

PROGRESS REPORT TO THE BOARD ON CURRENT PROJECTS FROM HEALTHWATCH WORCESTERSHIRE BUSINESS PLAN OBJECTIVES REFRESH 2021 -2023

SEPTEMBER 2021

HWW has carried out a review of our business objectives for the next two years to reflect:

- Progress with previous and ongoing work
- Feedback and issues reported to HWW and gathered through engagement and project work
- Emerging key themes - e.g. health inequalities, digital exclusion, impact of Covid-19 and service restoration, GP access
- Local health and care service strategic development e.g. formation of Integrated Care System (ICS), implementation of new methods of service delivery and the NHS Long Term Plan

Our Business objectives have been grouped as follows -

1. Engagement Projects
2. Business Development Areas
3. External Business Objectives

In all our project plans we will consider how the project relates to:

- Children and Young People
- Equalities characteristics (gender, age, disability, ethnicity) - With a focus on collecting the data and in relation to ethnicity, learning disability
- and Autism, gender identity and sexuality.
Carers

We will identify a universal engagement topic, which will be the focus of face-to-face engagement at events.

We will identify regular / monthly Tell Us topics to gather targeted feedback via our regular communications and social media.

In addition to the areas below HWW needs the flexibility to undertake work at short notice which may not be an identified business priority, and so we will review the business priorities during the year.

Engagement Projects					
Priority	Size	When	EO/Director Lead	Comment	RAG RATING
Hospital Discharge during Covid-19	BIG	Q1/Q2	MR/JS	Report published in August 2021. 142 people shared their experience of leaving Worcestershire Hospitals during the Covid-19 pandemic (March 2020 - April 2021). Report sets out findings and makes 29 recommendations covering improved communication, better planning for and timing of when people leave hospital, Covid-19 testing, transport and medication, information given to patients after they have been discharged, follow up contacts, support at home and in the community, improved dialogue with care providers and support for carers. Summary document and 2 page snapshot produced. Report sent to CCG to co-ordinate a “system” response.	
Covid-19 Vaccination - identifying concerns	BIG	Q1/Q2	SJ/JR	Summary Report produced and shared with partners.	
Covid-19 - Restoration and Recovery of services - Focus on Cancer services, Screening, GP Practices and Urgent Care	NEW BIG		SA/JR ME - Screening & GP	Screening - Tell Us and contextual advertising focus for May / June. GP Access - Tell Us focus for August / Sept provided additional feedback about ongoing issues of accessing practice by phone, making appointments and seeing GP face-to-face. Summary of Q1 & Q2 to be compiled for October HOSC with focus on GPs.	
Digital access to services - Including focus on sensory impairment	NEW BIG		JR ME - Survey	Survey created - collection of responses started August at Worcester Show. Postal and telephone responses to survey also received. Current total 115 surveys completed. Looking at opportunities for face-to-face engagement and focus groups.	
Adult Mental Health - Transforming Community Mental Health Services	BIG	Ongoing	SJ/MG	Quarterly meetings established with HWHCT Service Manager for Healthy Minds Service enabling HWW to maintain an understanding of the demand and capacity for community mental health services.	

Acute Hospital services for children and young people	BIG	Q3/Q4	ME/JS	Exploration ongoing of feasibility of carrying this out within hospitals or alternative data collection.	
Children & Young People - mental health, emotional wellbeing and SEND	BIG	TBC Ongoing	ME/JS	Ongoing involvement with CYP Emotional Wellbeing Partnership. System response to HWW YP Covid Emotional Wellbeing Report (March 21) presented by CCG at July meeting.	
Covid-19 Young People's Emotional Wellbeing	MED	Q3/Q4	ME/JS	Explore follow up YP Emotional Wellbeing Survey - potentially Q3/Q4	
Improvement of experiences of health and social care services by the Lesbian, Gay, Bisexual and Trans (LGBT+) community - Engagement focus on Gender identity	MED	Ongoing	ME/SJ /JR	ME & SJ attended MindOut Trans and Bisexual awareness training in June. This has provided guidance on format for equalities monitoring questions, which has been implemented.	
Outpatients Focus on - <ul style="list-style-type: none"> • Urology • Process • Shared decision making 	TBC	Ongoing	MR/JS	Automated Waiting List calls - provided comment on proposed script/process of CCG pilot of automated calls to sample of people on Trauma and Orthopaedic and Gynaecology waiting lists. Personalised Care Forum - attendance & input at Forum meetings	
Adult Social Care - Care Homes	NEW TBC	TBC	MR/JT	Care Homes sent Annual Report and asked to promote to residents and relatives.	
Adult Social Care - Experiences of Adult Social Work Services		Y2	MR/JT		
Learning Disability and Autism	MED	Ongoing	ME/JS /MG	Participation in meetings and communication providing feedback relating to implementation of new LDA 3 year plan, including promotion of involvement opportunities.	

