

HealthWatch

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Commissioning Lead for LINK/HealthWatch



- Subject to the Health and Social Care Bill, local HealthWatch organisations will be established in October 2012
- Local HealthWatch organisations will be the ‘local consumer champion across health and social care’
- Local HealthWatch will not be a ‘network’ like the LINK It will be a “body corporate” independent from the Local Authority
- This is a legal term, this would include companies with limited or unlimited liability, companies limited by guarantee, charter companies and bodies created by statute.

- HealthWatch England- the national independent champion for health and social care consumers:
- Will sit within the CQC to provide leadership and support to local HealthWatch
- Can recommend CQC investigations of poor services based on information from local HealthWatch
- Will collate information to help patients make choices about health and care
- Will give advice to the NHS Commissioning Board, Monitor and the Secretary of State.

- Strengthening the voice of patients, users of services and the public.
- Gather patients' views and make recommendations to improve services.
- Assist GP consortia to involve patients and the public in commissioning decisions by providing evidence about what local people need and want.
- Continued right to enter and view premises.
- Funded by and accountable to local authorities. It will be down to each local authority to decide their own commissioning arrangements in terms of contracting a host or setting up an independent local HealthWatch.
- Source of intelligence for HealthWatch England – report concerns about services.
- Place on new local Health and Well Being board.
- Information service to help people make choices about health and care (October 2012-PALS PCT function)
- Advocacy service for people making complaints. Again it will be for the local authority to decide if they want to commission local HealthWatch to perform this function or another provider (April 2013 –ICAS function).

Role of Local Authorities



- To ensure local HealthWatch organisations are successful and to commission them to provide services to the local community.
- To fund the work of local HealthWatch organisations and to contract support to help them carry out their work.
- To ensure that the activities and support for local HealthWatch organisations are effective and value for money.
- In the event of under-performance, the local authority will be able to intervene and, if necessary re-tender the contract to support the work of HealthWatch.
- To ensure that the focus of local HealthWatch activities is representative of the local community.
- Local Authorities will also assume responsibility for funding complaints advocacy and will be able to commission this through local HealthWatch or another suitable provider.

LINK

- LINKs are currently funded through DCLG Formula Grant. This will continue for at least the remainder of the current spending review to 2014/15 for Local HealthWatch.
- Presently receive £138,000
- £120,000 for LINK
- £18,000 for management costs

Local HealthWatch

- Funding for signposting responsibilities currently carried out by PCT PALS will be transferred from PCT's to local authorities in October 2012 (£86,175 - £112,944)
- Funding to support service-users in lodging complaints, currently carried out by the DoH commissioned Independent Complaint Advocacy Service (ICAS) will transfer to LA's in April 2013 (£56,822- £67,298)

Increased demand for signposting (PALS function)

- 2.5k 2012/13
- 5k 2013/14
- 7.5k 2014/15

Start-Up Costs

- 16k 2012/13

Total overall funding

- Min 242.5k Max 269.5k 2012/13

Management group

- The purpose of the group is to manage the contract- work plans, finance reports etc.

Engage and consult (October 11 – February 12)

- A programme of engaging and consulting the voluntary and community sector, residents, councillors and partners

HealthWatch Harrow

- Produce an options paper

Approval

- CSB
- Present to H&WB, Scrutiny
- Report to cabinet for approval

Tendering process

- Establish panel and follow legal and procurement processes