

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

### January 2022

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	<p>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.</p> <p>Summary document and 2 page snapshot produced. Response from the NHS and Social Care System received, which contained an Action Plan against the recommendations. Key action is a review of the existing Discharge Policy (with a view to having a system wide policy) and consideration of the introduction of a Discharge Checklist to support the process.</p> <p>HWW have replied asking for further detail on the process for Review, timescales, and how this will involve patients and the public. In addition we have asked if there are any “quick wins” that can be identified prior to the completion of the Review. The system response was presented to the Public Board Meeting by Mari Gaye in November 2021.</p> <p>HWW has subsequently agreed that we will review Drafts of the revised Policy as these become available, so that we can review this against the recommendations in our Report.</p>	
Covid-19 Vaccination - identifying concerns	BIG	Q1/Q2	SJ/JR	Summary Report produced and shared with partners.	
Covid-19 - Restoration and Recovery of services	<i>NEW</i>		SA/JR	Screening - Tell Us and contextual advertising focus for May / June.	

- Focus on Cancer services, Screening, GP Practices and Urgent Care	BIG		ME - Screening & GP	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 compiled for October HOSC with focus on GPs.	
Digital access to services - Including focus on sensory impairment	<b>NEW</b> BIG	Q2 - Q4	JR / ME (Face-to-face / engagement topic for all EOs)	Survey completed - 712 responses - many responses completed via paper copy as part of engagement and with support of groups / organisations distributing and collecting / returning surveys. Face-to-face engagement has included people experiencing homelessness, older people, people with learning disabilities and Autism. Report to go to PBM Jan 22.  Exploring engagement around sensory impairment as potential follow on to survey.	
Urgent Care 2021	<b>NEW</b> BIG	Q3/4	MR/JR	Given rising numbers at A&E Departments and declining attendance at MIU's this project will seek to understand: <ul style="list-style-type: none"> <li>• Patients reasoning for walking into the A&amp;E Departments at Worcestershire Royal Hospital &amp; Alexandra Hospital</li> <li>• What factors contributed to this choice</li> <li>• What, if anything, can be done to influence patient's choice to attend A&amp;E</li> </ul> A total of 15 face to face visits to A&E Departments at WRH (11) and Alex (4) were undertaken between 30/11/21 - 14/12/21. These visits were planned with the cooperation of WAHT, which included a Covid-19 Risk Assessment. We completed 292 face to face surveys with people who had "walked in" to A&E and a further 31 surveys were completed online, a total of 323 completed Surveys. The results are currently being analysed and a Report drafted.	
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.  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	

				<p>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>	
Acute Hospital services for children and young people	BIG	Year 2	ME/JS	Survey looking at experiences of day case surgery and hospital journey for children and young people. Planning and liaison with Acute Trust re electronic distribution to parents / carers to take place in Q4, with potential start to survey in Q1 of Year 2.	
Children & Young People - mental health, emotional wellbeing and SEND	BIG	Ongoing	ME/JS	Ongoing involvement with CYP Emotional Wellbeing Partnership and SEND Stakeholder Engagement Group. Monitoring of key issues e.g. CAMHS and Umbrella Pathway waiting times.	
Covid-19 Young People's Health and Emotional Wellbeing Survey	MED	Q3/Q4	ME/JS	Survey closing end Jan. Looking at Covid-19 including impact and vaccination, information about health and emotional wellbeing, support for emotional wellbeing and digital access. Report to March PBM.	
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"> <li>• Urology</li> <li>• Process</li> <li>• Shared decision making</li> </ul>	TBC	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 &amp; input at Forum meetings.</p>	

