

## *Specialist Member Role*

Specialist Members are members of the Management Board, principally to act as its advisers within their field of speciality.

This is the most senior voluntary role and helps to provide stewardship, leadership, governance and innovation to the Management Board and the Enter and View Panel.

Specialist Members have the lead role in providing knowledge and expertise in their area of speciality. They will, with help and assistance from the management team, develop a work plan with a clear purpose for each dedicated area. The work plan will help to support the choices and rationale for Enter and View visits and other Healthwatch activity, providing a clear purpose for activity within the specialism and enabling a generic process to be applied by volunteers.

### **Developing the work plan**

The aim of the work plan is to improve some aspect of service delivery within the local health and social care services in Havering. The plan will intuitively identify people and organisations who can contribute to the planning of the work, encouraging and supporting a collaborative approach with providers, commissioners, regulators and other local health and social care groups.

Planning of the overarching work programme should ascertain where a requirement exists for Enter and View activity, to collect evidence; hence the Enter and View programme is an initiative with a clearly defined purpose.

The work plan helps to distinguish the Enter and View from an inspection.

By assigning a distinct purpose to Enter and View activity, and communicating this to all stakeholders, the aim is to distinguish it from other activities - such as CQC inspections and Local Authority QA checks - with which it has been too often confused in the past.

Providers, in particular, can then understand the potential benefits of Enter and View to themselves and to their service users by enabling them to see Enter and View as an opportunity for lay people to engage with vulnerable service users and their families, in order to gain a better view of how they feel about the services they receive.

The role of the Specialist Member is an essential key to building influential and effective relationships. Specialist Members, supported by the management team, will attend meetings which help to build effective relationships with commissioners to will help influence and design work plans which support the Enter and View programme and other activities.

### **Gathering relevant information to support the work plan and the Enter and View visit**

Healthwatch England identifies the follow as relevant information searches

- ❖ Previous local Healthwatch or LINK visit reports
- ❖ CQC inspection reports, especially any outstanding issues

- ❖ Any information about the service already received by local Healthwatch, e.g. comments from service users or their relatives, user forums, local and national groups and charities
- ❖ Any outstanding safeguarding alerts
- ❖ Any outstanding issues with the Local Authority commissioners / QA teams
- ❖ Overview & Scrutiny Committee reviews and recommendations
- ❖ Patients & Public Involvement and/or Patient Advice & Liaison Services (PALS) intelligence
- ❖ Complaints information in the public domain
- ❖ Any relevant Healthwatch England national advice
- ❖ Governors reports, annual reports and quality accounts

### Training

The Specialist Member will, working with the management team, help to identify any new training requirements, advise on any re-training and consider and recommend any conferences or seminars which they think will be both helpful and enjoyable for the teams to attend. The specialist will help in the development of suitable training events and programmes.

### About the Role

- ❖ The time commitment is approximately equivalent to 5 days per month
- ❖ The role is subject to a formal recruitment process
- ❖ The role will receive a full induction and be supported with on-going training where appropriate
- ❖ A Specialist Member will be an authoritative representative of Healthwatch Havering at external meetings
- ❖ All travelling and when appropriate subsistence expenses will be paid
- ❖ The role reports to the Chairman of the Enter and View Panel
- ❖ The role will receive support and help from the Office and Community Support team
- ❖ The role will have direct access to the Chairman of the Board

### Main Objective of the Role

- ❖ Listen non-judgementally to the concerns raised by users of health and social care provision, and determine what appropriate and proportionate action may be taken
- ❖ Proactively seek out and present/consider the views of the less vocal or seldom heard individuals and communities
- ❖ Use the views of users, and information gained through the reporting of trends via Healthwatch partners to develop an evidence based approach to drive the priorities
- ❖ Monitor and act as a voice for the views of the public in response to proposed service or policy changes

## Volunteer responsibilities

- ❖ To enter into electronic communications with other panel members, the Office and Community Support team, board members.
- ❖ To attend meetings
- ❖ To establish constructive working relationships with other members, representatives of key stakeholder partners, and members of Healthwatch Havering groups
- ❖ To identify their area of personal knowledge and experience of health or social care, and draw on this to add value to the work of the Healthwatch Havering
- ❖ To undertake delegated work as agreed in an appropriate and timely manner
- ❖ To abide by the Healthwatch Havering Code of Conduct as set by the Board
- ❖ To act as an ambassador for Healthwatch Havering