

Healthwatch Worcestershire
Current Business Priorities
Progress Report to Board 11.05.2018

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 and has been considered by Directors. To be shared with WCC for accuracy / comment.	
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. 6 unannounced Enter & View visits took place week of 9 th April 2017. Report of findings drafted. To be shared with WAHT for accuracy / comment.	
'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 have taken place with Acute Trust and CCGs to scope project in order to develop project plan. Awaiting feedback re "long list" of possible specialities that meet a number of criteria linked to project outcomes.	
NHS 111	4.1	JS/ME	Report and recommendations published March - Response to recommendations from Commissioners received. Awaiting response from Care UK.	
Mental Health Acute Mental Health Home Care/Treatment Service	5.1	MG/SJ	The project commenced on the 16 th April with Worcestershire Health and Care Trust posting letters and information on our behalf to 200 recently discharged service users and 70 carers. To date we have received 10 survey responses via the post, no electronic responses as yet to Survey Monkey.	

			<p>One face to face interview has been conducted. The Health and Care Trust have been asked if they can stimulate additional response prior to the initial closing date of Friday 18th May.</p> <p>Following this date we will decide whether to expand our engagement to those discharged more than 6 months ago.</p>	
Dementia Pathways	5.3	MG/SJ	<p>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.</p>	
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 -</p> <ul style="list-style-type: none"> - Report with recommendations on agenda to be agreed at Board Meeting <p>Parents survey of CAMHS planned for later in 2018</p>	
CAMHS Transformation Plan	7.2	JS/ME	<p>Attendance at CAHMS Partnership Board Meetings and Children's Scrutiny Panel</p>	
Maternity Services	7.3	JS/ME	<p>Member of new Maternity Forum</p>	
Monitoring recovery of Children's Services following Ofsted judgement	7.4	JS/SA	<p>Meetings with interim CEO and Asst Director to identify how HWW can have oversight of recovery and to determine KPIs that will be published.</p> <p>Anticipate progress in Q4</p>	
Autism All Age Autism Strategy	8.1	JS/ME	<p>Report and recommendations published and distributed March. Response to recommendations received from CCGs, WCC and Health and Care Trust</p> <ul style="list-style-type: none"> - Responses on Agenda for consideration. <p>Awaiting WHAT response.</p> <p>Presentation to Autism Strategic Partnership Board on 18.04.18.</p> <p>Report submitted in advance of presentation to Health and Wellbeing Board on 22nd May. Plan to be developed for work on implementation of recommendations over the next year.</p>	

Prisons & Justice System Engagement with prisoners	15.1	SJ	HWW are supporting NHS England with a Patient Engagement event at HMP Hewell on 7 th June in preparation for their annual Care Quality Visit. This will provide us with an opportunity to promote HWW and also obtain responses to our 'Going To The Dentist' survey.	
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. Meeting with CCG to be organised.	
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	Agreed topic for summer engagement activity. Scoping work with commissioners / providers has taken place. Project plan produced, and Survey developed & successfully piloted. Survey will be used at HWW engagement events Focus Groups for specific populations to be organised.	