

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

November 2022

HWW has carried out a review of our business objectives for the next year 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
A. Big Projects					
Covid-19 - Restoration and Recovery of services - Focus on Cancer services, Screening, GP Practices and Urgent Care	BIG	Ongoing	SA/JR	GP Access - Regular Tell Us focus to gather feedback about ongoing issues of accessing practice by phone, making appointments and seeing GP face-to-face. Updates and summary of feedback provided to HOSC. Dentistry - Summary of feedback between March 2020 - Feb 2022 compiled for March HOSC. This was updated to cover until April 2022 for the WCC Oral Health Steering Group. Meeting held with NHSE/I W.Mids re dental access in Evesham and dental strategy. NHSE/I attended HWW PMB on 22/9/22 re dental contract and implications for Worcestershire. Video recording and slides available via HWW website and You Tube Channel.	
Digital access to services - Including focus on sensory impairment	BIG	Ongoing	JR / EIO -To be allocated [TBA]	Survey completed and Report published January 2022. System Response received and published March 2022. Attendance at meetings to identify how recommendations are being implemented and influencing different work streams. Presentation at ICS Health Inequalities and Prevention Collaborative in May. Exploring engagement around sensory impairment alongside work looking at Accessible Information Standard.	
Accessibility of Information / Accessible Information Standard	BIG NEW	Y2	ME SA & LH	Supporting Healthwatch England Your Care Your Way campaign increasing awareness of Accessible Information Standard - Tell Us topic for March - May 22	

			MR	<ul style="list-style-type: none"> - Review of HWW website for accessibility undertaken and action plan developed - ME & LH - Exploring engagement to gather feedback from people with sensory loss and learning disability. - Focus Group held with Action Deafness in June re NHS services. Further focus group requested by AD to focus on Adult Social Cares services to be arranged.
<p>Awareness of Minor Injuries</p> <p>Generic / Face-to-face engagement topic</p>	BIG NEW	Q1-3	JR / MR	<p>Survey focusing on awareness of MIUs, and which NHS service people would contact for Out of Hours care. Survey has been used at HWW Engagement events over the summer months as well as being available online. Survey is now closed, 635 responses received, the majority through face to face engagement. Results are currently being analysed and a thematic Report is in preparation.</p>
<p>Adult Mental Health</p> <p>- Transforming Community Mental Health Services</p>	BIG	Ongoing	SJ/MG	<p>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.</p> <p>Recent meeting confirmed waiting times for Healthy Minds are lengthy, staff resource has been diverted to those who have been triaged and are waiting to start treatment. This has the consequence that the waiting times for those awaiting triage will extend. Staff recruitment and retention is a challenge for MH services currently exacerbated by Omicron.</p> <p>Update on the Transformation of Community MH Services confirms pilot has now been rolled out across the County and CARS has been replaced by Neighbourhood MH Teams. Focus on providing locality-based support and provision of MH practitioners in GP surgeries.</p> <p>Feb 10th - Letter written to CEO of HWHCT requesting information on waiting times for Healthy Minds and invitation to attend PBM in March.</p>

