

Healthwatch Worcestershire
Current Business Priorities
Progress Report to Board 12.01.2018

Priority		Lead Director/Officer	Status	Status
Adult Social Care 'Three Conversations' model	2.1	JT/MR	16 interviews with people who have used social work services have been completed, 3 by telephone and 13 face to face. Initial analysis has identified some broad themes in order to provide early feedback to WCC by Dec 6 th . Report to be completed by Q4	
Hospital Care 'Care in the Corridor'	3.1	JR/MR	Report with recommendations submitted to WAHT Action Plan addressing 37 of the 38 recommendations in place Consider follow up to evaluate progress made by Trust in implementing Action Plan.	
'Out Patients Appointments'	3.2	JS/SA/MR	Planning meeting delayed by changes of staff at CCG. Targets relating to outpatient appointments included by CCG in QUIPP targets Discussed with AO, Worcestershire CCGs - commitment to undertake work Meeting has now taken place between CCG and HWW - commitment to co-production now reflected in commissioning statement for consultants' outpatients' appointments. Project planning to start Feb 2018	
NHS 111	4.1	JS/ME	Survey now closed - 311 responses inputted to date In addition direct engagement has now taken place -Redditch Mosque, people with LD, young people at college workshops. Further engagement at Worcester Uni on 5.12.17. - 60 additional surveys completed by students. Draft Report with recommendations due January 2018	
Mental Health Acute Mental Health Home Care/Treatment Service	5.1	MG/PS	There has been a delay in the consultation process for the redesign of Older Mental Health Services. Healthwatch Worcestershire has prepared a statement in response to the initial co- production process which was completed on the 26th July. We continue to work with the Worcestershire Health & Care Trust to ensure that we are able to contribute to the final Consultation Document when it is released. This will include a two month consultation including a presentation of the recommendations to HOSC. We currently have no specific dates for the process but understand that it is still	

			<p>envisaged that the new Service will still be introduced from the 1st April 2018 as originally planned.</p> <p>We are currently working closely with Worcestershire Health & Care Trust developing surveys seeking to understand the experiences of Service Users and Carers with a Home Treatment Plan (HTP). MG & SJ attended the Jigsaw meeting on 8th January and obtained Carer input to the survey designs. Talks with the Health and Care Trust are ongoing around access to service users, they are exploring consent to share within their governance protocols. Discussion with Worcestershire Association of Carers has begun, they are able to support us with identifying and engaging eligible Carers. Due to the challenge of identifying eligible service users and Carers a delayed start is anticipated.</p>	
Dementia Pathways	5.3	MG/PS	Dementia Pathway changes are progressing .Healthwatch are working with the Health & Care Trust and CCG to ensure in the redesign it is clear how patients move along the pathway at the time that is most appropriate for their situation. We will continue to monitor progress & obtain the views of patients & carers to establish how the system / pathway works in practise.	
Children & Young People's Services Children, Young People and Parents	7.1	JS/ME	<p>Children survey of emotional wellbeing undertaken in the summer 78 responses inputted. NHS 111 and emotional wellbeing workshops in Q3 and Q4 Report with recommendations March</p> <p>Parents survey of CAMHS postponed until Q4</p>	
CAMHS Transformation Plan	7.2	JS/ME	CAHMS partnership Board meeting attended in December	
Maternity Services	7.3	JS/ME	Member of new Maternity Forum	
Monitoring recovery of Children's Services following Ofsted judgement	7.4	JS/SA	Meetings with interim CEO and Asst Director to identify how HWW can have oversight of recovery and to determine KPIs that will be published. Anticipate progress in Q4	
Autism	8.1	JS/ME	Survey closes end of January 2018 - surveys completed so far - Carers - 99. People with ASC - 36.	

All Age Autism Strategy			Easy Read survey has now been distributed to LD groups / orgs. Providers' survey closed December 2018. Responses from WHAT, WHCT, Care UK and 29 GPs. Report and recommendations Q4	
Prisons & Justice System Engagement with prisoners	15.1	MC/SJ	NHS England project no longer taking place as it has been established that all prisoners at one local prison receive healthcare on site. Still awaiting confirmation that engagement can take place at the other local prison. Working up a project with local chaplaincy team to establish attendance at both local prisons to promote local Healthwatch.	
Pharmaceutical Needs Assessment	10.1	JT/MR	HWW have contributed to the development of the draft PNA and are pleased to see that recommendations address access to pharmacy services and potential wider role for pharmacy in the community HWW have submitted a formal response to the PNA consultation.	