

Report to: The Health and Wellbeing Board

Report from: Graham Hawkes, Chief Executive Officer

Date: 29th June 2013

Subject: Update on the development of Healthwatch Hillingdon

Introduction

HealthWatch Hillingdon replaced the existing Hillingdon Local Involvement Network (LINK) on 1st April 2013, as the new independent local champion for health and social care services. It will help to give the adults, young people and children of Hillingdon a stronger voice to influence how these services are designed and delivered; and provide them with information and advice on those services.

This report will outline the progress made by Healthwatch Hillingdon since the last Health and Wellbeing Board of 19 February 2013.

Development

Healthwatch Hillingdon is registered as a company limited by guarantee with Companies House and as a Charity with the Charities Commission.

The staff were transferred from Hillingdon LINK, the Board were in a position to commence Healthwatch Hillingdon on 1st April 2013 as planned, and the shop in The Pavilions, Uxbridge, opened with immediate effect.

A contract with Hillingdon Council has commenced, a new lease for the shop secured and all business functions are in place.

A new website is being constructed and it is anticipated it will go live during July 2013.

Governance continues to be formulated and it is expected to be in place, with all policies and procedures completed, before the October deadline.

The Board unanimously agreed at the first Board meeting that a period of establishment and development was required, but that operations should not be effected and set a deadline for an official launch of Healthwatch Hillingdon for September 2013.

This 5 month period will allow the new board time to develop its strategy, governance and business planning at a pace which will enable benefit to be taken from guidance and support as it emerges from Healthwatch England. The organisations work plan will be shared with the Health and Wellbeing Board at the next meeting.

Activities

Due to the seamless transition from LINK, Healthwatch Hillingdon already has strong operational relationships with commissioners and providers; this is demonstrated by the invitation from the Hillingdon Commissioning Group to have a seat at their Governing Body meeting. Healthwatch Hillingdon have been able to continue much of the LINK work, engaging, monitoring and influencing through the attendance at stakeholder meetings and events.

Conclusion

The Healthwatch Hillingdon Board are confident that by their focussed efforts they are making good progress towards establishing an organisation which will provide a challenge to commissioners and providers, informed by its engagement with the people of Hillingdon, and an understanding of their experiences of health and social care services.