

Protocol between the Surrey Health and Wellbeing Board, Surrey County Council Wellbeing and Health Scrutiny Board and Healthwatch Surrey

1. Background

The guidelines set out in this document have been drafted and agreed in partnership between the Surrey Health and Wellbeing Board, Surrey County Council Wellbeing and Health Scrutiny Board and Healthwatch Surrey. The protocol clarifies roles and relationships to encourage transparency, accountability and effectiveness in the planning, delivering and review of health services in Surrey. The guidelines aim to bolster the existing positive relationships between key bodies.

1.1 Health and Wellbeing Board

The Health and Wellbeing Board is responsible for producing a Joint Strategic Needs Assessment (JSNA) and a Joint Health and Wellbeing Strategy (JHWS). It also has a role in promoting integration between health and social care.

1.2 Wellbeing and Health Scrutiny Board

The Wellbeing and Health Scrutiny Board takes a strategic view of the work of the CCGs, NHS England, NHS Trusts and other providers of NHS health services. It acts as a 'critical friend' by representing the public and suggesting ways that health related services might meet the needs of Surrey residents and aims to strengthen the voice of local people in commissioning and delivery of health services.

It also looks at the way the health service interacts with our social care services, Public Health, the voluntary sector, independent providers and other council services to jointly provide better health services to meet the diverse needs of Surrey residents and improve their well-being.

1.3 Healthwatch Surrey

Healthwatch Surrey, part of the Healthwatch England national network, is an independent organisation with statutory powers that gives people a voice to improve and shape services and help them get the best out of health and social care services. The Healthwatch Surrey service is commissioned by Surrey County Council – the scope of this protocol does not include the management of the commissioned service by the Council.

2. Legal Framework

Overview and Scrutiny functions were introduced by the Local Government Act 2000. Scrutiny has legal powers to monitor and hold to account local health services (Health and Social Care Act 2001). The Health and Social Care Act 2013 extends the power of scrutiny to all commissioners and providers of publicly funded healthcare and social care will be covered by the powers, along with health and social care policies arising from the Joint Strategic Needs Assessments and Joint Health and Wellbeing Strategies.

The membership of the Health and Wellbeing Board is set out in the Health and Social Care Act 2012 and comprises elected members, Council officers and representatives of partner organisations including the representatives from each of Surrey's six CCGs, and Healthwatch Surrey. In Surrey the membership has been extended to include Surrey Police and representatives of the district and borough councils.

The role of Healthwatch is also outlined in the Health and Social Care Act 2012 which amends the role given to previous organisations in the Local Government and Public Involvement in Health Act 2007 (health services and social services).

3. Contact

3.1 Formal

The Leadership of the three bodies is already in place with a place for Healthwatch Surrey on the Health and Wellbeing Board and the Chairmen of the Board and the Wellbeing and Health Scrutiny Board attending each other's public meetings as appropriate.

The Chair of Healthwatch Surrey and the Co-chairs of the Health and Wellbeing Board have been invited to the Scrutiny Board to discuss progress and future plans.

Healthwatch Surrey is able to make formal statutory referrals to the Wellbeing and Health Scrutiny Board for further examination. The Scrutiny Board will acknowledge receipt of such referrals within 20 working days and decide whether to exercise scrutiny.

3.2 Informal

There are established lines of informal communication between the Chairman of the Wellbeing and Health Scrutiny Board and Healthwatch Surrey. They meet on regular basis before each public meeting to discuss Surrey health issues. A similar arrangement is in place between the Scrutiny Officer and the Health and Wellbeing Board's management where referrals between the two bodies and suggestions for work programmes can be made.

4. Expectations on each party

The three parties in this protocol all share the same ultimate goals of ensuring positive health and social care outcomes for Surrey residents and tackling health inequalities. While using different methods and powers the parties will adopt the same shared principles – they will:

- share with each other information through formal and informal meetings, evidence and referrals;
- provide each with an appropriate opportunities to comment on and contribute to the development of the others work programme; and
- meet and exchange views on a regular basis to ensure a better understanding of each others roles and responsibilities, priorities and to coordinate activity.

These principles will framed by a common commitment to open and honest dialogue and a shared culture of ‘no surprises’ while ensuring the independence of Healthwatch Surrey.

5. Work programmes

To ensure that the work of each party complements and reinforces the other but maintains autonomy, independence and necessary boundaries, work programmes will be shared and comments invited on their content.

5.1 Health and Wellbeing Board work programme

Healthwatch Surrey will contribute to the work programme of the Board through its appointed member.

The Wellbeing and Health Scrutiny Board will be engaged in the development of the Joint Health and Wellbeing Strategy and should ensure that the strategic priorities of the board match the needs and priorities of Surrey residents. The Scrutiny Board will also be able to scrutinise delivery and review progress against the Strategy.

5.2 Wellbeing and Health Scrutiny Board work programme

The Scrutiny Board will work with Healthwatch Surrey to identify and scrutinise key issues in the Surrey health system, sharing independent intelligence to help shape the work programme.

Healthwatch Surrey will have the power to refer specific issues it has identified through its research, listening to patients and residents and through enter and view visits directly to the Wellbeing and Health Scrutiny Board.

Regular informal meetings between Health and Wellbeing leads at the Council and the Chairman of the Scrutiny Board will help to inform its work programme.

5.3 Healthwatch Surrey work programme

The Health and Wellbeing Board and the Scrutiny Board will be engaged in the development of the Healthwatch Surrey work programme.

The Wellbeing and Health Scrutiny Board will be able to invite Healthwatch Surrey to the Board to present its work programme and progress being made.

6. Joint working

Given the shared goals of the three parties, it is likely that there will be opportunities for joint working between them. Opportunities will be identified through the development of work programmes and through the regular informal and formal dialogue between the parties. This joint working could take the form of:

- Service user engagement
- Key stakeholder engagement
- Priority setting
- Evidence gathering
- Consultation responses
- Liaison with CQC inspection teams

7. Reporting progress

Whilst progress will be discussed throughout the year through informal dialogue between the three parties, more formal updates will be provided as follows:

- An update from the Health and Wellbeing Board presented to the Scrutiny Board every six months (in public).
- An update from Healthwatch Surrey presented to the Scrutiny Board every six months including presentation of the Healthwatch Surrey Annual Report (in public)
- The three parties will work together to support and complement each other's work programmes, they will circulate agendas and papers for their public meetings and share any outcomes or recommendations to inform future work

8. Attendance at meetings

Members of each body may attend each other's meetings as observers. Except where otherwise stated.

9. Development of Legal Framework and Review of protocol

This protocol needs to be adaptable and as such, should be reviewed annually by all parties to ensure that it remains fit for purpose.

10. Contacts

Health and Wellbeing: Victoria Heald, Health and Wellbeing Programme Manager

Scrutiny Board: Ross Pike, Scrutiny Officer

Healthwatch Surrey: Matthew Parris, Evidence and Insight Manager