

Healthwatch Central West London (CWL) response to Hammersmith and Fulham CCG (H&FCCG) statutory obligation report.

Healthwatch CWL appreciates our continuing and constructive working relationship with H&FCCG in 2014/15. We acknowledge the good work the CCG undertakes in supporting patient engagement and participation and commend this report.

Healthwatch CWL has comments to make on the following areas of the report:

Section 2 - Developing the infrastructure for engagement and participation

Healthwatch acknowledges that significant progress has been made to engage with patients especially through the Patient Reference Group (PRG). We believe that the group could be strengthened further by evidencing and promoting the achievement made by the group to the general public. The group should also ensure an increase in proportion of individual patients and carers members versus voluntary sector members and that its members reflect the diversity of Hammersmith and Fulham including but not exclusively ethnicity, gender and disability profile.

We are delighted to know that a coordinated approach has been agreed to develop the Patient Participation Group (PPG) in collaboration with Healthwatch to support the effective functioning of PPGs at all 31 GP practices in Hammersmith and Fulham. We will be reviewing the progress of this project closely with all our stakeholders and will be working with you to develop effective communication and reporting process.

We welcome the development of the engagement strategy that laid out the engagement and participation plans for the year. The strategy has led to a more joined up, effective approach to engagement and allows external organisations such as Healthwatch to feed into various parts of the strategy in a coordinated way.

We are encouraged to observe a closer working relationship between Healthwatch and H&FCCG especially through various inputs into the PRG, Quality and Patient Safety and Risk Committee (QPSR) and bi-monthly meeting. We recommend that H&FCCG considers using plain English in all papers presented to these groups. We are also delighted to hear that H&FCCG is committed to support the various priority projects in Healthwatch such as the Urgent Care project for 18-35 year olds, Maternity project and Mental Health Project.

We would like to know more about your plans to further develop the patient training programme which was very successful in engagement with local communities.

We note the progress made in the Whole System Integrated Care and that Healthwatch members are involved in the project. We recommend that the project should consider developing further integration and demonstrate and communicate clearly how the whole system will benefit the local community.

Section 3 - Engagement and participation activity

Healthwatch supports H&FCCG's inclusion of patient/carer representatives in a number of initiatives including the wheelchair services, whole system integrated care, perinatal mental health service, CAMHS out-of-hour service. We also welcome your latest invitation to be part of various development groups including procurement of neurodisability and Cardiac-respiratory services and we will continue to support these initiatives.

Section 4 - Meeting the Individual Participation Duty

Healthwatch is delighted to hear the success you made in working in partnership with people with long term conditions. This is an excellent example of co-production and we hope this model will be used in developing other commissioning intentions and procurement processes in the future.

We are glad to hear about your latest phase of development in information technology and involving patients in your plans. This is an area of concern for our members as patients find their care records often poorly coordinated between providers and electronic systems that do not link up with all provider organisation. We would welcome a joint strategy of information technology developed across all service providers in Hammersmith and Fulham to ensure patients can access their case records everywhere they go.

Section 5 - forward plans for 2015/16

Overall, Healthwatch welcomes the approach of a more joined up process in engaging patient in various workstreams and projects. We believe it would be essential to develop an organisational structure and culture that place the patients' voice at the centre of all its work. We would like to see H&FCCG demonstrates clearly how the patients' voice can improve and inform commissioning process resulting in better quality of care for patients.

Shaping a Healthier Future (SaHF)/Healthier North West London and Whole System Integrated Care (WSIC)

Healthwatch recommends that open, comprehensive and joined up engagement around SaHF and WSIC should be a key objective for H&FCCG in 2015/16, Healthwatch believes that there needs to be a shift from communicating changes to local services, to giving patients and the public opportunities to engage with the SaHF and WSIC programmes on a co-production basis.

Preventative Health

Healthwatch believes investing in early intervention and preventative health services will provide significant savings on the whole of the local health economy. We recommend H&FCCG to prioritise this work and draw up monitoring plans to further develop this important area.

In conclusion, we welcome this report, thank you for giving us an opportunity to provide feedback and we look forward to working closely with H&FCCG over the coming year.

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