

# **Healthwatch Worcestershire**

## **Business Plan 2023-2025**

### **Introduction**

If you live or work in Worcestershire, we are your Independent Health and Social Care Champion for publicly funded health and social care services.

Our **Vision** is that 'People in Worcestershire have their health and care needs, heard understood and met', and our **Mission** is to:

- speak up for people, particularly the most vulnerable.
- Improve health and social care for all, and
- Make a difference.

### **We will do this by:**

- Gathering the experiences of patients, service users and their carers of health & social care services.
- Providing advice & information about how and where services can be accessed.
- Oversight of service quality and safety.
- Making recommendations as to how health & social care services should or could be improved.

Our **Values** guide us in how we do our work, and are our commitment to be:

- Independent
- Actively Listening
- Inclusive
- Confidentiality
- Evidence Based
- Improvement
- Transparent

<b>1. <u>Service Evaluation</u></b>					
	<b><u>Size</u></b>	<b><u>Timeline</u></b>	<b><u>Comment/Progress Report</u></b>	<b><u>HWW Leads</u></b>	<b><u>ICS SPOC</u></b>
<b><u>Adult Social Care</u></b>					
<b>Service Evaluation Projects</b>					
<p>Improving the experience of Adult Social Care:</p> <ul style="list-style-type: none"> <li>• Information provided to service- users about Adult Social Care services by digital and non-digital means.</li> <li>• Review of the Adult Social Care 'Prevention and Early Intervention' Strategy</li> <li>• Care Costs – an exploration of Disability Related Expenditure.</li> </ul>	Medium	Q3 - Q4 2023-2024	<p>Detailed written feedback provided by WCC about activity on the implementation of recommendations in our WCC website Report, this showed significant evidence of impact and improvements made on the basis of our Report and recommendations</p> <p>HWW attended multi agency workshop looking at implementation of WCC Prevention and Early Intervention Strategy.</p> <p>Also attended WCC Building Together Peer Network Event.</p>	JT/MR	
Evaluation of the 3 Conversation Model of social care delivery.	Big	2024-2025 tbc		JT/MR	

Understand service users' experience of Domiciliary Care.			Incorporated into the 'Care at Home' project – see Hospital services.		
<b>Quality &amp; Safety Monitoring:</b> [Focus on ensuring care and support needs of the homeless are being met] <ul style="list-style-type: none"> <li>• Worcestershire Adult Safeguarding Board</li> <li>• Adult Care and Well Being Overview and Scrutiny Panel [Focus on service performance]</li> </ul>		2023-2025 Ongoing	March meeting of Adult Care and Well Being Overview and Scrutiny Panel attended.	JT JT/MR	
<b><u>Mental Health</u></b>					
<b>Service Evaluation Projects</b>					
Dementia Services - understanding patient carers' experiences of health & social care services provided to patients with a dementia diagnosis.	Big	Q4 2023-2024 to Q1 2024-2025	The project has a joint focus on health and social care and will seek to understand the experience of people and their carers <b>after</b> a dementia diagnosis in relation to the information and support they receive. Project launched in January. We have held 9 focus groups around the county and conducted 9 interviews, to date 82 carers and	MG/SJ/MR	

			<p>17 people with a diagnosis have completed our online surveys. Worcester City PCN have supported us by sending a text message to all patients living in the community with a diagnosis and their carers. This has been successful in generating survey responses. Response rates in the North of the county are low so a request has gone to PCN Managers in the North of Worcestershire for their support. The surveys will remain open until 25<sup>th</sup> March, however, this may be extended by one week if PCN's are willing to support our request.</p>		
<p>Adult Community Mental Health Services – Patient and carers evaluation of services following service transformation [new neighbourhood mental health teams].</p>	Big	<p>2024-2025 Tbc [Dependant on implementation of service transformation by H&amp;WHCT]</p>		SA/SJ	
<p>Adult Inpatient Mental Health Services – patient evaluation of services.</p>	Medium	<p>2024-2025 Tbc [Dependant on implementation</p>		SA/SJ	

		of service changes by H&WHCT]			
Young Peoples Mental Health and Well Being – understanding young peoples' state of health and well- being and their experiences of mental health services.	Medium	Q3 - Q4 2023-2024	<p>The YP survey was co-produced with the Cube Youth Cafe, Malvern.</p> <p>The online survey and social media campaign will run until Easter. So far, we have heard from over 130 young people from all over Worcestershire, ages ranging from 13-24.</p> <p>Emerging themes include:</p> <ul style="list-style-type: none"> <li>• The top places young people look for information relating to health and wellbeing are their school / education setting and Google.</li> <li>• The key topics that young people would like more information about are managing anxiety / low mood and depression, self-esteem / confidence, and sleep problems.</li> <li>• <b>Cost of Living impact</b> - when asked, 'Over the last year, have you stopped doing any of these [relaxing] activities because they are too expensive, or for any other reason?' <b>63%</b> of</li> </ul>	DL/NLC	

