

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:

- Gathering the experiences of patients, service users and their carers of health & social care services.
- Providing advice & information about how and where services can be accessed.
- Oversight of service quality and safety.
- Making recommendations as to how health & social care services should or could be improved.

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					
<p>Improving the experience of Adult Social Care:</p> <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	<p>Detailed written feedback provided by WCC about activity on the implementation of recommendations in our WCC website Report, this showed significant evidence of impact and improvements made on the basis of our Report and recommendations</p> <p>HWW attended multi agency workshop looking at implementation of WCC Prevention and Early Intervention Strategy.</p> <p>Also attended WCC Building Together Peer Network Event.</p>	JT/MR	
Evaluation of the 3 Conversation Model of social care delivery.	Big	2024-2025 tbc	<p>Planning Group has been established to scope and then carry forward this project which will focus on the WCC Adult Front Door</p>	JT/MR	

Understand service users' experience of Domiciliary Care.			Incorporated into the 'Care at Home' project – see Hospital services.		
Quality & Safety Monitoring: [Focus on ensuring care and support needs of the homeless are being met] <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	October meeting of Adult Care and Well Being Overview and Scrutiny Panel attended.	JT/MR	
<u>Mental Health</u>					
Service Evaluation Projects					
Dementia Services - understanding patient carers' experiences of health & social care services provided to patients with a dementia diagnosis.	Big	Q4 2023-2024 to Q1 2024-2025	The project has a joint focus on health and social care and will seek to understand the experience of people and their carers after a dementia diagnosis in relation to the information and support they receive. Report published and System Response received from ICB. Chief Medical Director and Chair of Dementia Programme Board attended Annual Conference	JT/SJ/MR	

			<p>and confirmed ownership of the Action Plan will sit with Dementia Programme Board and be a standing Agenda item for every meeting.</p> <p>A request has been made for the ICB to obtain a response to our Recommendations from Primary Care – a commitment to follow this up has been made. SJ to monitor Action Plan achievements and inclusion of GP response via monthly meetings.</p>		
<p>Adult Community Mental Health Services – Patient and carers evaluation of services following service transformation [new neighbourhood mental health teams].</p>	Big	<p>2024-2025 Qtr 3 2024 – Qtr 2 2025</p>	<p>Scoping underway for this project and documents requested from ICS to provide understanding of the service offer and EO data.</p> <p>Project is being supported by our expert volunteer Dr Anthony Kelly.</p> <p>Scoping meetings to date held with: Lead Director and Commissioner - ICB Senior Area MH Leads - HWHCT Director of Improvement – HWHCT</p>	SA/SJ	

			<p>Community MH Link Lead & Wellbeing Advisor Lead – Onside Advocacy. Clinical Director and PCN Manager – Worcester City PCN</p> <p>Meeting planned with Deputy Associate Director-Primary Care and Community Mental Health & Community Services Manager – HWHCT</p> <p>Meetings in planning with Redditch, Wyre Forest and Bromsgrove PCN's plus VCSE organisation Warwks and Worcs MIND and Sandycroft Wellbeing Centre, Redditch</p>		
Adult Inpatient Mental Health Services – patient evaluation of services.	Medium	2024-2025 Tbc [Dependant on implementation of service changes by H&WHCT]	Anticipated H&WHCT will relocate inpatient service from Hillcrest Ward Redditch to Athelon Ward, Worcester in December 2024. Therefore, project delayed – consider for future Business Plan.	SA/SJ	

