

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

### November 2021

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                             |                   |       |                                  |   |            |
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| 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.</p> <p>System response to be presented to Public Board Meeting.</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 | <b>NEW</b><br>BIG |       | SA/JR<br><br>ME - Screening & GP | <p>Screening - Tell Us and contextual advertising focus for May / June.</p> <p>GP Access - Tell Us focus for August / Sept provided additional feedback about ongoing issues of accessing practice by phone,</p>  |            |

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| - Focus on Cancer services, Screening, GP Practices and Urgent Care           |                   |         |  | making appointments and seeing GP face-to-face. Summary of Q1 & Q2 compiled for October HOSC with focus on GPs.   |  |
| <b>Digital access to services</b><br>- Including focus on sensory impairment  | <b>NEW</b><br>BIG | Q2 - Q4 | JR / ME<br>(Face-to-face / engagement topic for all EOs) | Survey launched August 21 - due to close end of November. Approx. 500 plus responses received to date - 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.<br><br>Exploring engagement around sensory impairment as potential follow on to survey.  |  |
| <b>Urgent Care 2021</b>   | <b>NEW</b><br>BIG | Q3/4    | MR/JR  | New project.<br>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> Series of face to face visits to A&E at WRH and Alex being planned with cooperation of WAHT, which includes Covid-19 Risk Assessment |  |
| <b>Adult Mental Health</b><br>- 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.  |  |
| <b>Acute Hospital services for children and young people</b>                  | 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.   |  |

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| 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     | Project plan and Survey drafted. Survey to look at Covid-19 including impact and vaccination, information about health and emotional wellbeing, support for emotional wellbeing and digital access. Survey to run end of November to January. Report to March PBM.  |
| Improvement of experiences of health and social care services by the Lesbian, Gay, Bisexual and Trans (LGBT+) community<br>- 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<br>Focus on -<br><ul style="list-style-type: none"> <li>• Urology</li> <li>• Process</li> <li>• Shared decision making</li> </ul>                    | TBC               | Ongoing | MR/JS     | 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.<br><br>Personalised Care Forum - attendance & input at Forum meetings.<br><br>Meeting held for an update on Patient Initiated Follow Up & Ophthalmology workstreams   |
| Adult Social Care - Care Homes   | <b>NEW</b><br>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     | Meeting held with Assistant Director of Adult Social Care and Assistant Director for Communities. 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 will produce a response by |

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|  |                   |         |           | 30.11.21. Also discussed Three Conversations model, and how social care links with wider Here2Help offer. Quarterly meetings established with Assistant Director of Adult Social Care going forward.  |  |
| <b>Learning Disability and Autism</b>  | MED               | Ongoing | ME/JS /MG | Participation in meetings and communication providing feedback relating to implementation of new LDA 3 year plan, including promotion of involvement opportunities.<br><br>Engagement and Easy Read survey on Digital access to inform LD&A section in Digital Report.  |  |
| <b>Shared Care Record</b><br><b>[Shared Care Plan and Patient Portal]</b>          | MED               |         | SA        | 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.<br>Portal design based on adult mental health portal - demonstration arranged.<br>Focus on communications with public and patients about use of personal data for population health management. |  |
| <b>Access to Mental Health Services for Homeless People who are Rough Sleeping</b> | <b>NEW</b><br>MED | Q4/Yr 2 | SJ/MG/JT  | Jonathan Sutton attended Closed Board Meeting to discuss potential scope of project, will feedback in January 2022.<br><br>Regular engagement with Maggs Daycentre and St Paul's occurring.   |  |
| <b>Continence products for people with a learning disability</b>                   | <b>NEW</b><br>SML | Q2/3    | MR/SA     | Initial enquiries made about position in Worcestershire, further information / scoping required.  |  |
| <b>Prison Healthcare</b>   | SML               |         | SJ/JR     | Unable to undertake in person engagement currently - date to be agreed  |  |
| <b>Fracture Clinic</b>   | SML               |         | MR/JS     | Unable to undertake face to face follow up visit to check implementation of recommendations at this time.   |  |
| <b>Dementia</b>  | <b>NEW</b><br>SML | Ongoing | SJ /MG    | STP HWCCG Dementia Programme Board established -3 key outcomes areas:   |  |

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|  |     |         |       | <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> |  |
| <b>Children's Social Care</b>              | SML | Ongoing | JS/ME | Ongoing participation in meetings. Awaiting new date for meeting with Tina Russell to discuss KPIs.  |  |
| <b>End of Life</b>                         | SML | Ongoing | SJ/JS | Attendance at End of Life and ReSPECT Steering Groups.   |  |
| <b>Continuing Healthcare (CHC)</b>         | SML | Ongoing | SJ/MG | Attendance at CHC Communications Group and provision of feedback from our volunteers on leaflets, information letters and website content.   |  |
| <b>Information about Adult Social Care</b> | SML | Year 2  | MR/JT | See update on Adult Social Care above  |  |
| <b>Diabetes</b>                            | SML |         | SA    | Contact established with new commissioner and briefed on plans to develop new pathway in Worcestershire for diabetes care.   |  |

| 2. Business Development Areas  |   |             |   |            |
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| Priority   | Detail  | Responsible | Comment   | RAG RATING |
| <b>Engagement</b><br>- 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.<br>Focus on networking and relationship building with community groups and use of third party engagement (Reference and Engagement Group). | SA<br>EOs   | Community Link role established and early learning being identified.<br><br>Regular engagement opportunities underway at Sandycroft, Redditch.<br><br>Efforts ongoing to re-establish links with Redditch Central Mosque.<br><br>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.   |            |
| <b>Public Sector Equality Duty</b>   | Promotion of equality throughout our work. Focus on health inequality, ethnic minorities, sexuality and gender identity and disability.<br>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.  |            |
| <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.<br><br>T2Change action plan reviewed and updated October 2021. Monthly Tea and Chat sessions booked with a theme.   |            |
| <b>Quality management systems</b>  | Annual audit for ISO 9001 - Quality system for continual improvement. Review business   | SA/LH       | Annual audit arranged for November 2021   |            |

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|  | procedures and processes for compliance.<br>Audit of processes.<br>Annual Report. |  |  |  |
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| 3. External Business Objectives             |   |             |  |            |
|---|---|-------------|--|------------|
| Priority                                    | Detail  | Responsible | Comment  | RAG RATING |
| <b>Communications and Raising Awareness</b> | <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> </ul> | SA/ME       | <p>Tell Us focus -<br/>May - Mental Health, NHS Screening programmes<br/>June - NHS Screening programmes, Pharmacy<br/>July - Pharmacies, End of Life Care<br/>August - GP Access<br/>September - GP Access, Outpatient waiting times, Stroke services<br/>October - Digital access / GP Access<br/>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> |            |



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|   | <ul style="list-style-type: none"> <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> |            | Media - November - BBC Regional News and H&W Radio re Ambulance handovers and waiting times. |  |
| <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  |  |  |