

			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.	
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 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. HWW contributed to NHSI WAHT CQC Inspection preparation in March 2019, however ED not seen.	
'Out Patients Appointments'	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	

			<p>contact for each area with whom we can work through the detail of methodology.</p> <p>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.</p> <p>HWW have now received contact details for Divisional Director of Nursing, Specialised Clinical Services Division to follow up.</p> <p>Meeting held to scope project - will focus first on Rheumatology service, to attend a clinical team meeting, however due to other priorities work will not start onsite until summer 2019</p>	
Outpatients - Fracture Clinic		MR/JS	<p>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 9th November. Follow up email sent in November to WAHT offering potential meeting dates to discuss how to take the work forward, no response until Jan 2019.</p> <p>Meeting held with WAHT to take project forward on 15th Jan. Visits to WRH & Kidderminster hospital undertaken to see how clinics run. Visit to Alex planned. Survey in Draft & sent to WAHT for comment. Survey and paperwork finalised. Briefing for Directors, Volunteers and Team Members held. Visits are now underway, taking place weeks beg 4th, 11th & 18th March, with potential to extend to w/beg 25th March. Further visit held on 9th April. Visit programme completed.</p> <p>All survey results entered into analysis software</p> <p>Report to be written</p>	
Transport		FJ/PP	<p>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.</p>	
Mental Health Acute Mental Health Home Care/Treatment Service	5.1	MG/SJ	<p>Report was approved by HWW Board in March 2019 and sent to WHCT for their response. A response was received on 10th April 2019 with an action plan in relation to our recommendations.</p> <p>Clarity would be welcome in regard to the systematic recording of Carer data to ensure information about Carer support is routinely provided.</p>	

			<p>Data Analysis and report writing has been significantly supported by Alan Richens.</p> <p>SJ attended Redditch Mental Health Action Group to provide a project update on 6/3/19.</p> <p>MG and SJ attended the JIGSAW meeting (Carer support group for those caring for people with mental ill health) in Malvern on 4/2/19 and provided a project update. Whilst unable to share the report and all its findings with them at this stage (prior to the report being approved and shared with WHCT) we shared a few highlights which resonated with carers present who have previous and current experience of the Home Treatment Service.</p> <p>902 former service users and carers contacted - 832 former service users - 70 carers</p> <p>55 responses - 49 former service users - 6 carers</p>	
Dementia Pathways	5.3	MG/SJ	<p>MG and SJ attended an update event on the new Dementia Strategy which will now be launched in early Summer. HWW had a stand at the event. A presentation will be made by the CCG to the next Board meeting.</p> <p>Diagnosis rates for Worcestershire are too low, currently sitting at: R&B - 63% WF - 58% 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 27th November to 'Help Shape Dementia Services and Support in Herefordshire and Worcestershire'. Hereford and</p>	

			<p>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>	
Children & Young People's Services Children, Young People and Parents	7.1	JS/ME	Workshops delivered at Worcester Uni - OT & Physio students and Health and Social Care Students - focus on NHS LTP - Prevention and use of technology. Children's survey about keeping healthy at School Games event in March.	
CAMHS Transformation Plan	7.2	JS/ME	<p>Attendance at CAHMS Partnership Board Meetings and Children's Scrutiny Panel.</p> <p>Children and Young People's Mental Health Report published March 2019.</p> <p>Report presented at Children and Young People' Emotional Wellbeing and Mental Health Partnership Board meeting on 21st March.</p> <p>Responses received from WHCT and Commissioners. Organising meeting with WHCT to discuss response.</p>	
Maternity Services	7.3	JS/ME	Member of 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	Updated All Age Autism Strategy approved by Health and Wellbeing Board in Feb. Included main findings from HWW Report commitment to implementing recommendations. Invited to attend CQC West Mids team meeting discuss how findings / recommendations about accessing health services and making adjustments can be incorporated into inspections.	
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.	

			<p>A second visit to HMP Hewell took place on November 20th. 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.</p> <p>Further contact has been made with HMP Hewell's Practice Manager to identify an opportunity to explore Healthcare Professionals experience of providing patient care and Ambulance waiting times.</p> <p>Response requested twice, to be followed up again.</p>	
Short Breaks Consultation		ME/JS	<p>Attended Co-design event organised by WCC and Families in Partnership. Looking at alternative models of delivering service. Update received to say implementation will be delayed to enable model to be developed.</p>	
Continuing Healthcare		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 24th 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.</p> <p>FJ to meet with MR to discuss the way forward with this piece of work. Email sent to CHC requesting information about the CHC process and figures. Deadline of end of Feb given for the response. FJ and MG met to discuss the project. FJ to link up with local voluntary groups/organisations to gather further feedback on CHC and discuss taking part in the project. Meetings taking place with groups and organisations to identify issues. Still awaiting response from CCG. FJ to follow up with CCG as no response has been received.</p>	
Safeguarding Homeless Adults		SA/JT	<p>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.</p>	

Robotics		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.	
Stroke Services		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.	
Audit of the application of NHSE/NICE guidance in Worcestershire		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.	
MSK		JR/SA	Participation in CCGs review of MSK	
Prevention and Self Care		SA/FJ	Support to HWBB initiative to promote Prevention and Self Care. Project being scoped for inclusion in 2019/2020 plan	
Diabetes		PP/FJ	Availability of 'Libre' in Worcestershire	
Volunteering		SJ/SA	JT attended the Team Meeting in April to discuss volunteering and the draft Volunteer Handbook. In addition, it was emailed to 4 recently recruited volunteers for their input. JT to attend team meeting on 15/5/19 to share revised handbook and discuss involvement of volunteers going forward. Volunteer celebration event planned for 5/6/19 during National Volunteering Week.	
Social Prescribing		MR/SA	To research potential HWW contribution to social prescribing. Drop in sessions taking place on first Thursday of the month at Kidderminster Medical Centre as part of the social prescribing partners hub.	
Engagement on the NHS Long Term Plan		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.	

			<p>HWW & HWH will not be using the HWE survey. We will be using an alternative online survey. We aim to adapt this online survey and carry out focus groups in each District Council area in Worcestershire.</p> <p>Throughout April and May we have carried focus groups in Wychavon, Worcester, Malvern, Bromsgrove and Redditch. A focus groups is being held in the Wyre Forest on 8th May. A number of other focus groups have taken place with voluntary organisations and support group and we will continue with these until end of May.</p>	
<p>Proposed cuts to Learning Disability Partnership Board and involvement</p>		<p>ME / PP / MG</p>	<p>Met with LD carers to discuss plans to reduce LDPB and lack of renewal of LD Strategy. Letter written and response received from Paul Robinson WCC CEO. Continue to liaise with carers re progress on this.</p>	