HEALTHWATCH WORCESTERSHIRE BUSINESS PLAN – RESULTS FROM ANNUAL CONFERENCE 2019

BIG PROJECTS

TOPIC	WHY THIS ISSUE	PROPOSED ACTIVITY	VOTES	RANK (OUT OF 5)
Adult Social Care	HWW recognise that a proactive approach is needed to speak with people who use Adult Social Care services. We completed a Report on People's Experience of Adult Social Work in June 2018, prior to the Three Conversations Model being fully implemented across the County.	To scope best way forward. Could include follow up on previous work, as agreed to keep issue on our agenda.	22	1
Carers - Implementation of the Carers' Strategy	Responds to feedback from carers as part of previous HWW engagement, surveys and reports about issues experienced by carers and the need for increased recognition and support. Worcestershire's Carers Strategy 2015 – 2020 aims to address these issues and we would aim to look at the implementation of this strategy and the impact for Carers in Worcestershire.	To be scoped. To involve engagement with Carers, including Young Carers.	18	2
Outpatients - Urology	Responds to patient feedback. In addition, the NHS LTP sets out proposals for change in the way Outpatient appointments are delivered. This will impact on the way that patients receive outpatient services. Project will look at patient's current experience and test acceptability to patients of potential changes.	Face to face engagement with patients using Urology Outpatients Department. Survey content to be scoped, but with a focus on shared decision making.	6	3

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Men's Health - Prevention	Prevention is a priority for Herefordshire & Worcestershire Sustainability and Transformation Partnership (STP) in 2019/20. Data shows that in Worcestershire women live approx. 4 yrs. longer than men and 1.5 yrs. longer in good health.	To be scoped, likely to include face to face engagement.	5	4
Outpatients - Rheumatology	Responds to patient feedback. In addition, the NHS Long Term Plan (LTP) sets out proposals for change in the way Outpatient appointments are delivered. This will impact on the way that patients receive outpatient services. Project will look at patient's current experience and test acceptability to patients of potential changes.	Face to face engagement with patients using Rheumatology Outpatients Department. Survey content to be scoped and agreed.	3	5

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MEDIUM PROJECTS

Topic	Why this issue?	Proposed Activity	Votes	Rank (Out of 5)
Application of NICE/NHS England Guidance in Worcestershire	It is an issue that is often raised with HWW that different standards are applied, services are available within Worcestershire compared to other areas. E.g.: In Vitro Fertilisation (IVF), Libra, gluten free prescribing, Musculoskeletal (MSK) pathway.	Desk top exercise comparing local commissioning with NICE guidelines.	17	1
Acute Hospital Services for children and young people	Recent CQC inspection reports have made recommendations for the Acute Trust about the need to ensure that children and young people are treated in appropriate environments, pain is managed effectively, and staff understand how to obtain consent from children and young people.	Activity to be scoped. Potential visits to Children's departments to speak with children, young people, parents and carers about their experiences of treatment at Acute Hospitals.	13	2
Raising awareness of HWW with Care and Nursing Homes in Worcestershire who have a contract with Worcestershire County Council (WCC)	Project will look to raise awareness of HWW within Care and Nursing Homes, recognising that the views of residents can be "hard to hear"	Activity to be scoped. Will include further promotion of Overview Report on Meaningful Activity which was produced in 2017.	12	3

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Understanding patient experience of health services in relation to gender identity	Response to issues raised with us via engagement with the Trans community in Worcestershire. Project will gather patient and carer experience of NHS services and seek to raise awareness of identified needs.	Activity to be scoped and will include engagement with Trans young people and their parents.	5	4
Understanding the experience of Lesbian, Gay and Bisexual people of health services	Response to issues raised with us via engagement with the LGB community in Worcestershire. Project will gather patient experience of NHS services and seek to raise awareness of identified needs.	Activity to be scoped and will include engagement with members of the LGB community.	2	5

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SMALL PROJECTS

Topic	Why this issue?	Proposed Activity	Votes	Rank (Out of 4)
Dementia Pathways	Responds to patient feedback. It is a population wide issue. In addition, Herefordshire and Worcestershire's Living Well with Dementia Strategy 2019 – 2024 is being launched.	Attendance at relevant meetings and events.	20	1
Patient Transport	Responds to patient feedback. In addition, this service is being re-commissioned with the new provider commencing service April 2020.	To be scoped. Likely to be attendance and relevant meetings and events.	13	2
Prisons and Justice System	Responds to issues raised via previous engagement with prisoners at HMP Hewell. Issue of health inequalities highlighted in the Health Select Committee Report on Prison Health Services 2017. Need to listen to hard to reach communities	To be scoped. Likely to involve focus groups and engagement with prisoners and prison healthcare staff at HMP Hewell	12	3
Robotics	Local access to surgical techniques [robotics] that provide the best outcomes for patients. Potential future implications for Acute Hospitals in Worcestershire in the absence of robotic surgery. No clear strategy by NHSE for the development and implementation of robotic surgery in England.	Gather relevant patient experience. Engagement with WHAT/STP. Engagement with NHSE through the West Midlands Cancer Alliance.	6	4