

Healthwatch Worcestershire  
 Current Business Priorities  
Progress Report to Board 14.12.2018

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. Survey now closed. Report being drafted.	
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 Month 5 - CAMHS / Prize Draw Month 6 - Diabetes  Social Media - Project plan and DPIA completed to support Youthcomm campaign. Facebook page set up and regularly updated - currently 203 people who Like / Follow HWW Facebook page. 967 Twitter Followers. Prize Draw for December - Fitbit Blaze, to promote CAMHS Survey.	
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. Board agreed to write to WCC asking for access to WCC factsheets, for further details on co-production approach to producing these and for HWW to be included in distribution as appropriate. HWW offered to contribute to social work training by feeding back on Report & informed WCC we will keep this topic on our work plan given the roll out of the 3 Conversations model. Letter also asked for clarification re the re-assessment of adults with learning disabilities and	

			individual social work budgets. Response received from WCC & added to website. WCC letter states that all reviews and assessments are carried out in accordance with Care Act requirements. States that social workers do not have their own budget, however there are budget authorisation limits for different levels of staff. WCC will liaise with HWW re Factsheets, the development process and Care Services Directory. HWW to consider response.	
<b>Hospital Care</b> '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. Watching brief. A further follow up visit to be arranged.	
<b>'Out Patients Appointments'</b>	3.2	JS/SA/MR	Targets relating to outpatient appointments included by CCG in QUIPP targets Discussed with AO, Worcestershire CCGs - commitment to undertake work Meeting between CCG and HWW resulted in commitment to co-production 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. Further meeting with CCG & WAHT to finalise specialities. Agreed to focus on Urology, Trauma & Orthopaedics and EITHER Rheumatology OR Clinical Haematology. The next steps will be for WAHT&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. Some information on patient volumes received from CCG, still awaiting further information from WAHT. Reminders have been sent and the issue has been highlighted to the Chief Nurse.	

<b>Outpatients - Fracture Clinic</b>		MR/JS	Understanding patient experience of the Fracture Clinic at the Worcestershire Royal Hospital. This would be an adjunct to the Outpatients work described above. Board agreed to the work at meeting on 9 <sup>th</sup> November. Follow up email sent to WAHT offering potential meeting dates to discuss how to take the work forward. Awaiting WAHT response.	
<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	<p>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. We received 54 survey responses via the post, 1 electronic response to the Carer Survey via Survey Monkey. We have conducted 17 face to face interviews and 1 via telephone. 6 of these interviews have been with Carers. We had 2 interviews where people failed to attend, 1 who chose to withdraw and 1 we didn't conduct due to concern about patient capacity to consent. Interviews proved quite complex dependent on the stage of recovery and well-being of the individuals. We contacted patients in three separate batches, the first 200 had been discharged most recently, 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 were requested by the second group.</p> <p>Data analysis is now underway with a current focus on the interview material. Reports are also being produced on Survey Monkey in relation to the survey responses. Data Analysis is being significantly supported by Alan Richens.</p>	
<b>Dementia Pathways</b>	5.3	MG/SJ	<p>A joint strategy for Hereford and Worcester for Living Well with Dementia Strategy 2019-24 is currently being consulted on. Two engagement events are being held for patients, carers and professionals on 27<sup>th</sup> November at the Bank House Hotel, Bransford. The strategy is being developed under the STP.</p> <p>Diagnosis rates for Worcestershire are too low, currently sitting at: R&amp;B - 63% WF - 58%</p>	

