

This paper contains Healthwatch Southwark's initial response to the issues raised within the Report of the Mid Staffordshire NHS Foundation Trust Public Inquiry, the Francis Report.

Our commitment

Our vision is that all Southwark residents can access and expect the best possible health and social care services. As the 'consumer champion' & patient and public voice Healthwatch Southwark is committed to the monitoring of the following:

- Patient experience, engagement and involvement across health and social care organisations and commissioning structures
- Quality of services
- Patient Safety
- Reduction of Health inequalities and inequalities in social care services provision

We will work with residents, Providers and Commissioners to ensure that care services are monitored to the best of our ability. We know that we are not the only body where patients and the public can get involved in their local services however, we want to be recognised as the most effective body that we can be. There will be times where we need to "hold to account" and act as a "critical friend" to the NHS, Southwark Council and other publicly funded organisations. In all of our actions we will reflect the needs of our population.

Patient and Public Engagement & Involvement

The failures at the Mid Staffordshire NHS Foundation Trust concerned a wide range of bodies including the Trust itself whereby there were a plethora of systematic failures, the Health Scrutiny Committee and the Stafford Local Involvement Network (LINK) & their ineffectiveness. Patients and Carers were not listened to and their concerns were not acted upon. The culmination of these issues led to the terrible tragedies of the loss of lives and the poor care received people in the Stafford Hospital. A quote from the Francis Report about the LINK reads...

"Not surprisingly, in Stafford the squabbling that had been such a feature of the previous system continued and no constructive work was achieved at all."

Healthwatches need do what they were set up to do. We need to be outward looking whilst ensuring that we have the inwards systems in place to deal with issues of concern that arise.

Methods of monitoring

Some of the ways we will monitor services are below:

- *Collecting local views and experiences*- this includes the views of local residents, workers and students about Health and Social Care services

- *Healthwatch England* - having an effective relationship and cascading service issues when necessary
- *Quality Accounts*- Healthwatch provides comments each year to Guy's & St Thomas', Kings College Hospital & South London & Maudsley NHS Foundation Trusts and monitor these & other subjects throughout the year in meetings with the Trusts
- Local Authority *Local Accounts* and Healthwatch involvement in Quality monitoring mechanisms
- Local Authority *Partnership boards & groups* e.g. London Borough of Southwark Mental Wellbeing Partnership Group
- Local Authority *Care Home Quality Strategy* Steering Group
- *South London Quality Surveillance Group* (part of wider London region Group)
- *Clinical Commissioning Group (CCG)* Governing Body and its various committees
- Contribution to CCGs *quality* focused documents
- *Health & Wellbeing Board*
- *Healthwatch England*

What does this mean in relation to our Priorities

The table below outlines our four priority areas for the next 12 months (till 09/14) including the rationale. We will also monitoring other areas on a 'watch list' such as services for people with Diabetes & Cancer care. We will need to ensure that in each of our four areas we consider patient experience, patient safety, inequalities and quality of services.

Priorities (next 12 months till September 2014)	Rationale
Mental Health services (Access to)	Major changes happening in Social care Day service opportunities, service user involvement within South London & Maudsley NHS Trust, primary and community care.
GP Access	Different communities have raised issues re. physical access, appointments, registration. Health & Adult Social Care CC Scrutiny Sub-committee have GP Access as a priority
Social Care (focusing on those not meeting the FACS eligibility criteria)	A range of sources siting concern around the availability of support/ services for those who do not qualify to receive Personal Budgets
Sexual & Reproductive Health Services	Major issues in Southwark (& Lambeth) around HIV diagnosis, young people's sexual health.

Next steps...We will produce a joint statement of intent to work with Healthwatch Lambeth & Lewisham and the other South East London Healthwatches to monitor quality, patient experience and patient safety.