<p>Young Peoples Mental Health and Well Being – understanding young peoples' state of health and well- being and their experiences of mental health services.</p>	<p>Medium</p>	<p>Q3 - Q4 2023-2024</p>	<p>The YP survey was co-produced with the Cube Youth Cafe, Malvern.</p> <p>The online survey and social media campaign will run until Easter.</p> <p>So far, we have heard from over 130 young people from all over Worcestershire, ages ranging from 13-24.</p> <p>Emerging themes include:</p> <ul style="list-style-type: none"> • The top places young people look for information relating to health and wellbeing are their school / education setting and Google. • The key topics that young people would like more information about are managing anxiety / low mood and depression, self-esteem / confidence, and sleep problems. • Cost of Living impact - when asked, 'Over the last year, have you stopped doing any of these [relaxing] activities 	<p>DL/NLG</p>	
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			<p>because they are too expensive, or for any other reason?' 63% of respondents said yes – 41% identified costs as the reason, most others stopped activities due to anxiety.</p> <p>Please note – the survey is still open and these results may change.</p> <p>As well as our social media / digital campaign, in-person engagement with young people took place / is planned at:</p> <ul style="list-style-type: none"> • Worcester University – lecture & activity session with OT/Physio students • Rees Foundation Care Leavers Event, Worcester Guildhall • Worcester Community Trust Workshop with young people with literacy challenges • SpeakEasy NOW workshops with young people with learning disabilities • Kidderminster & District Youth Trust Easter Outreach events in Stourport and Kidderminster 		
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			<p>Main survey data analysis and draft report will be written in April. Additional spotlight reports arising from WCT/SpeakEasyNOW workshops will be added to the final report in May.</p> <p>Report with recommendations published and retrospectively approved at Public Board Meeting on 10 October 2024. Response received from the Integrated Care System – to be considered at the Public Board meeting on 28 November 2024.</p>		
<p>Quality & Safety Monitoring: [Focus on 'Talking Therapies, Urgent Help & Support, In-patient services, Child & Adolescent Mental Health Services, and suicide prevention].</p> <ul style="list-style-type: none"> • H&WHCT Quality & Safety Committee • Mental Health Collaborative 		2023-2025 Ongoing	<p>HWW are now attending the Quality and Safety Committee and are also receiving updates on the development and implementation of HWHCT's Improvement Plan in response to the findings of the CQC Inspection of Adult Inpatient and Community Mental Health Services.</p> <p>HWW continue to attend the Dementia Programme Board and</p>	SA/SJ	

<ul style="list-style-type: none"> • Dementia programme Board • Children & Families Overview & Scrutiny Panel 			<p>have recently provided them with an update on the current Dementia Project.</p> <p>Engaged in the Ofsted/CQC inspection process for SEN and subsequent improvement planning.</p> <p>Attendee at new 'SEND and Alternative Provision Partnership Board'.</p> <p>Regular attendance at scrutiny – focus on EHCP</p> <p>CAHMS – Enquiries in hand with H&WH&CT to establish the eligibility criteria/threshold for access to CAHMS service.</p>	DL	
<u>Primary Care</u>					
Service Evaluation Projects					
Public Health - Public awareness of public health messages.	Medium	Q2 - Q3 2023	Report published and Action Plan received. WCC will recommission photographic images for Healthy Walks campaign and have established a new webpage with Easy Read information and	SA/ NLG	

			interactive map on basis of our recommendations.		
<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 	Big	2024-2025	<p>HWW Summer Survey focused on Community Pharmacy, in particular Access, awareness of new Pharmacy First scheme and additional pharmacy services, and knowledge of Prescription Prepayment Certificates. 555 responses – 500 Surveys and 55 members of Speak Easy NOW. Draft Report to be approved at Public Board Meeting on 28 November 2024</p>	DB/ EO tba	
<p>Cancer Screening - Patients access to, and experience of NHSE's 'informed' PSA screening service for prostate cancer. [NB Collaborative project with Worcestershire's Prostate Cance Support Groups]</p>	Medium	Q2 2023-2024 to Q2 2024-2025	<p>Initial surveys of patients access to PSA testing made at events organised by Kidderminster & Worcestershire Prostate Cancer Support Group. Spotlight report approved at PBM 30.11.2023 and recommendations approved. Letter sent to CEO of ICB; letter to GP practices work in progress. Letter sent to GPs and followed up with enquiries by DB. Feedback from ICB Director of Operations at HOSC that ICB is following up compliance with NHSE guidance with GPs.</p>	CB/DB/VW	

