

Healthwatch Worcestershire  
 Current Business Priorities  
Progress Report to Board 12.10.2018

Priority		Lead Director/Officer	Status	Status
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.	
Youthcomm Radio and Social Media		SJ  ME	Youthcomm campaign plan agreed and started. Month 1 - July / August - About HWW - Interview with ME Month 2 - September - Going to the Dentist - Interview with MR Month 3 - CAMHS - Interview with ME Month 4 - Winter Pressures - Interview with Dr Jonathan Leech  Social Media - Project plan and DPIA completed to support Youthcomm campaign. Facebook page set up and regularly updated - currently 192 people who Like / Follow HWW Facebook page. Prize draw prizes supplied by Youthcomm. No Prize Draw for October  HWW film produced by HWE using standardised format. This is being publicised on Facebook and Twitter. Available on You Tube and now on HWW website.	
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. Report completed & approved by Board 13/07/2018. Published and distributed as per local HW regulations. Response received from Worcestershire County Council, to be considered at Board Meeting on 12/10/2018	
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 <sup>th</sup> April 2017. Report	

			written up with recommendations. Response from WAHT received & added to website. Agreement to identify corridor nurse.	
<b>'Out Patients Appointments'</b>	3.2	JS/SA/MR	<p>Targets relating to outpatient appointments included by CCG in QUIPP targets</p> <p>Discussed with AO, Worcestershire CCGs - commitment to undertake work</p> <p>Meeting between CCG and HWW resulted in commitment to co-production in commissioning statement for consultants' outpatients' appointments.</p> <p>Meetings have taken place with Acute Trust and CCGs to scope project in order to develop project plan.</p> <p>Awaiting feedback re "long list" of possible specialities that meet a number of criteria linked to project outcomes.</p> <p>Feedback on "long list" of specialities received from CCG &amp; shared with WAHT. HWW attended Trust's Elective Productivity Board meeting. WAHT would like to include patient awareness of reasons for GP referral.</p> <p>Further meeting with CCG &amp; WAHT to finalise specialities. Agreed to focus on Urology, Trauma &amp; Orthopaedics and EITHER Rheumatology OR Clinical Haematology. The next steps will be for WAHT&amp;CCG to gather data to share with us about how these Specialities run their Outpatients appointments including bookings, sites, volume of appointments etc. as well as a lead contact for each area with whom we can work through the detail of methodology.</p>	
<b>Transport</b>		FJ/PP	Implications of the implementation of Future of Acute Hospital Services in Worcestershire and the Sustainability and Transformation Plan (STP) on patients accessing services. Meeting held with Community Transport Development Officer. Arranged to attend the Transport STP workstream.	
<b>Mental Health</b> Acute Mental Health Home Care/Treatment Service	5.1	MG/SJ	The project commenced on the 16 <sup>th</sup> April with Worcestershire Health and Care Trust posting letters and information on our behalf to 902 recently discharged service users and 70 carers. To date we have received 50 survey responses via the post, 1 electronic response to the Carer Survey via Survey Monkey. We have conducted 18 face to face interviews, 1 telephone interview with 1 more arranged for next week. 5 of these interviews have been with Carers. We have had 2 interviews where people failed to attend. Interviews are proving quite complex dependent on the stage of recovery and well-being of the individuals.	

			We have contacted patients in three separate batches, the first 200 had been discharged most recently and the second 338 were discharged between 9 and 12 months previously. The final batch were those discharged 6 - 9 months previously. The response rate is evenly matched from all groups albeit more face to face interviews have been requested by the second group.	
<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	Children's Dental Survey - responses being collected as part of summer engagement. 146 completed so far, including children with Autism at NAS event. Visits to play groups / children's centres to engage with parents of under 5s. 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.	
<b>CAMHS Transformation Plan</b>	7.2	JS/ME	Attendance at CAHMS Partnership Board Meetings and Children's Scrutiny Panel  Surveys for young people and parents / carers has now been launched and will run until January. Report due March 2019.	
<b>Maternity Services</b>	7.3	JS/ME	Member of new Maternity Forum	
<b>Monitoring recovery of Children's Services</b> 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	
<b>Autism</b> All Age Autism Strategy	8.1	JS/ME	Report and recommendations published and distributed March. Project plan developed for work on implementation of recommendations over the next year. Stand at National Autistic Society Family Day on 29 <sup>th</sup> Sept. Upcoming meeting with commissioner and Families in Partnership re Umbrella Pathway.	

<b>Prisons &amp; Justice System</b> Engagement with prisoners	15.1	SJ	<p>HWW are supported NHS England with a Patient Engagement event at HMP Hewell on 7<sup>th</sup> 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.</p> <p>A second visit to HMP Hewell is being arranged for early November to conduct a focus group with prisoners. Jo Ringshall and Suzy James will undertake the visit.</p>	
<b>Pharmaceutical Needs Assessment</b>	10.1	JT/MR	<p>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</p> <p>HWW have submitted a formal response to the PNA consultation.</p> <p>PNA approved at Health &amp; Wellbeing Board meeting on 27/02/2018</p>	
<b>Short Breaks Consultation</b>		ME/JS	<p>Attended Co-design event organised by WCC and Families in Partnership. Looking at alternative models of delivering service.</p>	
<b>Continuing Healthcare</b>		FJ/MG	<p>Assess the impact of the CCGs change in CHC policy with particular reference to patients with a Learning Disability. Issues relating to the assessment process from a patient/service user perspective. Meeting with CCG to be organised. Gathering feedback from local people about their experiences.</p> <p>Meeting arranged with CHC Clinical lead for 24<sup>th</sup> October</p>	
<b>Safeguarding Homeless Adults</b>		SA/JT	<p>Meeting on 15.1.2018 with Chair WASB.</p> <p>Review of death of rough sleeper in Worcester 2106 being undertaken by Worcester City Council</p> <p>Report to Health and Wellbeing Board in due course.</p>	