			<p>3 Service Leads attended PBM and provided information on waiting times and outlined measures in place and planned to mitigate the lengthy waiting list. These measures will be monitored via regular meetings with Director of Nursing and Director of Strategy and Partnerships at HWHCT.</p> <p>Quarterly meetings now also established with Senior Service Leads of the MH Crisis Support Service.</p> <p>A number of questions were raised in the quarterly meeting on 15.09.22 and requests for data around service delivery were made. We were signposted to Springfield Mind who hold the data. A meeting will be arranged between HWW and Springfield Mind. Staff recruitment and retention is an ongoing concern for the Crisis Support Service, apprenticeship opportunities are available, and a recruitment event is being planned for November.</p> <p>Concerns about the Crisis Support Service escalated to ICB and meeting with Lead Commissioners held 19.10.22. Confirmation obtained that data collection had been an issue and assurance given that it would be obtained the following week. Commissioners had also received similar feedback about the service and were exploring them with service managers. Going forward the MH Commissioner and manager from Springfield Mind will attend our quarterly meetings with the Crisis Support Team.</p> <p>Concerns about Community Mental Health services also raised with HWHCT and meeting held with Director and Associate Directors with responsibility for Community Mental Health and Community MH Programme Lead on 31.10.22. Confirmation received of critical issue with recruitment to Band 6 MH Nurses across all Neighbourhood MH Teams. Redditch, Bromsgrove and Droitwich are most affected. Phase 1 of Transforming Community MH Services involving Malvern, Tenbury, Great</p>	
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			<p>Witley and the Rurals is more established and considered stable.</p> <p>New roles had been developed to help mitigate recruitment challenges and include:</p> <p>Connect Workers - supporting the older adult case load (65+), one appointed in Redditch and one to be appointed in both Bromsgrove and Droitwich.</p> <p>MH Wellbeing Practitioners - Band 4 with 1 year intensive training in psychological therapies, on completion moving to Band 5. One to be appointed in each of the 7 Neighbourhood MH Teams with a further 5 in areas of greatest need.</p> <p>Leadership posts now fully appointed to and providing support to lead the ongoing transformation of Community MH Services. Optimism and confidence were expressed about the long term trajectory and acknowledgement of current critical challenge.</p> <p>Further support being commissioned via the VCSE Alliance who will provide additional resource with counselling and psycho educational therapies including CBT. Funding to commence January 2023.</p> <p>Confirmation received that clinical provision by VCSE organisations will be subject to CQC regulation when commissioned by ICB.</p> <p>Visit to MH Inpatient Unit at Newtown Hospital took place on 01.11.22 where meetings took place with Senior Nurse Lead and Ward Manager. Assurance was provided that HWHCT have recently implemented changes to processes and systems to improve safety of staff and patients including consideration for relocation of inpatient provision.</p>	
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Acute Hospital services for children and young people	BIG	Year 2	EO TBA /JS	Survey looking at experiences of day case surgery / Outpatients and hospital journey for children and young people. Planning and liaison with Acute Trust re feasibility / electronic distribution to parents / carers needed.	
Children & Young People - mental health, emotional wellbeing, SEND & impact of Covid-19	BIG	Ongoing	EO TBA/JS	Ongoing involvement with CYP Emotional Wellbeing Partnership and SEND Stakeholder Engagement Group. Attended May's SEND Preparing for Adulthood Group. Monitoring of key issues e.g. CAMHS and Umbrella Pathway waiting times. Young People's Health and Emotional Wellbeing Report Published March - System response received and considered at PBM on 26.05.2022 JS to monitor implementation of response at relevant meetings.	
B. Medium Projects					
Review of the Reference and Engagement Group (REG) Project	MED NEW	Q4 Year 2	SJ/LH/JT	The purpose of this project is to realise HWW aspirations in a way that benefits REG network members but also ensures that more people who experience health inequalities in Worcestershire have a voice, and together we are able to influence and improve both the quality and range of health and social care services available to the residents of the County. This is a Year 2 project commencing in April 2022 and consisting of two key stages: <ul style="list-style-type: none"> • Stage one: Quarter 3 - Following the principles of co-production there will be a Focus Group, a scoping exercise, review of documentation and conversation with existing members. • Stage two: Quarter 4 - implementation of learning, development of the network and recruitment of new membership, with an emphasis on increased reach into communities and interest groups that experience poor (access to) health and social care services 	

