

Healthwatch Worcestershire
 Current Business Priorities
 Progress Report to Board 13.04.2018

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 th . Report completed in Draft to be considered by Directors.	
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. Meetings taking place with Acute Trust and CCGs to scope project in order to develop project plan.	
NHS 111	4.1	JS/ME	Survey and engagement undertaken. Report and recommendations published March - request for response to recommendations sent to Commissioners and Care UK.	
Mental Health Acute Mental Health Home Care/Treatment Service	5.1	MG/SJ	Following the delays report previously good progress is now being made with the project aiming to explore Service User and Carers Experience of Mental Health Home Treatment Services. The project will commence on 16 th April with Worcestershire Health and Care Trust will posting letters and information on our behalf to 200 recently discharged service users and 70 carers. We will take a view of response rates after one month and decide whether to expand our engagement to those discharged more than 6 months ago.	

Dementia Pathways	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.	
Children & Young People's Services Children, Young People and Parents	7.1	JS/ME	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 now due in April. Parents survey of CAMHS planned for later in 2018	
CAMHS Transformation Plan	7.2	JS/ME	Attendance at CAHMS Partnership Board Meetings	
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 All Age Autism Strategy	8.1	JS/ME	Engagement and surveys undertaken with people with Autism and Carers. Questionnaires completed by GPs, Acute Trust, Health and Care Trust, Care UK and WMAS. Report and recommendations published and distributed March. Request for response to recommendations sent to CCGs, WCC, WHAT and WHCT. Presenting to Autism Strategic Partnership Board on 18.04.18. Potentially to Health and Wellbeing Board in May. Plan to be developed for work on implementation of recommendations over the next year.	
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. PNA approved at Health & Wellbeing Board meeting on 27/02/2018	
Short Breaks Consultation		ME / JS	Awaiting outcome of consultation.	
Continuing Healthcare		MR/MG	Assess the impact of the CCGs change in CHC policy with particular reference to patients with a Learning Disability	
Safeguarding Homeless Adults		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.	
Going to the Dentist		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.)	