

APPENDIX A

LOCAL HEALTHWATCH IMPLEMENTATION PLAN

The 17 January 2012 letter from the National Programme Director for HealthWatch Implementation LGA, entitled “LGA/DH Healthwatch Implementation Programme: Offer of Support to Local Authorities” sets out a series of six challenges for local authority commissioners, framed under the following key questions. This Implementation Plan is structured around these questions. Responsibilities are set out in the plan, but involvement from other bodies will be critical.

1. **Focusing on Outcomes for Local People:** How will the local authority support and develop the local HealthWatch (LHW) contribution – as a strategic partner – on the health and wellbeing board (HWB)?

	Action	Start	End	Resp
a	Develop performance management outcomes aligned to the HWB and Health and Wellbeing Strategy's priorities for inclusion in the LHW specification	Mar 2012	May 2012	Notts CC

2. **Financial Arrangements:** How will the local authority make effective use of its national funding allocation for investing in local HealthWatch as part of the health and wellbeing board's statutory duty to promote patient and public involvement?

	Action	Start	End	Who
a	Confirm the scope of LHW with regard to PALS involvement	Jan 2012	Mar 2012	Notts CC
b	Undertake a gap analysis of complaints advocacy to define a service which does not duplicate current provision	Mar 2012	May 2012	Notts CC
c	Decide whether to undertake a joint procurement exercise for LHW and complaints advocacy	Jun 2012	Jun 2012	Notts CC

3. **Key Roles and Functions:** how will the local authority determine what an effective and user-centred local HealthWatch should look like?

	Action	Start	End	Who
a	Devise an engagement and communication strategy to involve all stakeholders in the development of LHW, including health sector partners	Mar 2012	Apr 2012	Notts CC
b	Develop a skills and competency framework for LHW volunteers	Apr 2012	Dec 2012	LINK
c	Undertake an Equality Impact Assessment on the LHW proposals	Oct 2012	Dec 2012	Notts CC

d	Agree how Nottinghamshire LHW will interface with Nottingham City LHW and other bordering LHWs to ensure a joined-up service for users	Apr 2012	Sep 2012	Notts CC
e	Complete procurement for LHW and complaints advocacy service to secure the new services from 1 April 2013	May 2012	Jan 2013	Notts CC

4. **Governance and Operating Framework:** How will the local authority manage a mutually complex set of local relationships, in partnership with the new local *HealthWatch*, bearing in mind its role both as the commissioning/ funding agency and as subject of scrutiny in respect of its adult social care responsibilities?

	Action	Start	End	Who
a	Develop a governance framework for inclusion in the specification for LHW	Apr 2012	May 2012	Notts CC

5. **Credibility to local people:** How will the local authority support development of local *HealthWatch* as a credible and independent local voice for NHS, social care and public health?

	Action	Start	End	Who
a	As part of the engagement and communication strategy, outline how members of the public can influence the development of LHW and input into the new working arrangements beyond 1 April 2013.	Jan 2012	Apr 2012	Notts CC

6. **Managing the Transition:** How will the local authority continue to support its LINK and/or maintain existing arrangements with its host organisation during the period up to March 2013?

	Action	Start	End	Who
a	Develop the concept of 'independent collaborator' in conjunction with the local body of volunteers	Apr 2012	Sep 2012	Notts CC

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