

Healthwatch Worcestershire Business Objectives Refresh - 2021-2023

May 2021

Draft - V 0.5

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 give consideration to 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.

1. Engagement Projects					
		Why	What / How	When	Who
Hospital Discharge	BIG	<ul style="list-style-type: none"> - Patient experience & feedback - Changes to hospital discharge during Covid-19 	<ul style="list-style-type: none"> - Analysis of survey and interview data and feedback - Report writing and promotion - Monitoring of recommendations 	Q1	MR/JS
Covid-19 Vaccination - identifying concerns	BIG	<ul style="list-style-type: none"> - Health inequalities - Impact of Covid-19 	<ul style="list-style-type: none"> - Continuation of survey for those with concerns about having the vaccine - Liaison with Clinical Commissioning Group (CCG) and Public Health re findings - Report and recommendations publication 	Q1/Q2	SJ/JR
Covid-19 - Restoration and Recovery of services - Focus on Cancer services, Screening, GP Practices and Urgent Care	NEW BIG	<ul style="list-style-type: none"> - Experience and feedback from engagement & Covid-19 Report - Impact of Covid-19 - Key ICS work area 	<ul style="list-style-type: none"> - Ongoing gathering of patient experience and monitoring of performance 		SA (JR)
Digital access to services - Including focus on sensory impairment	NEW BIG	<ul style="list-style-type: none"> - Digital inclusion - Health inequalities - Impact of Covid-19 - Patient experience 	Gather feedback about experiences of digital and online access and services. Including: <ul style="list-style-type: none"> > Remote access / consultation > Use of apps e.g. maternity, breast cancer, older person's mental health > Integrated Care and Wellbeing Record <ul style="list-style-type: none"> - Face-to-face engagement topic - Explore engagement with sensory impairment support groups 		JR

Adult Mental Health - Transforming Community Mental Health Services	BIG	- Follow on / feedback from previous engagement and Reports, including SW CARS Report - Impact of Covid-19 - Feedback and issues raised	- Quarterly meetings with Herefordshire and Worcestershire Health and Care Trust (HWHCT) and Worcestershire County Council (WCC) to ensure closer monitoring of Mental Health provision during the transition to an ICS and the implementation of Transforming Community Mental Health Services across the County. - Seek to develop regular opportunities to gather feedback from service users and carers and explore the development of a MH Forum	Ongoing	SJ/MG
Acute Hospital services for children and young people	BIG	- Previously identified priority paused due to C-19 - Impact of Covid-19 on hospital services and changes implemented	- Gather feedback via surveys from children, young people and parents / carers about experiences of day surgery at Acute hospitals <i>N.B. Will need to identify feasibility of carrying out this work through discussion with WAHT</i>	Q2/Q3	ME/JS
Children & Young People - mental health, emotional wellbeing and SEND	BIG	- Follow on / feedback from previous CYP engagement and Reports - Tracking service development	- Gather feedback about information sources, including local websites and apps - Face-to-face engagement with young people via youth groups and colleges - Focus groups / potential survey for parents / carers - Participation in C&YP Emotional Wellbeing Partnership Board and SEND Stakeholder Engagement Group	TBC Ongoing	ME/JS
Covid-19 Young People's Emotional Wellbeing	MED	- Follow up Covid-19 Young People's Emotional Wellbeing Report - Impact of Covid-19	- Monitoring of report recommendations - Follow up survey with young people - impact of Covid on emotional wellbeing and experiences of support	Q3/Q4	ME/JS

<p>Improvement of experiences of health and social care services by the Lesbian, Gay, Bisexual and Trans (LGBT+) community</p> <ul style="list-style-type: none"> - Engagement focus on Gender identity 	MED	<ul style="list-style-type: none"> - Follow on from LGBT+ Report feedback and recommendations 	<ul style="list-style-type: none"> - Monitoring of responses and actions committed to by HWHCT and WCC. - Continue championing LGBT+ issues and the data capture of gender identity and sexual orientation in all ICS strategic development e.g. Shared Care Records, Health Inequalities Collaborative, Children and Young People's Emotional Wellbeing Transformation Plan - Continue building on our relationships with Out2gether, Trans2gether and Mermaids. - Engagement with Trans2Gether, Mermaids and LGBT+ youth groups to provide us with a better understanding of potential issues and barriers experienced and inform future work. 	Ongoing	ME/SJ /JR
<p>Outpatients</p> <p>Focus on -</p> <ul style="list-style-type: none"> - Urology - Process - Shared decision making 	TBC	<ul style="list-style-type: none"> - Follow on from previous engagement and report - Rapid changes to delivery due to Covid-19 e.g. virtual clinics and patient managed follow up - Digital inclusion 	<ul style="list-style-type: none"> - Keep a watching brief on the development of the CCG Outpatient Programme through attendance, where appropriate, on the various project teams relating to elements of the programme. Identified by the CCG as: Demand Management, Diagnostics, Personalised Care, Waiting List Management - Continue to utilise the skills of our volunteers to provide feedback about patient facing communication relating to the programme. - Scope / carry out engagement to gather patient experience 		MR/JS
<p>Adult Social Care - Care Homes</p>	NEW TBC	<ul style="list-style-type: none"> - Watching brief in respect of WCC responsibility to manage care home market in the light of Covid-19. - Impact on service user experience 	<ul style="list-style-type: none"> - Explore if there are opportunities to engage with carers and relatives of people living in care home settings, with a specific focus on communication. 		MR/JT

