

## Healthwatch Worcestershire Summary of Key Projects – from Spring 2025

<b>1. <u>Service Evaluation</u></b>	
<b>Adult Social Care</b>	
3 Conversation Model	Service evaluation of the 3 Conversation Model of delivering adult social care
Domiciliary Care	Service evaluation of domiciliary care to inform shift from care at hospital to care at home. [NB note links with Health Care at Home project – Primary Care]
Adult Front Door	Report with recommendations published July 2025; monitor WCC's response to recommendations
<b>Mental Health</b>	
Adult Community Mental Health Services	Complete service evaluation of 'low-level' adult community mental health services
Care of Adults living in the Community with Serious and Enduring Mental Health Disorders	Service evaluation of the continuing care of adults living in the community with serious and enduring mental health disorders
Dementia Services	Monitor the implementation of HWW's recommendations following the service evaluation of dementia services for patients with a dementia diagnosis.
Understanding Young Peoples' state of Health and Well-Being and their experiences of health and social care services	Undertake periodic survey to understand Young Peoples' state of health and well-being and their experiences of health and social care services [focus on Young People living with health inequalities and Looked After Children]
Children & Adolescent Mental Health Services [CAHMS]	Understand children and young peoples' experiences of accessing CAHMS.
Community Mental Health Services for Young People	Service evaluation of the 'low-level' mental health services provided to Young People accessing the 'MELO' service

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<b>Primary Care</b>	
Improving access to GP Practices	Survey of Patient Participation Groups to evaluate measures to improve access to GP practices
Health Care at Home	Survey to understand patient and family carers expectations of a care at home health service. [NB note link with domiciliary care service evaluation project – Adult Social Care]
<b>Secondary Care</b>	
Onward Care from Hospital settings	Continue to monitor hospital discharge to home and care homes – extend to include discharge from Community Hospitals.
Stroke Service	Provide assurance to patients and the public that their views are considered in the development and implementation of the new stroke service
Urgent and Emergency Care	Survey of the publics knowledge of how to access urgent and emergency care started June 2025.
<b>Health Inequalities</b>	
Early Diagnosis of cancer.	Advice and Information project focused on communities living with unmet need. Consider survey for summer engagement 2026.
Continuing Health Care	Promote co-production to influence and inform policy/operational changes
Sensory Impairment	Understanding the experiences of accessing community services by patients with a sensory impairment. Monitor and provide assurance as to the implementation of the NHS Accessible Information Standard
Access to Dentists	Monitor patients access to dental treatments

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HWW Engagement	Focus engagement on communities who are underserved or who live in areas of unmet need.
HWW Community Links	Focus on recruiting 'Community Link' volunteers from within communities who are underserved or who live in areas of unmet need.
NHS 'Core 20 Plus' approach to reducing health inequalities	Monitor NHS approach and progress in delivering Core 20 Plus and reduction in health inequalities
<b>Neurodiversity</b>	
Educational Health Care Plans [EHCP]	Service evaluation of improvements in the EHCP assessment process
Carers Assessments for Parent Carers.	Service evaluation of the carers assessment process for parent carers of neuro diverse children.
<b>2. <u>Advice &amp; Information Service</u></b>	
Incoming consumer enquiries & notifications	Consumer enquiries for advice, information and signposting across publicly funded health and social care Patient experiences received [NB Response time for incoming reports is up to 3 working days – we do not provide an urgent service]
Contact with the public	Face to face engagement with members of the public during events hosted / attended by HWW.

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HWW website	<p>Use of the website to:</p> <ul style="list-style-type: none"> <li>• Provide information about HWW</li> <li>• Provide access to Reports, Surveys and documents</li> <li>• Communicate news of meetings, events and activities.</li> <li>• Provide facilities for members of the public to communicate directly with HWW.</li> </ul>
Social media	<p>Use of various channels (but mainly Facebook and LinkedIn) to provide information regarding HWW activities, meetings, events, Reports Surveys etc. Also as a communication channel for people to communicate with us and provide feedback.</p>
<b><u>3. Quality &amp; Patient Safety</u></b>	
	<p>To enable the public to monitor the quality of services- delivered by attending the forums set out in Annex A; particularly:</p> <p><b>Worcestershire County Council:</b></p> <ul style="list-style-type: none"> <li>• Health and Wellbeing Board</li> <li>• Health Overview and Scrutiny Committee</li> <li>• Children and Families Overview and Scrutiny Panel</li> <li>• Adult Care and Well Being Overview and Scrutiny Panel</li> <li>• SEND &amp; AP Executive Board</li> </ul> <p><b>NHS:</b></p> <p><b>Integrated Care Board</b></p> <ul style="list-style-type: none"> <li>• Quality &amp; Safety Committee</li> <li>• Resources &amp; Delivery Committee</li> </ul> <p><b>Worcestershire Acute Hospitals Trust</b></p> <ul style="list-style-type: none"> <li>• Quality and Governance Committee</li> </ul> <p><b>Herefordshire and Worcestershire Health and Care Trust</b></p> <ul style="list-style-type: none"> <li>• Quality and Safety Committee</li> </ul>

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<b>4. Organisational Development</b>	
Directors	Appointment of Julia Neal, (5 <sup>th</sup> director), commenced 1.7.2025. Extension of directors' hours from 2 days to 2.5 days per week (increasing director capacity by 25%)
Chief Operating Officers	Mentoring and training of recently appointed personnel in External and Internal CO roles to enhance capability and company performance.
Engagement Officer recruitment	Recruited Engagement Officer on a 12-month contract – anticipated start date mid-September 2025.
Closure planning	Preparation of the organisation prior to the abolition of HW to include – Exit Plan (including decision making timetable) and Impact Assessment
External accreditations	<p>HWW to continue to seek renewal of existing external accreditations as evidence of continued commitment to organisational excellence (subject to review under the Exit Plan).</p> <ul style="list-style-type: none"> <li>• Renewal of Cyber Essentials certification achieved 6.8.2025.</li> <li>• ISO 9001 Accreditation due for assessment January 2026.</li> </ul>
Reference & Engagement Group (REG) - organisations	Currently numbering approximately 100, (of which up to 6 sit as co-opted board members of the HWW board), this group broadens the reach of HWW. A “refresh” is currently being undertaken to increase communication and intelligence sharing through this group.
<b>5. For future consideration</b>	
<b>Service evaluation Projects</b>	<ul style="list-style-type: none"> <li>• Early diagnosis of cardiovascular and respiratory disease</li> <li>• Patient Transport</li> <li>• Inpatient mental health services</li> </ul>