			Focus Group held in Redditch with men of South East Asian heritage.		
Continuing Health Care (CHC) Securing patient involvement in policy development.	Small	2023-2025 Ongoing	<p>Work continues with the ICB to establish a Co-Production group involving patient representatives. Discussions have been taking place for more than 12 months with specialist input from our Expert by Experience for CHC. The ICB are currently undertaking a review of CHC and hope this will inform the development of this strategic group. The review will conclude at the end of March.</p> <p>Update received from HWW volunteer and Expert by Experience who is now attending the ICB's CHC Oversight Board – Chaired by the Chief Nurse. The Board oversees CHC & PHB's and is attended by Senior Managers of Finance and Clinical provision. The Oversight Board is focussing on the implementation of a recent review and its recommendations. An action</p>	DB/SJ	

			plan is in place for improvements and reported on monthly.		
Sensory Impairment - Understanding the experiences of accessing community services by patients with a sensory impairment.	Medium	2024-2025	<p>Letter to ICB re governance arrangements for taking forward system wide service improvements for people with sensory impairments. Response considered by HWW, to be taken forward following further engagement</p> <p>Report of engagement with people with Vision Impairments published. ICB response received and discussed by HWW Directors, who were dissatisfied with the content and lacked confidence that the actions identified would meet the recommendations made.</p> <p>Dr Sarah Raistrick, ICB Non-Executive Member Health Inequalities, Participation and Engagement invited to HWW Annual Conference. Dr Raistrick agreed to consider ICB reports through the lens of Sensory Impairment. A number of</p>	DB/MR	

			individuals and organisations of people with sensory impairments raised questions and shared experience of health inequalities based on their vision impairment. Unresolved issues remain.		
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 Healthy Worcestershire Steering Group 		2023-2025 Ongoing	LDN meeting attended in March 2024 Oral Health Steering Group being extended to cover ICB footprint	DB/MR DB/MR SA	
<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/ NLG	

<p>Quality & Safety Monitoring: [Focus on NHS 111, ambulance deployments, ambulance handovers, Emergency Department, hospital discharge, Minor Injury Units]</p> <ul style="list-style-type: none"> • Home First Committee • ICS Emergency & Urgent Care Board 		2023-2025 Ongoing		CB CB	
<p><u>Hospital Services</u></p>					
<p>Service Evaluation Projects</p>					
Hospital discharge - Evaluation of patient experience of the revised hospital discharge arrangements	Medium	2024-2025 tbc [dependant on WAHT discharge improvements]	Letter sent to Worcestershire Acute Trust asking for an update on the implementation of the Trust's Inpatient Discharge Policy. Meeting held with Chief Nurse.	CB/MR	

			The Policy is under further review. HWW have been invited to be involved and will support the Review as appropriate. Regular updates to be provided through meetings with deputy Chief Nurse. Mtg held with WAC to communicate and where possible collaborate on project to improve hospital discharge from Carers perspective.		
'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]	Meetings held with ICB to understand implementation of Virtual Wards in Worcestershire.	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 			Attendance??	CB CB SA/JR CB/SJ DL ???	
<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/ NLG	
Understand the service user experience of the Educational Health and Care Needs Assessment	Medium	Q2 & Q3 2024-2025	Results from YP survey (neurodiversity section) and feedback already being received from Parent Carers will inform scope and plans.	DL/ NLG	

			EHCP survey in place and concludes on 30.11.2024		
Parent/Carer evaluation of commissioner & provider engagement/co-production	Medium	Q1 & Q2 2024-2025	Planning work underway for this project. Project postponed following the rebranding of Families in Partnership to Parent carers Forum and changes in leadership. Review situation March 2005	DL/ NLG	
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 • ICB Learning Disabilities and Autism Programme Board • Learning Disabilities Partnership Board 		2023-2025 Ongoing	In response to enquiries by HWW the ICB is commissioning a new Adult ADHD Diagnosis service and H&WHCT put in place a contingency plan to continue to support existing patients whilst the new service is set up.	DL/ NLG DL DL DL	

<ul style="list-style-type: none"> Sendiass Advisory Group SEND 14-25 Preparing for Adulthood Stakeholder Group 				DL DL	
<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] <ul style="list-style-type: none"> ICB Health Inequalities and Prevention Partnership 		2023-2025 Ongoing		JR/SJ JR	

