

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 **Working** to:

- hear your experiences of health and social care
- shine a light on those services
- working to improve services, and
- being a trusted source of information and advice about health and social care services for people in Worcestershire.

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

1. <u>Service Evaluation</u>					
	<u>Size</u>	<u>Timeline</u>	<u>Comment/Progress Report</u>	<u>HWW Leads</u>	<u>ICS SPOC</u>
<u>Adult Social Care</u>					
Service Evaluation Projects					
Improving the experience of Adult Social Care: <ul style="list-style-type: none"> Information provided to service- users about Adult Social Care services by digital and non-digital means. Review of the Adult Social Care 'Prevention and Early Intervention' Strategy Care Costs – an exploration of Disability Related Expenditure. 	Medium	Q3 - Q4 2023-2024		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.		

<p>Quality & Safety Monitoring: [Focus on ensuring care and support needs of the homeless are being met]</p> <ul style="list-style-type: none"> • Worcestershire Adult Safeguarding Board • Adult Care and Well Being Overview and Scrutiny Panel [Focus on service performance] 		2023-2025 Ongoing		JT JT/MR	
<p><u>Mental Health</u></p>					
<p>Service Evaluation Projects</p>					
<p>Dementia Services - understanding patient carers' experiences of health & social care services provided to patients with a dementia diagnosis.</p>	Big	2023-2024 to Q2 2024-2025		MG/SJ	
<p>Adult Community Mental Health Services – Patient and carers evaluation of services following service transformation [new neighbourhood mental health teams].</p>	Big	2024-2025 Tbc [Dependant on implementation of service transformation by H&WHCT]		SA/SJ	

Adult Inpatient Mental Health Services – patient evaluation of services.	Medium	2024-2025 Tbc [Dependant on implementation of service changes by H&WHCT]		SA/SJ	
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	NB Young Peoples gender related issues to be included in this project	DL/NLC	
Quality & Safety Monitoring: [Focus on 'Talking Therapies, Urgent Help & Support, In-patient services, Child & Adolescent Mental Health Services, and suicide prevention]. <ul style="list-style-type: none"> • H&WHCT Quality & Safety Committee • Mental Health Collaborative • Dementia programme Board 		2023-2025 Ongoing		MG/SA/SJ	

<ul style="list-style-type: none"> Children & Families Overview & Scrutiny Panel 				DL	
<u>Primary Care</u>					
Service Evaluation Projects					
Public Health - Public awareness of public health messages.	Medium	Q2 - Q3 2023		SA/NLC	
<p>Access to GPs – Patient evaluation of NHSE changes to increase access to GPs including:</p> <ul style="list-style-type: none"> Access to appointments in GP practice Community Pharmacy Plus [NB Consider evaluation of Community Pharmacy Plus for 2024 summer engagement project]. 	Big	2024-2025 tbc		DB/ EO tba	
Cancer Screening - Patients access to, and experience of NHSE's 'informed' PSA screening service for prostate cancer.	Medium	Q2 2023-2024 to Q2 2024-2025		CB/DB/VW	

[NB Collaborative project with Worcestershire's Prostate Cance Support Groups]					
Continuing Health Care (CHC) Securing patient involvement in policy development.	Small	2023-2025 Ongoing		DB/SJ	
Sensory Impairment - Understanding the experiences of accessing community services by patients with a sensory impairment.	Medium	2024-2025 tbc		DB/MR	
Evaluating the progress of Primary Care in tackling Health Inequalities	Medium	Q3 & Q4 2024-2025		DB/ EO Tba	
Quality & Safety Monitoring: [Focus on access to dental services and improving access to Primary Care] <ul style="list-style-type: none"> Local Dental Network Oral Health Steering Group 		2023-2025 Ongoing		DB/MR DB/MR	

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

<u>Hospital Services</u>					
Service Evaluation Projects					
Hospital discharge - Evaluation of patient experience of the revised hospital discharge arrangements	Medium	2024-2025 tbc [dependant on WAHT discharge improvements]		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	
Quality & Safety Monitoring [Focus on hospital discharge, stroke service, cancer services, neo-natal & maternity services, elective waiting lists,		2023-2025 Ongoing			

Consultant follow-up letters, fragile services] <ul style="list-style-type: none"> • ICS Elective Care, Diagnostics & Cancer Board • ICS Stroke Programme Board • WAHT Quality Governance Committee • WAHT Patient Carer Public Experience Steering Group • ICB Local Maternity and Neonatal System • Worcestershire Maternity Voices Partnership 				CB CB SA/JR CB/SJ DL DL/NLC	
<u>Learning Disabilities and Autism</u>					
Service Evaluation Projects					
All-Age Autism Strategy – understand service users experiences of new strategy	Big	2024-2025 tbc		DL/NLC	
Understand the service user experience of the Educational Health and Care Needs Assessment	Medium	Q2 & Q3 2024-2025		DL/NLC	

Parent/Carer evaluation of commissioner & provider engagement/co-production	Medium	Q1 & Q2 2024-2025		DL/NLC	
Understanding cancer service provision for patients with autism or a learning disability	Small	2024-2025 tbc		CB/EO Tbc	
Quality & Safety Monitoring: [Focus on implementation and operation of the All-Age Autism Strategy and the Learning Disabilities Strategy] <ul style="list-style-type: none"> • Worcestershire Autism Partnership Board • ICS Herefordshire & Worcestershire Autism Partnership Board • Learning Disabilities Partnership 		2023-2025 Ongoing		DL/NLC DL MG	
<u>Gender Identity</u>					
Service Evaluation Projects					
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	
Quality & Safety Monitoring [Focus on service design and provision] • ICB Health Inequalities and Prevention Partnership		2023-2025 Ongoing		JR/SJ JR	
2. <u>Providing Advice & Information</u>	Big	2023-2025 Ongoing	See dashboard for monitoring information	SA/EOs/PH	
3. <u>Integrated Care System Co-Production of services; Quality and Safety</u>					
Representation at the following:		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	
4. <u>Organisational Development</u>					
Projects:					
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	

Autumn Conference [Annual Report]		Q3 2024-2025		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	
<u>Healthwatch England</u>					
Engagement in the following:					
<ul style="list-style-type: none"> • West Midlands Cancer Alliance Board • Communications Ambassador Network • West and East Midlands Local Healthwatch Network • Chair & Board members Forum • Lead Officers Forum • Impact & Influence project • Patient safety initiative 				SA VW JR/SA JR SA JT/SJ SA	

• LHW Sustainable Funding				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.