Adult Social Care - Experiences of Adult Social Work Services	TBC	- Follow on from previous Adult Social Care work	- Explore ways to engage with people in receipt of Adult Social Work services about their experience.	Y2	MR/JT
Learning Disability and Autism	MED	- Follow on from previous engagement and reports on Learning Disability and Autism	- Review recommendations from reports - Feed into development of new Herefordshire and Worcestershire Learning Disability & Autism Plan - Participation in Learning Disability Partnership Board, Autism Partnership Board and wider stakeholder engagement - Engagement / gather feedback evaluating impact of new Learning Disability and Autism Plan (Y2)	Ongoing	ME/JS /MG
Shared Care Record [Shared Care Plan and Patient Portal]	MED	- Continuation of previous work and feedback - Digital inclusion	- Attend ICS Shared care Record Project Board. - Volunteers participating in co-design of patient Portal.		SA
Access to Mental Health Services for Homeless People who are Rough Sleeping	NEW MED	- Health inequalities - Digital inclusion	Explore / carry out engagement with rough sleepers to gather their feedback about accessing mental health services.		SJ/MG /JT
Continence products for people with a learning disability	NEW SML	- People's experience and feedback	- Gather people's experience as appropriate and explore next steps	Q2/3	MR/?
Prison Healthcare	SML	- Follow on from previous engagement - Lack of response to Report recommendations	- Identify opportunity to revisit HMP Hewell when possible to gather more prisoner experience		SJ/JR
Fracture Clinic	SML	- Follow on from previous work / Report	- When it is feasible review our recommendations in the hospital setting.		MR/JS

			<i>However- it is recognised that changes to Outpatients services during Covid-19 may have a continuing impact on the way that Fracture Clinics are delivered in future</i>		
Dementia	NEW SML	- Low rates of diagnosis in Worcestershire - Previous feedback / issues raised with HWW	- Participation in Herefordshire and Worcestershire STP Living Well with Dementia Programme Board	Ongoing	SJ /MG
Children's Social Care	SML	- Monitoring quality of local services - Previous feedback / issues raised with HWW	- Quarterly meetings with Worcestershire Children First to discuss performance and quality monitoring - Participation in Children and Young People's Strategic Partnership, Early Help Partnership and SEND Stakeholder Engagement Group	Ongoing	JS/ME
End of Life	SML	- Previous feedback / issues raised with HWW	- Attendance at End of Life Steering Group and ReSPECT Steering Group - close attention required to the digitalisation of the ReSPECT form and the development of the ICWR.	Ongoing	SJ/JS
Continuing Healthcare (CHC)	SML	- Previous feedback / issues raised with HWW	- Continue involvement in the CHC Communications Group and provide feedback on draft leaflets providing information to applicants, recipients, family members/carers. - Keep a watching brief on service and any changes to eligibility criteria.	Ongoing	SJ/MG
Information about Adult Social Care	SML	- Follow on from previous work / Report	- Follow up to "Mystery Shopping" report that looked at the way information was presented on the WCC website.		MR/JT

Diabetes	SML	- Previous feedback / issues raised with HWW	- Follow up need to develop involvement of people with Diabetes in local services and reinstate Diabetes Network.		SA
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2. Business Development Areas					
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
Volunteering		2-5 year development plan for volunteering. Seeking commitment for diversifying the recruitment of and way we work with volunteers.			JT/SJ
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
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

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
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3. External Business Objectives		
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 - 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 	SA/ME

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
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
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

DOCUMENT DETAILS:

APPROVED ON:

Last REVIEWED:

REVIEW BY:

LEAD DIRECTOR: Simon Adams

AUTHOR: Morag Edmondson

Version Control

Version	Reason for Amendments	Amendments Made By	Date
Draft 0.3	Initial feedback from Directors	ME	20.05.21
Draft 0.4	Feedback from REG	ME	16.06.21
Draft 0.5	Amendment at Summer Conference	ME	21.06.21

