

Health and Social Security Scrutiny Panel

Redesign of the Health and Social Services Governance Model

Written Submission

Citizens Advice Jersey – 2nd August 2017

Governance Redesign Review.

This office is pleased to respond to the Health and Social Security Scrutiny Panel in relation to the '**Governance Redesign Review**'. We have been involved in the Health and Social Services governance redesign from the early stages, in particular, the development of patient and public voice channels. Taken in this context, we regard the provision of the System Partnership Board as being pivotal to the overall strategy of allowing individuals to make decisions and choices that are wholly based upon clinical needs.

In relation to the specific questions raised by the Health and Social Security Scrutiny Panel on whether the proposed model will improve integrated partnership working with other service providers and give patients a greater say in their health care.

In broad terms, we support the introduction of a forward-thinking scheme that offers patients more choice and better information in relation to their health needs and we believe that these proposals go a long way towards addressing this theme.

For some years now this office has administered and supported a citizen's portal called the Jersey Online Directory (JOD) at www.jod.je this has been a first important step in helping people to make better informed choices, usually at a time when those involved are having to make stressful and tough decisions concerning their health care needs. For those without computer access, our advisers can look information up and either print it out or post it to clients.

From the conversations that we have had with other service providers and leaders from within the charitable sector, there is an enormous ground-swell of opinion in support of these proposals. The formation of a System Partnership Board, for instance, will not only allow for more transparency as meetings will be open to the public, but it will allow the ongoing scrutiny of decisions made in the development and delivery of services to be worked through in manner that has regard for the patient and public voice.

We see this as a great opportunity to learn what works best across other jurisdictions and build upon that success. To some degree, the ability of a range of stakeholders to influence strategy will be an important and empowering aspect of the proposed governance model. In recent years, we have seen how the public can view key decisions as being made behind closed doors and regarded as a 'fait accompli'. We believe this new approach will go a long way towards rebuilding relationships and the public's trust.