			<p>respondents said <b>yes</b> - <b>41%</b> <b>identified costs as the reason</b>, most others stopped activities due to anxiety.</p> <p>Please note - the survey is still open and these results may change.</p> <p>As well as our social media / digital campaign, in-person engagement with young people took place / is planned at:</p> <ul style="list-style-type: none"> <li>• <b>Worcester University</b> - lecture &amp; activity session with OT/Physio students</li> <li>• <b>Rees Foundation Care Leavers Event</b>, Worcester Guildhall</li> <li>• <b>Worcester Community Trust</b> Workshop with young people with literacy challenges</li> <li>• <b>SpeakEasy NOW</b> workshops with young people with learning disabilities</li> <li>• <b>Kidderminster &amp; District Youth Trust</b> Easter Outreach events in Stourport and Kidderminster</li> </ul> <p>Main survey data analysis and draft report will be written in April. Additional spotlight reports arising from WCT/SpeakEasyNOW</p>		
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			workshops will be added to the final report in May.		
<p><b>Quality &amp; Safety Monitoring:</b> [Focus on 'Talking Therapies, Urgent Help &amp; Support, In-patient services, Child &amp; Adolescent Mental Health Services, and suicide prevention].</p> <ul style="list-style-type: none"> <li>• H&amp;WHCT Quality &amp; Safety Committee</li> <li>• Mental Health Collaborative</li> <li>• Dementia programme Board</li> <li>• Children &amp; Families Overview &amp; Scrutiny Panel</li> </ul>		2023-2025 Ongoing	<p>HWW are now attending the Quality and Safety Committee and are also receiving updates on the development and implementation of HWHCT's Improvement Plan in response to the findings of the CQC Inspection of Adult Inpatient and Community Mental Health Services.</p> <p>HWW continue to attend the Dementia Programme Board and have recently provided them with an update on the current Dementia Project</p>	MG/SA/SJ	
				DL	
<b><u>Primary Care</u></b>					
<b>Service Evaluation Projects</b>					
Public Health - Public awareness of public health messages.	Medium	Q2 - Q3 2023	Report final draft factual accuracy check was approved by Public Health team in Feb 24. Final report will be uploaded onto our website in April.	SA/NLC	

<p>Access to GPs – Patient evaluation of NHSE changes to increase access to GPs including:</p> <ul style="list-style-type: none"> <li>• Access to appointments in GP practice</li> <li>• Community Pharmacy Plus [NB Consider evaluation of Community Pharmacy Plus for 2024 summer engagement project].</li> </ul>	Big	2024-2025 tbc		DB/ EO tba	
<p>Cancer Screening - Patients access to, and experience of NHSE's 'informed' PSA screening service for prostate cancer. [NB Collaborative project with Worcestershire's Prostate Cance Support Groups]</p>	Medium	Q2 2023-2024 to Q2 2024-2025	Initial surveys of patients access to PSA testing made at events organised by Kidderminster & Worcestershire Prostate Cancer Support Group. Spotlight report approved at PBM 30.11.2023 and recommendations approved. Letter sent to CEO of ICB; letter to GP practices work in progress.	CB/DB/VW	
<p>Continuing Health Care (CHC) Securing patient involvement in policy development.</p>	Small	2023-2025 Ongoing	Work continues with the ICB to establish a Co-Production group involving patient representatives. Discussions have been taking place for more than 12 months with specialist input from our Expert by Experience for CHC. The ICB are currently undertaking a review of CHC and hope this	DB/SJ	



			will inform the development of this strategic group. The review will conclude at the end of March. <b>Update is being requested from the ICB</b>		
Sensory Impairment - Understanding the experiences of accessing community services by patients with a sensory impairment.	Medium	2024-2025 tbc	Draft Report on agenda re outcomes of engagement with people with Vision Impairment.  Letter to ICB re governance arrangements for taking forward system wide service improvements for people with sensory impairments. Response to be considered by HWW	DB/MR	
Evaluating the progress of Primary Care in tackling Health Inequalities	Medium	Q3 & Q4 2024-2025		DB/ EO Tba	
<b>Quality &amp; Safety Monitoring:</b> [Focus on access to dental services and improving access to Primary Care] <ul style="list-style-type: none"> <li>• Local Dental Network</li> <li>• Oral Health Steering Group</li> </ul>		2023-2025 Ongoing	LDN meeting attended in March 2024	DB/MR DB/MR	

