

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

### **July 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.

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Engagement Projects					
Priority	Size	When	EO/Director Lead	Comment	RAG RATING
<b>A. Big Projects</b>					
<b>Covid-19 - Restoration and Recovery of services</b> - Focus on Cancer services, Screening, GP Practices and Urgent Care	BIG		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	
<b>Digital access to services</b> - Including focus on sensory impairment	BIG	Ongoing	JR / ME	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.	
<b>Accessibility of Information / Accessible Information Standard</b>	BIG NEW	Y2	ME  ME & LH  ME & MR	Supporting Healthwatch England Your Care Your Way campaign increasing awareness of Accessible Information Standard - Tell Us topic for March - May 22 - 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	
<b>Awareness of Minor Injuries</b>  <b>Generic / Face-to-face engagement topic</b>	BIG  NEW	Q1-3	JR / MR	Survey focusing on awareness of MIU's and which NHS service people would contact for Out of Hours care.  Survey live online - 125 responses at 13/07/22.  Survey will be used at HWW Engagement events over the summer months.	
<b>Adult Mental Health</b>  <b>- Transforming Community Mental Health Services</b>	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 will extend. Staff recruitment and retention is a challenge for MH services currently exacerbated by Omicron.  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.  Feb 10 <sup>th</sup> - Letter written to CEO of HWHCT requesting information on waiting times for Healthy Minds and invitation to attend PBM in March.  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	

				<p>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>	
Acute Hospital services for children and young people	BIG	Year 2	ME/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	ME/JS	<p>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.</p> <p>Young People's Health and Emotional Wellbeing Report Published March - System response received and considered at PBM on 26.05.2022</p> <p>JS to monitor implementation of response at relevant meetings.</p>	
<b>B. Medium Projects</b>					
Review of the Reference and Engagement Group (REG) Project	MED NEW	Year 2	SJ/LH/JT	<p>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.</p> <p>This is a Year 2 project commencing in April 2022 and consisting of two key stages:</p> <ul style="list-style-type: none"> <li>• Stage one: April - September 2022 - Following the principles of co-production there will be a Focus Group, a scoping exercise, review of documentation and conversation with existing members.</li> </ul>	

				<ul style="list-style-type: none"> <li>Stage two: October - March 2023 - 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</li> </ul> <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><b>Improvement of experiences of health and social care services by the Lesbian, Gay, Bisexual and Trans (LGBT+) community</b></p> <p><b>- Engagement focus on Gender identity</b></p>	MED	Ongoing	ME/SJ/JR	<p>ME &amp; 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 LGBTQ+ 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>Exploration of engagement opportunities in relation to gender identity for Q1 &amp; Q2 of Year 2.</p>	
<b>Dementia</b>	MED NEW	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> </ul>	

				<ul style="list-style-type: none"> <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> <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&amp;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&amp;W in Redditch specifically for this community of people with Dementia diagnosis under the age of 65.</p>	
<b>Information about Adult Social Care</b>	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 in workshops over the next few months to provide input into the design of overall website and ASC sections in particular.</p>	

				<p>“Mystery Shopping” / similar exercise to be carried out in January 2023</p>	
<p><b>Hospital Discharge during Covid-19</b></p>	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.</p> <p>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 has reviewed Drafts of the revised Policy and associated documentation and provided detailed comment and feedback, much of which has been incorporated into the Draft Policy. This process is continuing.</p> <p>HWW have also written to H&amp;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 .</p>	
<p><b>Outpatients</b></p> <p><b>Focus on -</b></p> <ul style="list-style-type: none"> <li>• Urology</li> <li>• Process</li> <li>• Shared decision making</li> </ul>	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 &amp; input at Forum meetings.</p> <p>Meeting held for an update on Patient Initiated Follow Up &amp; Ophthalmology workstreams.</p> <p>Further meeting held for update across the whole Outpatient programme. HWW to be involved in reviewing Drafts of patient communication.</p>	