<p>Impact Measurement Project</p>				<p>Contact is being made via phone calls to key organisations initially exploring potential opportunities for engagement. Focus group will now be deferred to Quarter 4 when capacity is expected to increase.</p> <p>Application submitted to HWE Impact Project which requires three Local Healthwatch to recruit a Volunteer Impact Assistant to help increase the capacity within the team to record, track and follow up on outcomes. 3 LHW will pilot the role by using HWE's new Impact Tracker spreadsheet between January and March 2023.</p> <p>NB There are clear links to other projects that are currently underway - eg Community Links/Influence and Impact - and as the interrelationship among these projects becomes more clearly defined and develops then it is likely to be redesignated as a Large Project within the Business Plan.</p>	
<p>Improvement of experiences of health and social care services by the Lesbian, Gay, Bisexual and Trans (LGBT+) community</p>	<p>MED</p>	<p>Ongoing</p>	<p>SJ/JR [CYP - EO TBA]</p>	<p>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.</p> <p>WAHT are providing a refreshed Action Plan in response to recommendations in our report. Chair of WHAT LGBTQ+ staff network will attend our PBM in September to provide an update on behalf of the Trust.</p> <p>HWW hosted a focus group with Dr Luke Simonds (WAHT) Chair of the Staff LGBTQ Network and members of Out2gether. Dr Simonds updated them on progress with the Trust's action plan in response to our LGBT+ report in 2020. He also wanted to hear first-hand people's experiences of using WAHT services.</p> <p>The focus group was well received by Out2gether.</p>	

<p>- Engagement focus on Gender identity</p>				<p>Dr Simonds attended the PBM in September 2022 and provided an update on WAHT’s progress against their action plan. Significant action has been taken including:</p> <ul style="list-style-type: none"> • Adoption of NHSE Rainbow Accreditation Scheme across the organisation which is an evidence-based assessment of LGBTQ+ inclusivity. Results of initial assessment will benchmark their current position and provide and action plan for development toward an ultimate Gold Standard. • Introduction of gender-neutral language in Maternity Services • Introduction of ‘#Callme name badges with the option to include pro nouns • Development of information available on website for LGBTQ+ patients and staff members <p>Exploration of engagement opportunities in relation to gender identity for Q4 of Year 2.</p>	
<p>Dementia</p>	<p>MED NEW</p>	<p>Ongoing</p>	<p>SJ /MG</p>	<p>STP HWCCG Dementia Programme Board established -3 key outcomes areas:</p> <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 <p>Engagement with Dementia Cafes in Worcester, Kidderminster and Tenbury has begun. Gap in provision identified for people with Young Onset of Dementia, desk top research underway to identify numbers living with a diagnosis in the County and current support pathway for them and their Carers. Meeting had with Age UK Worcester and Malvern, Age UK H&W.</p>	

				<p>Focus group undertaken with Young Onset Dementia Café and feedback provided to HOSC and Strategic Mapping exercise of Dementia Services in Herefordshire and Worcestershire.</p> <p>Confirmation of new provision being established by Age UK H&W in Redditch specifically for this community of people with Dementia diagnosis under the age of 65.</p> <p>A Dementia Road Map (website) providing information about support services available across Worcestershire is being procured by the ICB. Support offered to help assess content for accessibility.</p> <p>Discussion started about a Worcestershire road show for 2023 promoting dementia services. Suggested one should be available in each district to increase accessibility. This will be enabled by utilising the new dementia awareness bus.</p>	
Information about Adult Social Care	MED	Year 2	MR/JT	<p>HWW Report “Finding Out About Adult Social Care Services from the Worcestershire County Council Website”, produced as a result of a “mystery shopping” exercise. WCC have produced a response to the Report and are supportive of all 14 recommendations within it. They will take all of these on board to use as a checklist in the further development of Here2Help, the front door into adult social care and its broader information, advice and guidance responsibilities.</p> <p>Further meeting held with Assistant Director for Communities on the development of Here2Help as the Adult Social Care “Front Door” and future development of H2H across the Council.</p> <p>WCC website is being redesigned. HWW staff and volunteers will participate over the next few months to provide input into the design of overall website and ASC sections in particular.</p> <p>HWW volunteers and Directors attended a workshop set up for us to look at the development of the WCC website, in particular</p>	