<b><u>Urgent &amp; Emergency Care</u></b>					
<b>Service Evaluation Projects</b>					
Care Homes – understanding the quality of health services in care homes to prevent the health of residents deteriorating.	Small	2024-2025 tbc		JR/NLC	
<b>Quality &amp; Safety Monitoring:</b> [Focus on NHS 111, ambulance deployments, ambulance handovers, Emergency Department, hospital discharge, Minor Injury Units] <ul style="list-style-type: none"> <li>• Home First Committee</li> <li>• ICS Emergency &amp; Urgent Care Board</li> </ul>		2023-2025 Ongoing		CB CB	

<b><u>Hospital Services</u></b>					
<b>Service Evaluation Projects</b>					
Hospital discharge - Evaluation of patient experience of the revised hospital discharge arrangements	Medium	2024-2025 tbc [dependant on WAHT discharge improvements]	Letter sent to Worcestershire Acute Trust asking for an update on the implementation of the Trust's Inpatient Discharge Policy. Meeting held with Chief Nurse. The Policy is under further review. HWW have been invited to be involved and will support the Review as appropriate	CB/MR	
'Care at Home' – to understand patient and carers experiences of hospital care at home [virtual ward], to include evaluation of domiciliary care.	Big	2024-2025 tbc [dependant on ICS implementation]		CB/MR	
Neurological Disorders - Understand patients experiences of services: Parkinson's disease, Functional Neurological Disorder and Multiple Sclerosis	Medium	2024-2025 tbc		SA/EO Tba	
<b>Quality &amp; Safety Monitoring</b>		2023-2025 Ongoing			

<p>[Focus on hospital discharge, stroke service, cancer services, neo-natal &amp; maternity services, elective waiting lists, Consultant follow-up letters, fragile services]</p> <ul style="list-style-type: none"> <li>• ICS Elective Care, Diagnostics &amp; Cancer Board</li> <li>• ICS Stroke Programme Board</li> <li>• WAHT Quality Governance Committee</li> <li>• WAHT Patient Carer Public Experience Steering Group</li> <li>• ICB Local Maternity and Neonatal System</li> <li>• Worcestershire Maternity Voices Partnership</li> </ul>				<p>CB</p> <p>CB</p> <p>SA/JR</p> <p>CB/SJ</p> <p>DL</p> <p>DL/NLC</p>	
<p><b><u>Learning Disabilities and Autism</u></b></p>					
<p><b>Service Evaluation Projects</b></p>					
<p>All-Age Autism Strategy – understand service users experiences of new strategy</p>	<p>Big</p>	<p>2024-2025 tbc</p>		<p>DL/NLC</p>	

Understand the service user experience of the Educational Health and Care Needs Assessment	Medium	Q2 & Q3 2024-2025	Results from YP survey (neurodiversity section) and feedback already being received from Parent Carers will inform scope and plans.	DL/NLC	
Parent/Carer evaluation of commissioner & provider engagement/co-production	Medium	Q1 & Q2 2024-2025	Planning work underway for this project.	DL/NLC	
Understanding cancer service provision for patients with autism or a learning disability	Small	2024-2025 tbc		CB/EO Tbc	
<b>Quality &amp; Safety Monitoring:</b> [Focus on implementation and operation of the All-Age Autism Strategy and the Learning Disabilities Strategy] <ul style="list-style-type: none"> <li>• Worcestershire Autism Partnership Board</li> <li>• ICS Herefordshire &amp; Worcestershire Autism Partnership Board</li> <li>• Learning Disabilities Partnership</li> </ul>		2023-2025 Ongoing		DL/NLC DL  MG	
<b><u>Gender Identity</u></b>					
<b>Service Evaluation Projects</b>					