			<p>SW - 58%</p> <p>NHSE require diagnosis rates of 67%. Worcestershire's figures are calculated at a GP Practice level and work is underway to identify practices with low diagnosis rates that have high numbers of care homes in their locality. Whilst this has identified more people with dementia the target is continually moving due to the number of people turning 65 each month.</p> <p>Care homes in the County are being asked to use the DiADeM assessment tool to identify residents with dementia.</p> <p>Consultation events were held on 27<sup>th</sup> November to 'Help Shape Dementia Services and Support in Herefordshire and Worcestershire'. Hereford and Worcestershire are developing a joint strategy for 'Living Well With Dementia 2019 - 2022'</p> <p>The event was attended by Martin Gallagher and a recent survey response was also provided on behalf of HWW.</p>	
<b>Children &amp; Young People's Services</b> Children, Young People and Parents	7.1	JS/ME	<p>Children's Dental Survey - responses being collected as part of summer engagement. 146 completed, including children with Autism at NAS event. Visits to play groups / children's centres to engage with parents of under 5s. Dentists focus of College Workshops delivered at Worcester 6<sup>th</sup> Form in November.</p> <p>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.</p>	
<b>CAMHS Transformation Plan</b>	7.2	JS/ME	<p>Attendance at CAHMS Partnership Board Meetings and Children's Scrutiny Panel</p> <p>Surveys for young people and parents / carers has now been launched and will run until January. 163 surveys completed so far. College Workshops gathering YP feedback. Report due March 2019.</p>	
<b>Maternity Services</b>	7.3	JS/ME	Member of new Maternity Forum	
<b>Monitoring recovery of Children's Services</b>	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>	

following Ofsted judgement				
<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. Involvement in development of All Age Autism Strategy refresh - presented findings and recommendations from ASC Report at engagement event on 19 <sup>th</sup> November. Discussions with H&CT about Autism awareness as quality objective. Also met with Inclusion Practitioner for Trust re implementation of recommendations within the Trust.	
<b>Prisons &amp; Justice System</b> Engagement with prisoners	15.1	SJ	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.  A second visit to HMP Hewell took place on November 20 <sup>th</sup> . JR and SJ conducted a focus group with 5 prisoners to identify their experience of healthcare services at the prison. Consideration is now being given to future engagement opportunities.	
<b>Short Breaks Consultation</b>		ME/JS	Attended Co-design event organised by WCC and Families in Partnership. Looking at alternative models of delivering service.	
<b>Continuing Healthcare</b>		FJ/MG	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. Meeting arranged with CHC Clinical lead for 24 <sup>th</sup> October CHC Lead aware HWW plan to do a piece of work on CHC. Continuing to gather further patient experience to help shape how we continue with this piece of work. FJ to meet with MR to discuss the way forward with this piece of work.	
<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>Robotics</b>		SA/FJ	The future of robotic surgery in Worcestershire - pursued via attendance at West Midlands Cancer Alliance. Continue to seek patient experience of Robotic Surgery.	
<b>Stroke Services</b>		PP/SA	Concerns about Quality & Safety of existing Stroke Services in Worcestershire - Letter to AO, Worcestershire CCGs asking for assurance - response received but no assurance provided. Briefings ref STP work programme for future stroke services with AO, and existing stroke services with COO. Invitation for HWW to attend Worcestershire Stroke Working Group and STP Stroke Working Group. Letter to Chair of WAHT ref delivery stroke services. Meeting with Stroke Association arranged to discuss how to gather patient and carer experience of the stroke pathway.	
<b>Audit of the application of NHSE/NICE guidance in Worcestershire</b>		SA/JS & JR	Recent reports of patient experience identify Worcestershire CCGs failing to apply NHSE or NICE guidance. Decision to audit range of compliance with NHSE/NICE guidance in Worcestershire. Project being scoped.	
<b>MSK</b>		JR/SA	Participation in CCGs review of MSK	
<b>Prevention and Self Care</b>		SA/FJ	Support to HWBB initiative to promote Prevention and Self Care. Project being scoped for inclusion in 2019/2020 plan	
<b>Diabetes</b>		PP/FJ	Availability of 'Libre' in Worcestershire	
<b>Volunteering</b>		SJ/SA	JT and SJ have started work on revising the Volunteer Handbook and relevant policies.	
<b>Long Term Plan</b>		SA/SJ/FJ	SA meeting with SJ and FJ to discuss HWW attendance and involvement with engagement around the Long-Term Plan. HWW have expressed interest in funding available from HWE for local LTP engagement work.	
<b>Social Prescribing</b>		MR/SA	To research potential HWW contribution to social prescribing	
<b>Engagement on the NHS Long Term Plan</b>		SA/SJ/FJ	Expression of interest submitted to Healthwatch England [HWE] to participate in public engagement on the NHS Long Term Plan. Further information awaited from HWE.	
<b>Proposed cuts to Learning Disability Partnership Board and involvement</b>		ME / PP / MG	Met with LD carers to discuss plans to reduce LDPB and lack of renewal of LD Strategy.	

