

Healthwatch Worcestershire
 Current Business Priorities
 Progress Report to Board 13.07.2018

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. No feedback received. To Board Meeting 13/07/2018 for approval	
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. Response from WAHT to Report received.	
'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. Feedback on "long list" of specialities received from CCG & shared with WAHT. HWW attended Trust's Elective Productivity Board meeting. WAHT would like to include patient awareness of reasons for GP referral. Awaiting feedback from WHAT on their view about specialities in order to move work forward.	
NHS 111	4.1	JS/ME	Report and recommendations published March -	

			Response to recommendations from Commissioners received. Follow up required with Care UK. Due to meet with CQC to discuss commissioner response.	
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 538 recently discharged service users and 70 carers. To date we have received 25 survey responses via the post, no electronic responses as yet to Survey Monkey. We have conducted 9 face to face interviews with 3 more arranged for the next two weeks, 3 of these interviews have been with Carers. Interviews are proving quite complex dependent on the stage of recovery and well-being of the individuals. So far we have contacted patients in two separate approaches, the first 200 had been discharged most recently and the second 338 were discharged between 9 and 12 months previously. The response rate is evenly matched from both groups albeit more face to face interviews have been requested by the second group.	
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	Focus on Children and Young People's Emotional Wellbeing Report published in May 2018. Children's Dental Survey - responses being collected as part of summer engagement. Dentists will be focus of College and University Workshops in Autumn / Winter. Looking at possibility of engagement with parents and children on children's wards at WRH. Looking at issues raised in CQC report - child friendly environment, explanation of treatment and pain management.	
CAMHS Transformation Plan	7.2	JS/ME	Attendance at CAHMS Partnership Board Meetings and Children's Scrutiny Panel Project Plan for 2018-2019 - outlining planned work gathering feedback from young people and parents about accessing CAMHS - Survey to be launched Aug 2018. Report due March 2019.	

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	Report and recommendations published and distributed March. Response to recommendations received from CCGs, WCC, Acute Trust and Health and Care Trust. Presentation at Health and Wellbeing Board in May. Project plan has been developed for work on implementation of recommendations over the next year. Presenting this at Autism Strategic Partnership Board on 12.07.18. Meetings with Commissioners planned.	
Prisons & Justice System Engagement with prisoners	15.1	SJ	HWW are supported NHS England with a Patient Engagement event at HMP Hewell on 7 th June in preparation for their annual Care Quality Visit. 3 prisoners attended the focus group and were very forthcoming about their experiences of health service provision within the prison. Opportunity now exists to go in on a more frequent basis if we would like.	
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 now in use at HWW engagement events & simple survey for children developed. Focus Groups for specific populations held / to be organised.	
--	--	--	-----------------------------------------------------------------------------------------------------------------------------------------------------	--