unique Help to shape maternity services JSNA Informing commissioning decision making. Understanding need	High profile for voluntary sector (WI and NCT). Links to maternity services liaison committees NHS providers	Audit/research	External commission Work with Vol Sec Work with NHS providers
Increased awareness of men's health needs – improved access to services (Understanding messaging)	Raising awareness about men's health needs General vs specific (e.g. depression, testicular cancer etc) – improvements in help seeking behaviour Public Health	Links to Men's Health Forum Working with PH Sporting venues (Football, cricket) Primary Care Private sector providers Communications experts	Focus groups/research	External commission
Giving carers a unified voice	Very high JSNA Integral to understanding broader needs of carers	NHS providers SC providers	Service audit of where carers voices are heard	?
Audit of structured home from hospital provision	Concerns raised about the economics of readmissions following poorly planned discharges	Acute care providers SC PC	Audit	External commission
Experiences of older people in A&E	High profile cases of trolley waits Breeches of 4 hour waits Experiences of people with	Acute care providers	Service audit	?

	complex needs (multiple			
Raising awareness of STDs in over 50s	Concerns about the increasing numbers of SDT cases in this population Public health profile	PH	Focus groups/research	External commission
Working with carers to deliver the dementia strategy	High profile strategy HWBB priority Giving carers a voice in delivery Informing local commissioning decision making	HWBB Local providers PVS NHS SC	Focus groups/research	External commission
Hospital to Home User experience and impact of transfer – What makes a good experience	Informing joint commissioning Reduction in readmissions	High profile for voluntary sector. Links to Community budgets Joint commissioning Health, Social Care and Public Health	Audit/research – survey	External commission Work with Vol Sec Work with statutory providers
Dementia – experience of proactivity support offered after diagnosis	High profile strategy HWBB priority Informing commissioning decision making Maintain independence at home	High profile for voluntary sector. Links to Community budgets Joint commissioning Health, Social Care and Public Health	Audit/research – survey	External commission Work with Vol Sec Work with statutory providers
Assessment processes – Who's risk, when and how.	Integration of services- best value Help to shape services countywide JSNA Develop a user focused assessment across all services	High profile for voluntary sector. Links to Community budgets Joint commissioning Health, Social Care and Public Health	Audit/research – survey	External commission Work with Vol Sec Work with statutory providers

