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Working in partnership

2019 National Contact and NNPCF Parent Carer Participation Conference
7 November 2019



Healthwatch England and the national landscape

Policy area	issue
NHSE	Long Term Plan – getting peoples views on the NHS
NHSE	Clinical Standards review into wait times for A&E and referral to treatment
Social Care	Dementia assessments and reassessments – making sure people are accurately assessed
Social Care	Dentistry in care homes – how can we improve oral health in care homes
Maternal Mental Health	Maternal mental health. The experiences of women in accessing mental health services before, during and post pregnancy
Social Care	Local Authorities and learning from complaints - becoming a learning organisation
Access to NHS services	Patient transport - getting to and from NHS services





Working in partnership 2019

Organisation	Outcome
Alzheimer's UK	Assessment and reassessment of care plans
Kidney Care UK and Age UK	Patient Transport
Baby Lifeline and Tommy's	Maternal Mental Health
General Dental Council and CQC	Dentistry in care homes



Working with Partners

Working with partners can help you to

- Deepen your understanding of an issue by working with experts and practitioners
- Reach a wider audience with your work, this will help your work to have greater impact and build your brand and reputation
- More effective use of resources to tackle common local issues rather than duplicating and diluting time and effort
- Gain better understanding of how other organisations work and how they can enable you to work more effectively and achieve more



How Healthwatch England can help facilitate partnerships

Case Study:

Healthwatch England has met with the National Network of Parent Carer Forums and Contact to discuss how we can work better together.

We can use Healthwatch as a way of gathering and sharing evidence and insight about SEND provision to those organisations that provide health and care services.

To help facilitate partnerships across the Healthwatch network, HWE has held webinars;

- for representatives of Parent Carer Forums to understand Healthwatch and how to work effectively
- Local Healthwatch about Parent Carer Forums and the benefits of working collaboratively
- We hosted an event for representatives from Parent Carer Forums and local Healthwatch to learn from each other



Why partner with Healthwatch

Local Healthwatch organisations are not expert in education. However there is opportunity through working together with local Parent Carer Forums to develop a strong partnership to create more robust evidence and insight to support better decision making and provision of services.

People tell us that the voice of children with SEND is often lost within the system of trying to get the right provision.

It is the role of Healthwatch to give a voice to those in society who are often left out, find it difficult to be heard or are just not listened to.

Joint working can help people be heard.



SEND, the NHS and Healthwatch

The Long Term Plan sets out NHSE's ambition for people and the health service
In this strategy there is a focus on improving care for people with learning disabilities and autism

It includes:

- Increasing access to support children and young people with an autism diagnosis
- Developing new models of care to provide care closer to home and investment in intensive, crisis and forensic community support
- a commitment to providing support closer to home by reducing inpatient provision for people with learning disabilities or autism to less than half of the 2015 level by 2023
- Expanding services for children and young people in line with the proposals outlined in the Green Paper on young people's mental health including the creation of mental health support teams in schools.



SEND, the NHS and Healthwatch

Other parts of the Long Term Plan will also impact on families of children with SEND these include:

Integrated care and population health

The LTP calls for a shift towards a more coordinated and integrated approach to providing care that meets the needs of local populations. Integrated Care Systems (ICS) will be the main way of achieving this.

Reducing health inequalities

The LTP calls for a ‘more concerted and systematic approach to reducing health inequalities’. SEND comes under this focus area.

Personalised care

The roll out of the Comprehensive Model of Personalised Care which includes more personal health budgets, more social prescribing including ‘link’ workers to navigate local options. As people with SEND can have more complex health needs this is a positive step.

Participation

The LTP calls for the creation of more genuine partnerships between healthcare professionals and patients. To help facilitate this staff will be trained to be able to have conversations that support people to make decisions.



Benefits of Healthwatch and Parent Carer Forums working together

When organisations work together, they can often have a greater impact on improving the way services are designed and run and can improve people's experience of care and support.

Parent Carer Forums are often the one consistent element within the SEND agenda locally and have links to local, regional and national networks. Sharing intelligence and insight can be a powerful agent for change.

Benefits for Healthwatch

Parent Carer Forums are the experts when it comes to all matters SEND in the 0-25 group. As education is outside of Healthwatch remit, they can provide expertise and they know the SEND legislation in detail.

Parent Carers have in-depth knowledge and data about local issues and can supply a rich source of intel when a Healthwatch is working on certain projects.

Parent Carers are expert in supporting parents and signposting to SEND support.

Parent Carers are excellent advocates for their children and their children's voice.

Potential cost savings by hosting joint meetings and focus groups.

Benefits for Parent Carer Forums

Healthwatch has a seat on the Health and Wellbeing board and Joint Strategic Needs Assessment.

Healthwatch has statutory powers and can help get Parent Carers voices heard via the local Healthwatch.

Healthwatch can be on a Parent Carer Forum Advisory Board to help steer local issues and keep SEND a priority.

Working with Healthwatch can mean that representation at some meetings can be shared reducing the burden on resources.

Healthwatch is data and intel led and national and regional trends can be formed based on local intelligence.



In practice

Including a Parent Carer Forum on a Healthwatch Board

Healthwatch Somerset

To help fulfil their commitment to work with children and young people each year, Healthwatch Somerset has added the chair from Somerset Parent Carer Forum to their Advisory Board.

This representative regularly sends feedback from Somerset parents and carers about health and social care issues.

As well as being used locally, this information is also shared with Healthwatch England and the National Network of Parent Forums. This allows the data we collect to have a greater impact and it can be shared more widely.



Making services better for children and young people with SEND

Healthwatch Rotherham

Healthwatch Rotherham work closely with the local Parent Carer Forum and regularly share local, regional or national intelligence that may benefit either or both organisations.

Working together, they have used what children and young people and their families have said to inform the development of the Rotherham's All Age Autism Strategy and how it is implemented locally.

They have also worked to influence the restructuring of the Rotherham Children and Adolescent Mental Health Services (CAMHS) Neurodevelopment Pathway, as well as establishing a regular meeting with CAMHS and partners across health and social care to create opportunities to share what they are hearing from local people.



Working together in Enfield

Healthwatch Enfield

Healthwatch Enfield and the local Parent Carer Forum work closely together to ensure that those children with special educational needs have their voices heard and acted upon.

They do this by:

- Ensuring local parents and carers of children and young people with special educational needs can have a say in local consultations about changes to health and care services.
- Involving parents in their work as volunteers and staff
- Helping health and social care staff become more disability aware by delivering training sessions to providers and staff
- Encouraging parents and carers of young people with special educational needs and disabilities along with adults with learning disabilities in sharing their experiences of health services to help inform how the NHS develops locally over the next decade.



For more

All Healthwatch reports are available online at

www.healthwatch.co.uk

