

South East London Healthwatch Reference Group

Terms of Reference

These terms of reference set out the membership, remit and responsibilities of the South East London Healthwatch (SELHW) Reference Group.

On 1 July 2022, the way health and care services are planned, paid for and delivered has changed to better meet our changing health and care needs. The **South East London Integrated Care System (ICS)** is a partnership that brings together the organisations responsible for health and care services in south east London (NHS, GPs, local councils and the community and voluntary sector), to make the greatest possible contribution to the health and wellbeing of people living in our six boroughs. The ICS is made up of an Integrated Care Partnership and an Integrated Care Board.

The **Integrated Care Partnership (ICP)** is a broad alliance of leaders from partner organisations across the South East London Integrated Care System. The Partnership sets strategic direction, provides leadership and support of key South East London-wide programmes, and holds system partners to account for delivery of the priorities in the ICS strategy.

The **South East London Integrated Care Board (ICB)** is a newly created statutory body that replaces the former NHS South East London Clinical Commissioning Group (CCG). The ICB deliver the Integrated Care Partnership's strategy and are responsible for allocating NHS resource to deliver this plan.

1. Introduction

The six local Healthwatch across south east London (Bexley, Bromley, Greenwich, Lambeth, Lewisham, Southwark) are the independent enablers and champions of public and patient voice in health and care services. We build our knowledge of health inequalities from people and

communities as well as official data sources. We use our influence to make a difference, encouraging action to tackle health inequalities and holding commissioners and providers to account. Our sole purpose is to help make care better for people. We call our collaboration **South East London Healthwatch (SELHW)**.

1.1. The Reference Group (the Group) is established by SELHW to provide added value and further the work of local Healthwatch with stakeholders in the ICS at a regional level and to strengthen SELHW collaboration. Its role is to complement rather than to duplicate the challenge and scrutiny functions of local Healthwatch.

2. Purpose

2.1. The Group's purpose is to support the Director of SELHW to champion the diverse voices of people, carers and the community at the ICS level in south east London.

2.2. The Group will provide a focused Healthwatch input on NHS South East London Integrated Care Partnership (ICP) and the south east London Integrated Care System (ICS) programmes.

2.3. The Group will be part of a two-way process empowering people to contribute to the development and improvement of regional health and care services and to represent the diverse communities across SEL.

2.4. The Group is not a decision-making body. It does not replace any of the functions of the six independent South East London Healthwatch bodies.

2.5. To act as a critical friend to the ICB and ICS.

3. Responsibilities

The roles and responsibilities of the Group and its members may include, but are not limited to the following:

3.1. Identify and amplify issues that are common to local Healthwatch which should be cascaded to the ICS system.

- 3.2. Receive briefings from SELHW officers, NHS SEL, ICS stakeholders and the Director of SELHW about regional health issues or commissioning that need an overview from people and communities.
- 3.3. Respond to queries and requests for advice or information about people's views and experiences from the ICS and ICB.
- 3.4. Where appropriate, represent SELHW on ICS groups, boards, committees.
- 3.5. Balance individual perspective with the broader Healthwatch and community interest in discussing ICS activity.
- 3.6. Promote SELHW as the conduit for engagement with people and communities across south east London.
- 3.7. Support Healthwatch Chief Officers to build collaborative working relationships.
- 3.8. Cascade ICB and ICS information and activity to local Healthwatch Boards.
- 3.9. Encourage learning between Healthwatch strategic boards.
- 3.10. Report back to local Healthwatch on issues of relevance arising from the Group.
- 3.11. The Group may be asked to assume additional roles and responsibilities for which the six SELHW deem appropriate.
- 3.12. Handle information sensitively and confidentially with respect and discretion.
- 3.13. Observe principles of data protection.

4. Membership

- 4.1. The Group comprises a maximum of 13 members.
- 4.2. Members will come from people affiliated to the networks of each of the six SELHW.
- 4.3. Up to two members from each Healthwatch will be members of the Group. One member will be drawn from each local Healthwatch Board or Committee. The second member nominated to the Group will have been identified by each Healthwatch as a key lay member of their Healthwatch network.

4.4. Healthwatch Board or Committee members will remain members of the Group while they are current members of their Healthwatch Board, and with the agreement of that Board.

4.5. Membership of ~~key~~ people who are not on their Healthwatch Board or Committee to the Group is for up to two terms of two years and with the agreement of their Board.

4.6. The membership of the Group will be reviewed regularly, and, if needed, refreshed, or in response to changes in legislation or delivery requirements across south east London.

4.7. The Director, SELHW shall Chair the Group and meetings.

5. Meetings

5.1. Administrative support (including notes) for the meetings will be provided by the South East London Healthwatch Officer.

5.2. Staff from SELHW may attend when the Group is discussing agenda items or reports from their boroughs.

5.3. The Group will meet six times a year i.e., every other month although additional meetings may be held where necessary. Members are expected to attend all meetings, with an absolute minimum attendance of four meetings a year. Meetings will predominantly take place online but there may be in-person meetings from time to time.

5.4. An allocated time will be given in each meeting for the Group Members to raise concerns or share information on local matters which may have wider application.

5.5. The Group will produce a twice-yearly summary of pertinent topics and outcomes achieved that the six Healthwatch bodies believe need to be highlighted to the ICB.

5.6. In exceptional circumstances, members may be contacted by the Chair of the Reference Group in-between meetings if there are urgent matters to discuss.

5.7. Meetings will last no longer than 90 minutes.

5.8. Notes from the meetings will be published on Healthwatch websites.

5.9. Expenses will be reimbursed through the nominating local Healthwatch, in line with their Policy.

6. Reporting

- 6.1. The Director of SELHW will regularly report to Chief Officers on the progress and activities of the Group.
- 6.2. The Director of SELHW will share relevant updates with the ICB.
- 6.3. Group members will share notes from meetings with local Healthwatch Chief Officers.

7. Declarations of Interest

- 7.1. Members of the Group are required to act in accordance with the Nolan Principles of Public Life.