

1. Introduction

Healthwatch Worcestershire business plan for 2019/ 2021 priorities are set out in Section 5 below.

In order to successfully deliver the plan HWW will need the support and co-operation of patients, service users and carers and all of its wider stakeholders.

2. Background

Healthwatch Worcestershire (HWW) has contracted with Worcestershire County Council to deliver local Healthwatch activities.

HWW has delivered local Healthwatch functions in Worcestershire since April 2013. We have a strong track record and are known by stakeholders across the county as a robust and credible organisation. We are a social enterprise company limited by guarantee. We have a visible local brand and a strong reputation as an independent consumer champion, ensuring that health and social care services put people at the heart of their care.

We summarise the local Healthwatch activities we are contracted to provide as:

- Providing advice and information about access to local health and care services [Signposting]
- Obtaining the views of local people about health and care services to influence the commissioning and delivery of services
- Enabling local people to monitor the standards of local health and care services.

3. Resources

For 2019/20 the Directors have agreed a budget of £291k by drawing on reserves. NB value of the contract for this financial year is £275K

HWW has a Board of Directors. The Managing Director is responsible for management of Healthwatch Worcestershire and is supported by a team of 1FTE carrying out administrative and business support duties and 2.85 FTE Engagement Officers.

Collectively the Directors and team carry out all HW functions.

4. Quality Assurance

We will ensure that HWW is open, transparent and accountable to local communities through mechanisms such as:

- ✓ Reference and Engagement Group (REG) - comprised of OVER 100 local organisations with an interest in health and social care and individual “experts by experience”. The role of the REG is to advise, guide and quality assure our work and cascade information through their networks
- ✓ Registered for Information (RFI) - over 1,200 individuals receive information from and provide information to us, extending our reach into Worcestershire’s diverse communities
- ✓ Task and Finish Groups - guide the detail of work on our business priorities drawing in expertise from the REG and across sectors as appropriate
- ✓ Relevant Decision Making policy - which is publicly available and ensures that lay people are involved in the carrying out of decisions which relate to local HWW functions
- ✓ Holding our monthly Board Meetings in Public- including at different parts of the County to report on HWW activity and enable residents to raise issues with commissioners and providers
- ✓ Having co-opted Company Members with specific expertise so that our Directors are guided by their experience
- ✓ Publishing an Annual Report which is compliant with HWE guidance

HWW is regulated by the Companies Act. The organisation has evidenced that it has the proper systems and processes in place for the efficient operation of the organisation through:

- **Achievement of BS EN ISO 9001:2015 certification.**
- **Achievement of Cyber Essentials accreditation**

5. Business Priorities 2019 / 2021

Given the potential scope of local Healthwatch activities across all health and social care services and the resources allocated to Healthwatch Worcestershire we have identified business priorities to provide a focus for our work. The business priorities set out in the tables below have been agreed by HWW after an extensive period of engagement.

The priorities have emerged in the following way:

- **Continuation or development of existing activity** - for example following through recommendations made in HWW Reports

- **Scoping exercise** - patient and public feedback; relevant data and commissioning intentions were all considered and used to inform potential areas of activity.

Priorities will be allocated to a lead Engagement Officer and Director. Each priority will have a project plan with the identified tasks cascaded down into individual work plans.

In all our project plans we will give consideration to how the project relates to:

- Children and Young People
- Equalities characteristics (gender, age, disability, ethnicity)
- Carers

In addition to the priorities below HWW needs the flexibility to undertake work at short notice which may not be an identified business priority, and so we will review the business priorities during the year.

Key: C/F = Carried Forward Big = Large scale engagement / resource intensive project Medium - medium scale engagement/ resource

Small - one off / limited visit or engagement W/B Watching Brief - HWW Function / Follow Up to previous project

Rank – refers to voting exercise at HWW Annual Conference June 2019

TOPIC	C/F OR NEW	STATUS	WHY THIS PRIORITY	HOW (N.B. HWW will develop detailed project plans – activity is indicative)	EO/ Director Lead	When
Adult Social Care <i>(Rank 1)</i>	C/F	Big	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 be scoped	MR/JT	
Carers – implementation of the Carer’s Strategy <i>(Rank 2)</i>	New	Big	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 – likely to be face to face engagement	SJ/JT	
Outpatients (Urology) <i>(Rank 3)</i>	C/F	Big	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	MR/JS	

Men's Health – Prevention (Rank 4)	New	Big	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 be face to face engagement	FJ/MG (TBC)	
Outpatients (Rheumatology) (Rank 5)	C/F	Big	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	MR/JS	
Awareness of Screening & Immunology	New	Big	Key to the prevention agenda	Summer engagement topic. Face to Face engagement	ME/JS	Year 1 Q2 +3
Application of NICE/NHSE Guidance in Worcestershire (Rank 1)	C/F	Medium	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	FJ/JR	
Acute hospital services for children and young people (Rank 2)	New	Medium	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.	To be scoped – likely to include ward visits	ME/JS	