Understanding the health and care support needs of adults following gender transition and their experiences of those services.	Medium	2024-2025 tbc		JR/SJ	
Understanding the experiences of young people in accessing NHS services in relation to gender identity.		Q3 & Q4 2023-2024	Included in project to understand young peoples' state of health and well-being and their experiences of mental health services – see Mental Health section above.	DL/NLC	
<b>Quality &amp; Safety Monitoring</b> [Focus on service design and provision] • ICB Health Inequalities and Prevention Partnership		2023-2025 Ongoing		JR/SJ  JR	
<b>2. <u>Providing Advice &amp; Information</u></b>	Big	2023-2025 Ongoing	See dashboard for monitoring information	SA/EOs/PH	
<b>3. <u>Integrated Care System Co-Production of services; Quality and Safety</u></b>					
<b>Representation at the following:</b>		2023-2025 Ongoing			

• Health and Wellbeing Board			NB Statutory membership	SA/JR	
• Health Overview and Scrutiny Committee				SA Directors/EOs as required.	
• Worcestershire County Council Cabinet				SA	
• Herefordshire & Worcestershire ICB Board				JR	
• Herefordshire & Worcestershire Integrated Care Partnership Assembly				SA/JR	
• ICB Shared Care Plan Programme Board				SA	
• ICB Strategic Commissioning Committee				DB	
• ICB Quality Risk Group				DB	
• ICB Quality Resource & Delivery				JR	
• ICB Children & Young Peoples Partnership Board				DL	
• ICB Quality Forum				JR	
• ICB Mortality Oversight Group				JR	
• ICB Digital Inclusion Advisory Group				JR	
• WAHT Trust Board				CB/SA/JR	
• H&WHC Trust Board				MG/SA	
• ICS Academy Steering Group				SA	

• CYP Emotional Wellbeing & Mental Health Partnership Board				DL	
• CYP Programme Board				DL	
• Worcestershire Childrens Frist Board				DL	
• Worcestershire Executive Committee				JR	
• JSNA				MR	
• Respect				SJ	
• Suicide Prevention comms group				SJ	
<b>4. <u>Organisational Development</u></b>					
<b>Projects:</b>					
Review of Reference & Engagement Group	Small	2023-2024		JT/SJ	
Develop Facebook as a primary channel of communication & develop its use for reporting of experiences of health & care services to HWW	Small	Q2 & Q3 2023-2024		SA/VW	



Development and implementation of a new website	Medium	Q3 & Q4 2023-2024		SA/VW	
Quality Management System: <ul style="list-style-type: none"> <li>• Review QMS scope document</li> <li>• Annual ISO 9001 accreditation</li> <li>• Annual Cyber Essentials Accreditation</li> <li>• Annual self-assessment HWE Quality Framework</li> <li>• Continuous improvement of Business Information systems</li> <li>• Impact and influence project</li> </ul>	Big	2023-2025 Ongoing		SA/JR/PH  JT/SJ	
Adults & Childrens Safeguarding: <ul style="list-style-type: none"> <li>• Annual review of policies</li> <li>• Periodic training of staff and volunteers</li> </ul>	Small	2023-2025		JT/DL/MR	
Continuous improvement of Volunteer offer.	Medium	2023-2025 Ongoing		JT/SJ	

Refresh local Healthwatch branding	Small	Q3 & Q4 2023-2024		SA/VW	
Annual Conference	Medium	Q2 2023-2024		SA/HW	
Spring Conference [Quality] Autumn Conference [Annual Report]		Q2 2024-2025 Q3 2024-2025		SA/PH SA/PH	
Drafting & publication of the Annual Report	Small	2023-2025		SA/MR	
Maintaining & developing stakeholder relationships	Medium	2023-2025		JR/SA	
Re-tender for local Healthwatch services	Big	Q3 & Q4 2023/2024	NB This project will impact on delivery of service evaluation projects.	SA/JR	
<b><u>Healthwatch England</u></b>					
<b>Engagement in the following:</b>					
<ul style="list-style-type: none"> <li>West Midlands Cancer Alliance Board</li> <li>Communications Ambassador Network</li> </ul>				SA VW JR/SA	

<ul style="list-style-type: none"> <li>• West and East Midlands Local Healthwatch Network</li> <li>• Chair &amp; Board members Forum</li> <li>• Lead Officers Forum</li> <li>• Impact &amp; Influence project</li> <li>• Patient safety initiative</li> <li>• LHW Sustainable Funding</li> </ul>				JR SA JT/SJ  SA JR/SA	

### Version Control

Version	Date		Comments
2.0	23.11.2023	SA	Amendment and additions following approval of version 1 at PBM subject to finalisation with Directors.
2.1	22.01.2024	SA	Amendments approved at PBM on 23.11.2023
2.2	22.01.2024	SA	Amendments approved at CBM on 22.01.2024