

Action Sheet 2

Produced with:

REGIONAL
VOICES

for an informed,
connected and
influential third sector

Local HealthWatch



People shaping health
and social care

You are:

The Chair, member/volunteer or facilitator of a local HealthWatch.

You want:

To include people with (personal or professional) experience of palliative and end of life care in your work holding decision-makers to account within the new structure.

You can start by:

1. Considering your own volunteers: Does your HealthWatch currently involve people approaching the end of life, their carers and former carers?

If you do, consider sharing what works with NCPC (ncpc.nativeeye.com/toolkit) and HealthWatch England so they can help other local HealthWatch to do the same.

If you don't, consider why this is, what the barriers are and how you might overcome them.

TIP: Contact NCPC for advice on some of the practical ways you can involve people approaching the end of life and their advocates in a number of meaningful ways, and measure the impact this has on your work.

2. Making links with local services who are in contact with people approaching the end of life and their carers, to see what they're providing and where the gaps are. Many services have patient/resident/service user groups with whom you can join forces. This might include:

a. Local hospice and palliative care services

TIP: Search your locality at www.helpthehospices.org.uk or by calling 020 7520 8200

b. Care and nursing homes and domiciliary care

TIP: Ask the local authority or visit www.nationalcareforum.org.uk and www.ecca.org.uk

c. Hospitals

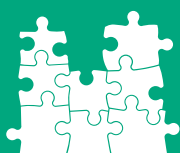
TIP: Ask the PALS (Patient Advice and Liaison Service) www.pals.nhs.uk

d. GP surgeries

TIP: Find the General Practice Patient Participation Groups www.growingpppgs.com

e. Other local voluntary and community organisations who support people approaching the end of life in their homes and community

TIP: Contact the local council for voluntary services www.navca.org.uk/directory



3. Asking local commissioners and decision-makers how they are engaging with people approaching the end of life in various settings:

a. **Clinical Commissioning Group(s)** – CCGs are required to have a strategy for engaging meaningfully with people using services, carers and communities.

TIP: Ask your local CCG (there might be more than one in your area) how they're doing this in relation to people approaching the end of life.

TIP: Give them a copy of the Action Sheet 3: CCGs.

b. **Health & Wellbeing Board (HWB)** – The purpose of HWBs is to oversee and integrate health, social care and public health, and identify unmet areas of need.

TIP: Ask yourself 'Who is our HealthWatch representative who sits on the HWB? Are they trained to do this role? Are they equipped to scrutinise end of life care and make sure this section of the population is considered in the Joint Strategic Needs Assessment (JSNA)? How can I help them get the support they need?'

TIP: Ask the HWB - What steps were or are being taken in the JSNA to identify the population of people who are, or will be, in need of end of life care? How does their Health & Wellbeing strategy meet these needs? **TIP:** Offer them a copy of the HWB Action Sheet.

The Health & Social Care Act states that a representative from the local HealthWatch is entitled to be a member of the Health & Wellbeing Board, and CCGs and Local Authorities have a duty to involve the Local Healthwatch and the people who live or work in the local authority's area when preparing their joint strategic needs assessment.

Useful resources:

➞ *Building successful HealthWatch organisations* produced by the Local Government Association, Regional Voices and Institute for Innovation and Improvement available at www.local.gov.uk

➞ The National Council for Palliative Care (NCPC) can help local HealthWatch find ways of involving people approaching the end of life, their carers and former carers. See for example *Getting Started, Small is Beautiful and A Guide to Involving patients, carers and the public in palliative care and end of life care services* available at www.ncpc.org.uk/library

➞ National Voices is a coalition of national health and social care charities in England who work together to strengthen the voice of service users, carers, their families and the voluntary organisations that work for them. They're working to make person-centred person-led care and support a reality. www.nationalvoices.org.uk

➞ Regional Voices work with the voluntary and community sector (VCS) at a regional and local level, connecting them with decision-makers throughout England, particularly in the field of health and social care. They can offer advice to local HealthWatch on how they can work locally with VCS to achieve their aims. www.regionalvoices.net