				Meeting held for an update on Patient Initiated Follow Up & Ophthalmology workstreams	
Adult Social Care - Care Homes	<b>NEW</b> 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		Ongoing	MR/JT	<p>Meeting held with Assistant Director of Adult Social Care and Assistant Director for Communities. Discussed Three Conversations model, and how social care links with wider Here2Help offer.</p> <p>Also discussed HWW Report produced in February 2020, “Finding Out About Adult Social Care Services from the Worcestershire County Council Website”, this was produced as a result of a “mystery shopping” exercise carried out by our volunteers. This work was paused due to Covid-19. 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. This response will be presented to the Public Board Meeting. A follow up meeting has been arranged with the Director of Communities for March 2022 to discuss further the implementation of the Report’s recommendations and any next steps.</p> <p>Quarterly meetings have been established with Assistant Director of Adult Social Care, the next to be held on 28<sup>th</sup> February 2022.</p>	
Learning Disability and Autism	MED	Ongoing	ME/JS /MG	<p>Participation in meetings and communication providing feedback relating to implementation of new LDA 3 year plan, including promotion of involvement opportunities.</p> <p>Engagement and Easy Read survey on Digital access to inform LD&amp;A section in Digital Report.</p>	
Shared Care Record	MED		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>	
Access to Mental Health Services for Homeless People who are Rough Sleeping	NEW MED	Q4/Yr 2	SJ/MG/JT	<p>Jonathan Sutton attended Closed Board Meeting to discuss potential scope of project, will feedback in January 2022.</p> <p>Regular engagement with Maggs Daycentre and St Paul's occurring. Third party feedback being received from Support Workers at Worcestershire HoPES who provide homeless prevention support.</p> <p>Current exploration of Outreach Support is underway to better understand provision for rough sleepers.</p>	
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	<p>STP HWCCG Dementia Programme Board established -3 key outcomes areas:</p> <ul style="list-style-type: none"> <li>• Driving a STP wide culture change through raising awareness and understanding</li> <li>• Increase awareness for early diagnosis and access to support</li> <li>• Supporting People with dementia and their carers to live well with dementia</li> </ul>	

				<ul style="list-style-type: none"> <li>Engagement with Dementia Café's planned for February to continue on a regular basis</li> </ul>	
Children's Social Care	SML	Ongoing	JS/ME	Ongoing participation in meetings. Meeting with Tina Russell to discuss KPIs on 28.01.22	
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. Seeking process to influence at a strategic level - in contact with Associate Director with responsibility for CHC	
Information about Adult Social Care	SML	Year 2	MR/JT	See update on Adult Social Care above	
Diabetes	SML		SA	Contact established with new commissioner and briefed on plans to develop new pathway in Worcestershire for diabetes care.	

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.  Efforts ongoing to re-establish links with Redditch Central Mosque.  Further links to be made with communities of interest.	

<b>Volunteering</b>	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.  Useful feedback being obtained about experience of using drug and alcohol services and pharmacies. Meeting with Cranstoun (drug and alcohol support service) took place 17/01/22 to gain an overview of their service offer. Further meeting scheduled for 28/01/22.	
<b>Public Sector Equality Duty</b>	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.  Chair attending HWE EDI Trg	
<b>Time to Change</b>	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 completed in September.  T2Change action plan reviewed and updated January 2022. Themed monthly Tea and Chat sessions occurring.  A wellbeing day is being planned for Spring 2022.	
<b>Quality management systems</b>	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	



3. External Business Objectives				
Priority	Detail	Responsible	Comment	RAG RATING
Communications and Raising Awareness	<ul style="list-style-type: none"> <li>- Communications planning - to include Tell Us focus topics</li> <li>- Ongoing communication - News Bulletins, Worcester News Column</li> <li>- Communication and promotion of HWW surveys, meetings and engagement opportunities with Reference and Engagement Group and other stakeholders</li> <li>- Social media presence - Twitter and building on use of Facebook advertising</li> <li>- Further development of use of online platforms such as YouTube, Zoom and Mail Chimp and explore further options</li> <li>- Advertising campaigns - current LocalIQ Contextual Advertising campaign due to run until beginning of July 2021</li> <li>- Raising awareness of HWW - Consider opportunities to expand distribution and display of printed HWW information</li> <li>- Information sharing and promotion of external opportunities for people to provide feedback and engagement</li> <li>- Ongoing review of website content and implementation of identified improvements and actions</li> <li>- Review of Complaints Guides</li> </ul>	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  October - Digital access / GP Access  November - Ambulance 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> <p>Media - November - BBC Regional News and H&amp;W Radio re Ambulance handovers and waiting times.</p>	

	<ul style="list-style-type: none"> <li>- Production of Easy Read resources</li> <li>- Monitoring of NHS Accessibility Standards</li> <li>- Provide advice on NHS and WCC information and engagement materials</li> </ul>		<p>Media - January - BBC H&amp;W Radio - Patient flow.</p> <p>December &amp; January - comms focus on supporting promotion of booster vaccination delivery.</p>	
<b>Advice and Information</b>	<ul style="list-style-type: none"> <li>- Review of CRM system</li> <li>- Ongoing analysis and reporting of issues and themes reported to HWW</li> </ul>	SA/ JR Team	Summary of Q1 feedback created and shared with NHS, WCC & HOSC.	
<b>Co-Production</b>	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		
<b>Enabling local people to monitor standards of health and social care</b>	<ul style="list-style-type: none"> <li>- Development of relationships with Worcestershire's health and care system</li> <li>- Healthwatch England / CQC</li> <li>- Monitoring quality of services via participation in meetings - see list</li> </ul>	Directors		