

Healthwatch Worcestershire  
 Current Business Priorities  
 Progress Report to Board 09.03.2018

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 identified some broad themes provided as early feedback to WCC by Dec 6 <sup>th</sup> . Report to be completed in 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. Follow up to evaluate progress made by Trust in implementing Action Plan planned to take place in Q1 2018/19	
'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. Meeting arranged with Acute Trust and CCGs to scope project in order to develop project plan.	
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 approved by Board on 9.02.2018. Report to be published and distributed following amendments.	
Mental Health Acute Mental Health Home Care/Treatment Service	5.1	MG/SJ	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	

			<p>consultation including a presentation of the recommendations to HOSC. We currently have no specific dates for the process but understand that it is still 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 &amp; Care Trust developing surveys seeking to understand the experiences of Service Users and Carers with a Home Treatment Plan (HTP). MG &amp; SJ attended the Jigsaw meeting on 8<sup>th</sup> 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>	
<b>Dementia Pathways</b>	5.3	MG/SJ	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.	
<b>Children &amp; Young People's Services</b> 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 2018-2019</p>	
<b>CAMHS Transformation Plan</b>	7.2	JS/ME	CAHMS partnership Board meeting attended in December	
<b>Maternity Services</b>	7.3	JS/ME	Member of new Maternity Forum	
<b>Monitoring recovery of Children's Services following Ofsted judgement</b>	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	

<b>Autism</b> All Age Autism Strategy	8.1	JS/ME	Survey closed end of January 2018 - surveys completed so far - Carers - 99. People with ASC - 36. 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 to be discussed at Board Meeting 09.03.18	
<b>Prisons &amp; Justice System</b> 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.	
<b>Pharmaceutical Needs Assessment</b>	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. PNA approved at Health & Wellbeing Board meeting on 27/02/2018	
<b>Short Breaks Consultation</b>		ME / JS	Consultation promoted on HWW website and Twitter. Information about role of HWW sent to individuals and groups who have raised this issue, in regard to potential closure of Ludlow Road. Attending Scrutiny Panel Meetings re feedback from Scrutiny task group on decision making and involvement.	
<b>Limitations to Prescribing</b>		ME	Issue raised by LD carers about concerns about impact of limitation of prescribing for short term conditions. Requested specific examples of new policy not being correctly implemented in order for us to take this forward.	
<b>Continuing Healthcare</b>		MR/MG	Assess the impact of the CCGs change in CHC policy with particular reference to patients with a Learning Disability	
<b>Safeguarding Homeless Adults</b>		SA/JT	Meeting on 15.1.2018 with Chair WASB. Review of death of rough sleeper in Worcester 2106 being undertaken by Worcester City Council Report to Health and Wellbeing Board in due course.	
<b>Going to the Dentist</b>		MR/JR	Potential topic for summer engagement activity. Scoping work with commissioners / providers to be followed by development of project plan & engagement materials (survey etc.)	