<p><b>Adult Social Care - Experiences of Adult Social Work Services</b></p>	<p>TBC</p>	<p>Ongoing</p>	<p>MR/JT</p>	<p>Quarterly meetings have been established with Assistant Director of Adult Social Care.</p> <p>Meeting on 7<sup>th</sup> April discussed Service User Engagement, Community DOLS and Quality in Care Homes. Each of these topics have resulted in follow up, information gathering meetings with relevant Officers within ASC.</p> <p>ASC is planning to strengthen its approach to co-production through a jointly produced Strategy and the establishment of an Expert by Experience Coproduction Forum. Agreed briefing meeting quarterly with lead Officers on this initiative.</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><b>Learning Disability and Autism</b></p>	<p>MED</p>	<p>Ongoing</p>	<p>ME/JS /MG</p>	<p>Participation in meetings and communication providing feedback relating to implementation of new LDA 3 year plan, including promotion of involvement opportunities.</p> <p>Planning Accessible Information Standard engagement for June.</p>	
<p><b>Shared Care Record [Shared Care Plan and Patient Portal]</b></p>	<p>MED</p>		<p>SA</p>	<p>Attendee at ICS Shared Care Record Project Board. 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>	
<p><b>C. Small Projects</b></p>					

<b>Urgent Care 2021</b>	SML	Q3/4	MR/JR	<p>Given rising numbers at A&amp;E Departments and declining attendance at MIU's this project looked at:</p> <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> <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>	
<b>Children's Social Care</b>	SML	Ongoing	JS/ME	<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>	
<b>Pharmaceutical Needs Assessment</b>	SML	Q4	MR/SA	<p>Participation in PNA working group. Input on public engagement. Focus Group format piloted at St Pauls Hostel. PNA document out for consultation HWW to review and respond as appropriate by 12<sup>th</sup> August 2022.</p>	
<b>Dentists</b>	SML		MR / JR	<p>HWW continue to receive feedback from the public about difficulties accessing NHS dentists.</p> <p>Summary of feedback between March 2020 - Feb 2022 compiled for March HOSC.</p> <p>Attended the WCC Oral Health Steering Group on 24<sup>th</sup> May and presented an updated Report to cover until April 2022.</p> <p>NHSE/I commissioner attended PBM on 26<sup>th</sup> May.</p> <p>Dentists to be sent HWW Annual Report and covering letter encouraging patient feedback.</p>	
<b>Refuges and Asylum Seekers</b>	SML NEW		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</p>	

				<p>us with information about the support provision for Asylum Seekers accommodated in Worcestershire.</p> <p>Desktop Research now being written up.</p>	
<b>Continuing Healthcare (CHC)</b>	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>	
<b>Diabetes</b>	SML		SA	Contact established with new commissioner and briefed on plans to develop new pathway in Worcestershire for diabetes care.	
<b>Adult Social Care - Care Homes</b>	SML	Q2	MR/JT	Care Homes to be sent letter and Annual Report and asked to promote to residents and relatives.	
<b>End of Life</b>	SML	Ongoing	SJ/JS	Attendance at End of Life and ReSPECT Steering Groups.	
<b>Prison Healthcare</b>	SML		SJ/JR	Unable to undertake in person engagement currently - date to be agreed	
<b>Robotically Assisted Surgery [RAS]</b>	<b>NEW</b> SML	Q4 Y1 & Y2	SA	<p>Briefing document provided to Worcestershire Acute Hospitals NHS Trust in support of its business case for RAS; shared with Chair of HWB.</p> <p>Trust decision to acquire robot.</p> <p>Robin Walker MP writes to Minister supporting RAS</p>	

2. Business Development Areas				
Priority	Detail	Responsible	Comment	RAG RATING
<b>Engagement</b> - 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.	
<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.  Meetings held with Cranstoun Manager and a connection established. Date for attendance at a team meeting to be identified.  New Community Link recruited from the Community Connectors programme at Worcester Community Trust. Initial support required.	

			Case Study of Community Link role provided to HWE as an example of good practice in Active Participation.	
<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/LH	MHFA Training completed in September.  T2Change action plan reviewed and updated January 2022. Themed monthly Tea and Chat sessions occurring.  Wellbeing Day took place on 4 <sup>th</sup> May at Bonterre Care Farm. Positive experience and a commitment to have 2 a year going forward.  Planning underway for an Autumn Wellbeing Day on 27 <sup>th</sup> October.	
<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	
<b>Measuring our influence &amp; impact - NEW</b>	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	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.	

	measuring our influence and impact, including both soft and hard data.			
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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> </ul>	SA/ME	<p>April - Accessible Information, Dentists May - Mental Health</p> <p>Media - April - Worcester News - Rising Covid Cases in hospitals.</p>	

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

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