<u>2. Providing Advice & Information</u>	Big	2023-2025 Ongoing	See dashboard for monitoring information	SA/EOs/PH	
<u>3. 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 Strategic Board				DL	
• ICB Quality Forum				JR	
• ICB Mortality Oversight Group				JR	
• ICB Digital Inclusion Advisory Group				JR	
• ICB Dementia Programme Board				SJ	
• WAHT Trust Board				CB/SA/JR	
• H&WHC Trust Board				MG/SA	
• ICS Academy Steering Group				SA	
• CYP Emotional Wellbeing & Mental Health Partnership Board			Attendance??	??	
• CYP Programme Board				DL	
• Worcestershire Childrens Frist Board				DL	
• Worcestershire Executive Committee				JR	
• JSNA				MR	
• Pharmaceutical Services Working Group				MR	
• PNA Working Group				MR	
• Respect				SJ	

• Suicide Prevention comms group				SJ	
• SEND and Alternative Provision Executive Board'.				DL	
• Best Start in Life Partnership Board				DL	
• ICS Children and Young People Health Inequalities				DL	
• ICB Children and Young People Programme Board				DL	
4. <u>Organisational Development</u>					
Projects:					
Review of Reference & Engagement Group	Small	2023-2024	Revised Terms of Reference have been drafted and update provided to Directors by JT	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	Facebook audience has continued to grow – now 797 followers. Strategy in place to use branding and promote key messages and surveys. Team members are trained to post Facebook content.	SA/VW	

			Our Facebook reach in the last 6 months is 117k through organic and paid content.		
Development and implementation of a new website	Medium	Q3 & Q4 2023-2024	New website developed from HWE template and launched.	SA/VW	
Quality Management System: <ul style="list-style-type: none"> Review QMS scope document Annual ISO 9001 accreditation Annual Cyber Essentials Accreditation Annual self-assessment HWE Quality Framework Continuous improvement of Business Information systems Impact and influence project 	Big	2023-2025 Ongoing	New Impact Volunteer identified and will focus on creation of stories demonstrating our impact across projects, influence and engagement activities.	SA/JR/PH JT/SJ	
Adults & Childrens Safeguarding: <ul style="list-style-type: none"> Annual review of policies 	Small	2023-2025	Policies reviewed. Adult and Children's Safeguarding training completed by Staff and Directors 2024	JT/DL/MR	

<ul style="list-style-type: none"> Periodic training of staff and volunteers 					
Continuous improvement of Volunteer offer.	Medium	2023-2025 Ongoing	Quarterly volunteer network meetings in place and feedback suggests they are welcomed by volunteers who feel better informed about our work and opportunities to get involved.	JT/SJ	
Refresh local Healthwatch branding	Small	Q3 & Q4 2023-2024	Refreshed branding as opportunities have occurred e.g. new leaflets and banners	SA/VW	
Annual Conference	Medium	Q2 2023-2024	Quality Summit held in May 2025	SA/HW	
Spring Conference [Quality] Autumn Conference [Annual Report]		Q2 2024-2025 Q3 2024-2025	Annual Conference held on 10.10.2024	SA/PH SA/PH	
Drafting & publication of the Annual Report	Small	2023-2025	2023/24 Annual Report published on 30 th June 2024, as required by LHW regulations	SA/MR	
Maintaining & developing stakeholder relationships	Medium	2023-2025		JR/SA	
Re-tender for local Healthwatch services	Big	Q3 & Q4 2023/2024	Tender completed and submitted. Final outcome awaited	SA/JR	
Healthwatch England					

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 • LHW Sustainable Funding 				SA VW JR/SA JR SA JT/SJ SA 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.
2.1	22.01.2024	SA	Amendments approved at PBM on 23.11.2023
3.0	22.01.2024	SA	Amendments approved at CBM on 22.01.2024
3.1	11.2024	SA	Updated as appropriate.
3.2	27.11.2024	SA/DL/PH	Further updates requested by DL