				<p>the Adult Social Care Sections. The new website is still in development, it appears to offer improved navigation, however further work is needed on the content of the ASC site.</p> <p>There will be a “Beta” version of the website open in Dec 22/Jan 23. Proposed that HWW carry out a further “Mystery Shopping” / similar exercise in January 2023, to enable results to influence final content.</p>	
Hospital Discharge during Covid-19	MED	Q1/Q2	MR/JS	<p>Report published in August 2021. Report sets out findings and makes 29 recommendations. Summary document and 2 page snapshot produced. Response from the NHS and Social Care System received, which contained an Action Plan against the recommendations, including review of the existing Discharge Policy and consideration of the introduction of a Discharge Checklist to support the process.</p> <p>The system response was presented to the Public Board Meeting by Mari Gaye in November 2021.</p> <p>HWW have also written to H&W ICS to understand how the work on Empowering Carers on Hospital Discharge will be used across the system, recognising that this is a new initiative and implementation will be at the early stages. A response has been received, which we will publish on HWW website.</p> <p>HWW has reviewed Drafts of the revised Acute Hospitals Trust Inpatient Policy and associated documentation and provided detailed comment and feedback, much of which has been incorporated into the Draft Policy. We have written to the Chief Executive with some outstanding issues that we would like to see addressed by the Policy. A response has been received which advises of additional workstreams in the Trust where our question re Pre-Operative Assessment will be directed and of a Patient Flow Value Stream, which</p>	

				<p>acknowledges that comprehensive and early planning for discharge is a fundamental component of effective patient flow. Other issues to be kept under review.</p> <p>HWW asked that the implementation of the revised Discharge Policy was audited after 6 months, and this has been included in the Policy. We will continue to monitor the implementation of the Policy and will seek information on the audit outcomes.</p> <p>HWW attended Acute Trust's Patient Flow event focused on Hospital Discharge as part of the Trust's 4Ward improvement programme.</p>	
<p>Outpatients</p> <p>Focus on -</p> <ul style="list-style-type: none"> • Urology • Process • Shared decision making 	MED	Ongoing	MR/JS	<p>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.</p> <p>Personalised Care Forum - attendance & input at Forum meetings.</p> <p>Meeting held for an update on Patient Initiated Follow Up & Ophthalmology workstreams.</p> <p>Further meeting held for update across the whole Outpatient programme.</p> <p>Lead Director and EO have reviewed Draft of patient communication "Preparing for your Outpatient Journey" and provided feedback.</p>	
<p>Adult Social Care - Experiences of Adult Social Work Services</p>	TBC	Ongoing	MR/JT	<p>Quarterly meetings have been established with Assistant Director of Adult Social Care. Issues covered include Service User Engagement, Community DOLS and Quality in Care Homes.</p>	

				<p>Each of these topics have resulted in follow up, information gathering meetings with relevant Officers within ASC.</p> <p>Further meeting held with Assistant Director for Adult Social Care. Update provided on current risks and priorities. Financial and workforce pressure affecting social care as in other sectors.</p> <p>ASC is planning to strengthen its approach to co-production through a jointly produced Strategy and the establishment of a number of Coproduction forums. Briefing meetings now held quarterly with lead Officers on this initiative. Meeting held with Officer leads on Co-production plans, and preparation for WCC CQC inspection. HWW will keep a watching brief on this as genuine co-production is a key principle.</p> <p>Meeting with ASC Commissioning lead to discuss quality issues and market shaping, particularly in the context of the new cap on care costs and the impacts of this on the market and the Council.</p> <p>Meeting with Head of Quality and Safeguarding Services re how quality in care homes is monitored and how HWW can be further promoted in the care sector. Follow up to take place next month.</p> <p>Meeting with Assistant Director, Integration. Discussed current priorities and informed of HWW work that could inform the workstreams. Further meetings to be held quarterly and HWW input invited on workstreams where appropriate.</p>	
Learning Disability and Autism	MED	Ongoing	SA/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	MED	Ongoing	SA	Attendee at ICS Shared Care Record Project Board.	