Shared Care Record [Shared Care Plan and Patient Portal]	MED		SA	Non-voting member of the ICS Shared Care Record Programme Board. Championed the involvement of patients in the decision of the patient portal and content of care plan - co-design group established by project team, includes Worcestershire patients. Scrutiny and comment of the Data Protection Impact Assessment for the project influenced the recording of patients preferred gender identity in care record and plan.	
Access to Mental Health Services for Homeless People who are Rough Sleeping	NEW MED	Q4/Yr 2	SJ/MG/JT		
Continence products for people with a learning disability	NEW SML	Q2/3	MR/SA	Initial enquiries made about position in Worcestershire, further information / scoping required.	
Prison Healthcare	SML		SJ/JR	Unable to undertake in person engagement currently - date to be agreed	
Fracture Clinic	SML		MR/JS	Unable to undertake face to face follow up visit to check implementation of recommendations at this time.	
Dementia	NEW SML	Ongoing	SJ /MG	STP HWCCG Dementia Programme Board established -3 key outcomes areas: <ul style="list-style-type: none"> • Driving a STP wide culture change through raising awareness and understanding • Increase awareness for early diagnosis and access to support • Supporting People with dementia and their carers to live well with dementia 	
Children's Social Care	SML	Ongoing	JS/ME	WCF Chief Executive Tina Russell attended HWW Summer Conference - presentation about WCF and response to public questions. Ongoing participation in meetings.	
End of Life	SML	Ongoing	SJ/JS	Attendance at End of Life and ReSPECT Steering Groups.	

Continuing Healthcare (CHC)	SML	Ongoing	SJ/MG	Attendance at CHC Communications Group and provision of feedback from our volunteers on leaflets, information letters and website content.	
Information about Adult Social Care	SML	Year 2	MR/JT		
Diabetes	SML		SA	No progress	

2. Business Development Areas				
Priority	Detail	Responsible	Comment	RAG RATING
Engagement - Focus on health inequalities, ethnic minorities and digital exclusion	Explore ways in which we can expand our reach to engage with those living with health inequalities, digital exclusion, those from ethnic minorities and looked after children. Focus on networking and relationship building with community groups and use of third party engagement (Reference and Engagement Group).	SA EOs	Development underway for an informal volunteer role that will engage members of the community in gathering feedback from their peers within communities of interest including minority and ethnic communities.	
Volunteering	2-5 year development plan for volunteering. Seeking commitment for diversifying the recruitment of and way we work with volunteers.	JT/SJ	Co-Production group established with partners from communities of interest to help HWW develop a new informal volunteering community role.	
Public Sector Equality Duty	Promotion of equality throughout our work. Focus on health inequality, ethnic minorities, sexuality and gender identity and disability. Review equality monitoring information we gather and how we can increase completion and maximise use of data.	JR/SA /SJ	PSED training attended. Equality monitoring information has been reviewed and revised on our Tell Us page and also for use in our surveys.	
Time to Change	Continue with the rollout of the Time2Change Action Plan. Mental Health First Aid training to be arranged for staff and discussion of findings from the Staff Survey. Further discussion required about individual Wellness Plans and an annual Wellbeing Day.	JT/SJ	MHFA Training arranged for 15 th & 17 th September.	
Quality management systems	Annual audit for ISO 9001 - Quality system for continual improvement. Review business procedures and processes for compliance. Audit of processes. Annual Report.	SA/LH	Annual Review of improvement against HWE Quality Framework undertaken with HWE. Demonstrated improvements in equality, diversity and inclusion impacting on domains of Enabler, Core work and Purpose within the Quality Framework.	

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3. External Business Objectives				
Priority	Detail	Responsible	Comment	RAG RATING
Communications and Raising Awareness	<ul style="list-style-type: none"> - Communications planning - to include Tell Us focus topics - Ongoing communication - News Bulletins, Worcester News Column - Communication and promotion of HWW surveys, meetings and engagement opportunities with Reference and Engagement Group and other stakeholders - Social media presence - Twitter and building on use of Facebook advertising - Further development of use of online platforms such as YouTube, Zoom and Mail Chimp and explore further options - Advertising campaigns - current LocalIQ Contextual Advertising campaign due to run until beginning of July 2021 - Raising awareness of HWW - Consider opportunities to expand distribution and display of printed HWW information - Information sharing and promotion of external opportunities for people to provide feedback and engagement 	SA/ME	<p>Tell Us focus - May - Mental Health, NHS Screening programmes June - NHS Screening programmes, Pharmacy July - Pharmacies, End of Life Care August - GP Access September - GP Access, Outpatient waiting times, Stroke services</p> <p>Contextual Advertising Campaign with LocalIQ - May to July 2021.</p> <p>July - accuracy review and update of Complaints Guides. Awaiting ICS formation and further info about complaints processes until complete full review.</p> <p>July - Amendments to Tell Us and Join Us pages on website and creation of online equalities monitoring following submission.</p> <p>August - Postal Bulletin - including Digital Access survey.</p> <p>Media August - BBC re Acute Trust; WN re prescription charges.</p>	

	<ul style="list-style-type: none"> - Ongoing review of website content and implementation of identified improvements and actions - Review of Complaints Guides - Production of Easy Read resources - Monitoring of NHS Accessibility Standards - Provide advice on NHS and WCC information and engagement materials 			
Advice and Information	<ul style="list-style-type: none"> - Review of CRM system - Ongoing analysis and reporting of issues and themes reported to HWW 	SA/JR Team	Summary of Q1 feedback created and shared with NHS, WCC & HOSC.	
Co-Production	Promoting and monitoring the legislative duty of local health and social care commissioners and providers to involve and engage patients, service users and carers in the co-production of services.	SA	Championed involvement of patients and the public in the ICS Shared Care Record programme - co-design group established by the PB. Evidence of patients influencing design of portal etc.	
Enabling local people to monitor standards of health and social care	<ul style="list-style-type: none"> - Development of relationships with Worcestershire's health and care system - Healthwatch England / CQC - Monitoring quality of services via participation in meetings - see list 	Directors	Attendance at WCC Scrutiny meetings and NHS meetings at which performance is monitored. Non-voting member of new ICS Quality Forum	