

PROGRESS REPORT TO THE BOARD ON CURRENT PROJECTS FROM HEALTHWATCH WORCESTERSHIRE

BUSINESS PLAN 2019 - 2021

SEPTEMBER 2019

PRIORITY	SIZE	EO/ Director Lead	STATUS	RAG RATING
Adult Social Care	Big	MR/JT	Work being scoped. Will follow up on WC response to People's Experience of Social Work Services report.	Green
Outpatients (Rheumatology)	Big	MR/JS	Meeting with Rheumatology clinicians. Strategy for this specialism already advanced in development. Consideration being given to next steps.	Yellow
Awareness of Screening & Immunology	Big	ME/JS	Survey as part of summer engagement. 406 completed so far. Closing end of September. Report to November Board meeting.	Green
Fracture Clinic	Big	MR/JS	Understanding patient experience of the Fracture Clinic at the Worcestershire Royal Hospital. Report approved and published. Meeting being arranged with WAHT to discuss Action Plan	Green
Acute hospital services for children and young people (Rank 2)	Medium	ME/JS	Project plan draft. Proposing visits to children's ward (x3) and outpatient clinic (x3) at Worcestershire Royal and potential visit to Kidderminster and Alexandra children's clinic. Visits to look at environment, communication, consent and pain management and involve conversations / short survey with children, parents and carers. Meeting required with Acute Trust to discuss and agree access.	Green
Raising awareness of HWW with Care Homes in Worcestershire who have a	Medium	MR/JT	Attended Care Home event in WF and presented re HWW. All Care Homes sent HWW Annual Report 2018/19 with covering letter. Further work to be scoped	Green

contract with WCC (Rank 3)				
Understand patient experience of health services in relation to gender identity (Rank 4)	Medium	SJ&ME/ JR	Work being scoped, to potentially include engagement / focus groups with adults via Out2Gether and children, young people, parents and carers via Mermaids to gather feedback and experiences of accessing support services in relation to gender identity.	
Understanding the experience of Lesbian, Gay, and Bisexual people of health services (Rank 5)	Medium	SJ&ME/ JR	Work being scoped, with input from Out2Gether to potentially include survey and engagement about experiences of accessing health services and young people's survey / engagement.	
Continuing Health Care	Medium	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</p> <p>CHC Lead aware HWW plan to do a piece of work on CHC.</p> <p>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.</p> <p>Email sent to CHC requesting information about the CHC process and figures. Deadline of end of Feb given for the response.</p>	

			<p>FJ and MG met to discuss the project.</p> <p>FJ to link up with local voluntary groups/organisations to gather further feedback on CHC and discuss taking part in the project.</p> <p>Meetings taking place with groups and organisations to identify issues.</p> <p>Still awaiting response from CCG.</p> <p>FJ to follow up with CCG as no response has been received.</p> <p>All information requested from the CHC team has now been received.</p> <p>FJ to arrange meeting with MG to agree the project plan and next steps.</p> <p>FJ will be attending the CHC Communications group on 20th September.</p>	
Homelessness – Adult Safeguarding	Medium	SA/JT	<p>Meeting on 15.1.2018 with Chair WASB.</p> <p>Review of death of rough sleeper in Worcester 2106 undertaken by Worcester City Council.</p> <p>Proposals submitted to WASB for ToRs for Thematic Review of rough sleepers deaths.</p> <p>Application under FOIA to Worcester City Council for information about second death.</p> <p>Contract service specifications and transition plan provided by Worcester City Council under FOIA.</p> <p>Report to Health and Wellbeing Board in due course.</p>	
Prisons & Justice System (Rank 3)	Small	SJ/JR	<p>Healthwatch Worcestershire have engaged in two focus groups with prisoners at HMP Hewell in the last 12 months. One was supporting a pre inspection report for the CQC and the second was conducted by JR and SJ who sought to identify an initial understanding of prisoner experience of healthcare services and access to them.</p> <p>We met with 5 Healthcare Champions who are trained to support fellow prisoners with matters relating to health and well-being. Our findings suggest that prisoner access to health and care services are compromised at HMP Hewell by system and process issues, staffing resources and limited recognition for the importance of prisoner health amongst prison staff.</p> <p>To improve patient involvement in the prison setting, Care UK have a national drive underway to establish a Patient Participation Group in every prison, Care UK’s timeline for this is that all prisons will be working toward establishment by end of September 2019 and a review on progress in December 2019.</p> <p>HWW met with the Clinical Lead for Patient Engagement at HMP Hewell on 27th August to discuss how we could develop meaningful engagement with the prison community and further support</p>	

			<p>the prison in improving prisoner experience of health care services. The meeting was productive and initial suggestions were for:</p> <ul style="list-style-type: none"> • A focus group in early October with their Healthcare Champions - now 18 in number • Additional focus group with Category D prisoners at the Open Prison • Exploration of appropriate engagement routes with Vulnerable Prisoners held in isolation • Recruitment of Healthcare Champions as HWW volunteers promoting HWW within the prison and supporting our engagement work by the dissemination and collection of surveys • Potential HWW attendance at PPG meetings once established 	
Care in the Corridor	Small	MR/JR	<p>Follow Up Visit E&V visit completed in July 2019 to assess the implementation of the WAHT 2018 Action Plan.</p> <p>Public facing Summary Report and Full Report drafted for approval by HWW Board</p>	
Going to Dentist	W/B	MR/JR	<p>Attended Oral Health Steering Group meeting in September 2019 as part of follow up on Report. Further meetings may be attended. The HWW Report, alongside the Oral Health Needs Assessment and Action Plan will be going to Health & Wellbeing Board in December 2019</p>	
Mental Health	Small	SJ/MG	<p>Final report is now on HWW website along with WHCT's response and action plan. At July's quarterly meeting with WHCT's Director of Nursing and Head of Quality Assurance JS and SJ received an update on the action plan and were impressed to hear the following actions had been taken in response to our recommendations:</p> <ul style="list-style-type: none"> • Initial assessments now seek to identify carers by the label of 'primary carer' and an additional phone call has been introduced to increase engagement with carers in the early stages of their experience with the Home Treatment Team • Patient friendly discharge summaries are being provided to service users in plain English • Patient friendly information about medication is now being printed from the Choice Medication website and given to service users • PALS leaflets are added into all service user packs 	

			<ul style="list-style-type: none"> Information leaflets about WAC and Jigsaw are now provided in both patient and carer information packs From September 2019 shorter working shifts are being introduced to the Home Treatment Team to enable greater consistency of staff visits to service users 	
Children's Survey – Being Healthy	Small	ME/JS	Survey as part of summer engagement asking what children think is important to help them be healthy and how they could understand more. 341 completed. Survey now closed, awaiting potential responses from Worcester and Kidderminster colleges. Short report to November Board Meeting.	
ICOPE	Small	MR/JT (TBC)	Meeting with Dr Keeble ref planning for severe frailty and discussions ref potential HW enquiries.	
NHS Patient Public Involvement / Co-production across all agencies	Small	FJ/PP		