[Shared Care Plan and Patient Portal]				<p>Opportunity for patients/public to join the co-design group for the co-production of the care record and patient portal promoted.</p> <p>Portal design based on adult mental health portal - demonstration arranged.</p> <p>Focus on communications with public and patients about use of personal data for population health management.</p>	
C. Small Projects					
Urgent Care 2021	SML	Ongoing	MR/JR	<p>Given rising numbers at A&E Departments and declining attendance at MIU's this project looked at:</p> <ul style="list-style-type: none"> • Patients reasoning for walking into the A&E Departments at Worcestershire Royal Hospital & Alexandra Hospital • What factors contributed to this choice • What, if anything, can be done to influence patient's choice to attend A&E <p>A Full Report, Summary Report and Snapshot Report of findings have been published. The Report has been presented/discussed at the Worcestershire Place Communications Cell meeting.</p> <p>A response from the NHS system has been provided and will be monitored by JR through attendance at existing meetings.</p>	
Children's Social Care	SML	Ongoing	JS/EO TBA	<p>Ongoing participation in meetings. Met with Tina Russell to discuss KPIs on 18.03.22</p> <p>To be followed up in the Worcestershire CYSP.</p>	
Pharmaceutical Needs Assessment	SML	Q4 yr2	MR/SA	<p>Participation in PNA working group. Input on public engagement. Focus Group format piloted at St Pauls Hostel. HWW responded to the consultation on the PNA document and will join the Working Group which will be established to take forward the PNA recommendations, including those relating to information to the public about Pharmacy services, where we would like to see the opportunities presented by the ICS website explored.</p>	

				First Working Group meeting scheduled for 29th November.	
Dentists	SML	Ongoing	MR / JR	<p>HWW continue to receive feedback from the public about difficulties accessing NHS dentists. Summary of feedback between March 2020 - Feb 2022 compiled for March HOSC.</p> <p>Attended the WCC Oral Health Steering Group on 24th May and presented an updated Report to cover until April 2022. NHSE/I commissioner attended PBM on 26th May.</p> <p>Dentists were sent HWW Annual Report and covering letter encouraging patient feedback.</p> <p>Meeting with NHSE/I WM re dental supply issues in Worcestershire and the NHSE Midlands Regional Dental Strategy.</p> <p>Further meeting with NHSE/I on 22/11</p>	
Refugees and Asylum Seekers	SML NEW	Q4 yr 2	SJ / MR	<p>Desktop research being undertaken to identify numbers of Refugees and Asylum Seekers in Worcestershire. Meeting held with CCG Lead on 23.05.22 to identify information provided to new arrivals. Meeting held on 27.05.22 with Worcestershire's Resettlement Lead for Worcestershire County Council. On 27.06.22 we met with the area manager for Serco who provided us with information about the support provision for Asylum Seekers accommodated in Worcestershire.</p> <p>Desktop Research completed, a final meeting with the Area Manager from Serco will take place on 22.09.22. Report to be shared with Directors immediately after.</p> <p>Action agreed to obtain more information from Serco about clinical need of asylum seekers in Worcestershire. Email request sent to Regional Manager on 16.11.22.</p>	

Continuing Healthcare (CHC)	SML	Ongoing	SJ/MG	<p>Attendance at CHC Communications Group and provision of feedback from our volunteers on leaflets, information letters and website content. Seeking process to influence at a strategic level - in contact with Associate Director with responsibility for CHC.</p> <p>Have recently provided feedback on the Appeals leaflets and Eligibility Letters and PHB information.</p> <p>Contact established with HWCCG Director responsible for CHC, HWW and David Johnston in regard to the re-establishment of a strategic steering group in Worcestershire.</p> <p>Advised on 16.11.22 that the CHC Communications group will no longer meet. Intention to make communication the responsibility of every member of the CHC team rather than just those who attend the meeting. Advised that group members will still be called upon as required on a one to one basis.</p> <p>There is no longer a forum for CHC where the patient voice can be represented or heard. New strategic co-production group has not yet been established. An email will be sent to the Associate Director of Nursing Continuing Healthcare to identify possible timelines for the creation of this group.</p>	
Diabetes	SML	Q4 yr 2	SA	Contact established with new commissioner and briefed on plans to develop new pathway in Worcestershire for diabetes care.	
Adult Social Care - Care Homes	SML	Q2	MR/JT	Care Homes were sent letter and Annual Report and asked to promote to residents and relatives.	
End of Life	SML	Ongoing	SJ/JS	Attendance at End of Life and ReSPECT Steering Groups. Clinical Director at St Richard's Hospice requested support from HWW in relation to co-production and their new Clinical Strategy.	