Raising awareness of HWW with Care Homes in Worcestershire who have a contract with WCC <i>(Rank 3)</i>	C/F	Medium	Project will look to raise awareness of HWW within Care and Nursing Homes, recognising that the views of residents can be “hard to hear”	To be scoped – outreach to care home providers, potential for care home visits	MR/JT	Ongoing
Understand patient experience of health services in relation to gender identity <i>(Rank 4)</i>	New	Medium	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.	To be scoped – likely to include face to face engagement	SJ&ME/JR	
Understanding the experience of Lesbian, Gay, and Bisexual people of health services <i>(Rank 5)</i>	New	Medium	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.	To be scoped – likely to include face to face engagement	SJ&ME/JR	
Continuing Health Care	C/F	Medium	Patient Feedback and identified as a priority in STP commissioning plan	To be scoped – likely to be face to face engagement	FJ/MG	Year 1 Q2 & 3
MSK	C/F	Medium	Proposed changes to MSK pathway	Attendance at relevant meetings & events - watching brief	FJ/JR	
Homelessness – Adult Safeguarding	C/F	Medium	Continuation of work undertaken by HWW to raise issue of safeguarding of homeless adults	Attendance at relevant meetings & events	SA/JT	
Dementia Pathways <i>(Rank 1)</i>	C/F	W/B	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 & events - watching brief	SJ/MG	

Patient Transport (Rank 2)	C/F	W/B	Responds to patient feedback. In addition, this service is being re-commissioned with the new provider commencing service April 2020.	Attendance at relevant meetings & events - watching brief	FJ/JR	
Prisons & Justice System (Rank 3)	C/F	Small	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 include face to face engagement	SJ/JR	Year 1
Robotics (Rank 4)	C/F	W/B	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.	Watching brief	SA	
Care in the Corridor	C/F	Small	Follow up from previous HWW work – check that WAHT Action Plan has been implemented	Face to face engagement	MR/JR	Year 1 Q2
Going to Dentist	C/F	W/B	Further promotion of the Going to the Dentist Report and follow up on implementation of recommendations	Attendance at relevant meetings & events - watching brief	MR/JR	Year 1 Q2 & Q3
Mental Health	C/F	Small	Follow up from previous work by HWW on Mental Health services	Attendance at relevant meetings & events - watching brief	SJ/MG (TBC)	
MSK	C/F	W/B	Proposed changes to MSK pathway	Attendance at relevant meetings & events - watching brief	SA	
Children's Survey – Being Healthy	C/F	Small	Prevention agenda, following on from LTP engagement. Involvement of children and young people in engagement.	Short survey via face to face engagement at summer events and colleges.	ME/JS	Year 1 Q2+3
ICOPE	New	Small	Implementation of the Strategy, in particular clinical care at end of life	Watching Brief	MR/JT (TBC)	

NHS Patient Public Involvement / Co-production across all agencies	New	Small	Potentially controversial issue in light of changes to services	QA NHS work on PPI	FJ/PP	
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BEING HEALTHWATCH (SEE APPENDIX ONE FOR FURTHER DETAILS)

- Signposting
- Monitoring standards of health and social care
- Service redesign and integration
- Relationship Management
- Healthwatch England / CQC
- **HAVING CAPACITY TO RESPOND**

APPENDIX ONE - BEING HEALTHWATCH

Advice & Information service

Provide advice & Information about accessing local health & care services

Signposting the public to health and care services incl. those provided by the voluntary/community sector

Influencing the commissioning and provision of services

Gather patient, server and carer experiences:

HWW Advice & Information service

Projects - to include report on how the relevant commissioner/provider is meeting its public sector equality duty.

General engagement, focused in health hotspots

Raising public awareness of HWW

Wyre Forest Patients Group

Worcestershire CCGs Patient Advisory Group [In common]

Worcestershire Cancer Network

Older Peoples Forum

Sensory Impairment Consultative Group

Attend:

Worcestershire Health and Wellbeing Board

CCGs Primary Care Commissioning Committee

CCG Worcestershire Clinical Commissioning Policy Collaborative

JSNA Working Group

Vulnerable People and Homeless Forum

Carers Forum

Autism Strategy Partnership Board

Integrated Care Patient and Stakeholder Involvement Groups

Children and Young Peoples Emotional Wellbeing and Mental Health Partnership Board

STP Stroke Programme Board

Worcestershire Stroke Strategy Forum

Local Maternity Systems Board

Worcestershire Maternity Voices Partnership

Worcestershire CCGs Improved Access to Primary Care Delivery Programme Board

Enabling local people to monitor the quality of health and care services

Attend:

NHSE AH&W Quality Surveillance Group
CCG Quality Performance and Resources Joint Committee
NHSI WHAT Quality Improvement Review Group
WCC Children and Families Overview and Scrutiny Panel
WCC Adult Care and Well Being Overview and Scrutiny Panel
Health Overview and Scrutiny Panel
CCG Governing Bodies [meeting in common]
WHAT Quality Governance Committee
Worcestershire A&E Delivery Board
WAHT Board meeting
WH and CT Board meeting
Worcestershire Safeguarding Children Board
Wyre Forest Multi-Agency Group
Worcestershire Mortality Oversight Group

Healthwatch - the national voice

Attend:

West Midlands local Healthwatch Network
West Midlands Cancer Alliance
Healthwatch England Annual Conference
West Midlands Academic Health Science Network

Support:

Share information with HWE
Review draft Quality Framework

Organisational Development

Maintain:

Quality management system [BS EN ISO 9001 - 2015]

Data protection standards [Cyber Essentials]

Business intelligence system.