				SJ now attending the End of Life Programme Board	
Prison Healthcare	SML		SJ/JR	Unable to undertake in person engagement currently - date to be agreed	
Robotically Assisted Surgery [RAS]	SML	Q4 Y1 & Y2	SA	Briefing document provided to Worcestershire Acute Hospitals NHS Trust in support of its business case for RAS; shared with Chair of HWB. Trust decision to acquire robot. Robin Walker MP writes to Minister supporting RAS; response received from Minister & published July 2022 Robot acquired and installed.	

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	Community Link role established and early learning being identified. Regular engagement opportunities underway at Sandycroft, Redditch, Maggs Day Centre, Home Group (supported living for people with serious MH issues) and Dementia Cafes. Efforts ongoing to re-establish links with Redditch Central Mosque. Further links to be made with communities of interest. Meeting held with Programme Lead for Redditch Collaborative and links developed -15.09.22	
Volunteering	2-5 year development plan for volunteering. Seeking commitment for diversifying the recruitment of and way we work with volunteers.	JT/SJ	Comm Link role now being pioneered by 2 residents of St Paul's hostel. Fortnightly meetings taking place with SJ, Jonathan Sutton and both Comm Links - aim is to provide initial support and identify early learning about the role. Meetings held with Cranstoun Manager and a connection established. Date for attendance at a team meeting to be identified.	

			<p>Two new Community Links have been recruited via the Annual Conference and they are attending the forthcoming volunteer workshop in October. Initial support required to establish and understanding of HWW and its boundaries.</p> <p>Case Study of Community Link role provided to HWE as an example of good practice in Active Participation.</p> <p>Volunteer workshop planned for 10.10.22, agenda being co-produced with volunteer involvement.</p>	
Public Sector Equality Duty	<p>Promotion of equality throughout our work. Focus on health inequality, ethnic minorities, sexuality and gender identity and disability.</p> <p>Review equality monitoring information we gather and how we can increase completion and maximise use of data.</p>	JR/SA /SJ	<p>PSED training attended. Equality monitoring information has been reviewed and revised on our Tell Us page and also for use in our surveys.</p> <p>Chair attending HWE EDI Trg</p>	
Time to Change	<p>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.</p>	JT/SJ/LH	<p>MHFA Training completed in September.</p> <p>T2Change action plan reviewed and updated January 2022. Themed monthly Tea and Chat sessions occurring.</p> <p>Wellbeing Day took place on 4th May at Bonterre Care Farm. Positive experience and a commitment to have 2 a year going forward.</p> <p>Autumn Wellbeing Day booked for 27th October. Planning for the day is underway and informed by feedback from the previous event in May.</p>	

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 audit arranged for November 2021 Reassessed as compliant in November 2021	
Measuring our influence & impact - NEW	HWW to strive to become better at identifying and publicising the many ways in which we interact with the health and care system, members of the public and local communities as we seek to improve the delivery of services and effect change. We need to introduce formal methods of measuring our influence and impact, including both soft and hard data.	JT/SJ/LH	Discussion paper "So what project" taken to CBM on 19/05/22. Project given approval. Scoping meeting to be arranged to explore methodologies. Co-opted Board members to be involved in future discussions. Possibilities to be shared with staff and Directors at a Team Meeting.	

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 	SA/ EO TBA	April - Accessible Information, Dentists May - Mental Health Media - April - Worcester News - Rising Covid Cases in hospitals.	

	<ul style="list-style-type: none"> - 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 			
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	Your View - Feedback Summary 2021-2022 published July 2022	
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		