

## PROGRESS REPORT TO THE BOARD ON CURRENT PROJECTS TAKING INTO ACCOUNT IMPACT OF COVID-19 - OCTOBER 2020

### INTRODUCTION

As with all organisations Covid-19 has impacted on the way that Healthwatch Worcestershire delivers its services. Face to face engagement has been severely curtailed and it is unlikely that this will recommence at the previous scale within the next 6 months. A number of planned projects which were ready to commence/ in process have been delayed /deferred. We have not lost focus on our previous business priorities and will look to reinstate work on these as it becomes feasible to do so. There is still a high degree of uncertainty and the situation is fluid both locally and nationally. We have set out below our plans for HWW project work in the short / medium term, which may be subject to change. Decision making on projects/activity has taken into account the need to avoid placing additional burdens on NHS and care service in the midst of a pandemic. We have also reviewed our business plan in the light of the rapid changes to the delivery of health and care services due to Covid-19, which has highlighted new issues/concerns for patients.

It is important to note that HWW activity related to monitoring performance and improving quality across the health and care system is continuing, carried out through attendance at online meetings and events.

Priority	Size	EO/Director Lead	Comment	RAG RATING
Covid-19 Surveys and Reports	Big	MR & ME / JS & JR	<p>HWW carried out a Survey of people’s experience of health and social care service during Covid-19. As well as a general population Survey we produced an Easy Read version and focused on the views of people with learning disabilities and autism. The outputs from the work are:</p> <p><b>Spotlight Reports (x 3)</b> – providing early feedback to the system to enable a quick response</p> <p><b>Final Survey Report – Full Report</b> – setting out overall findings from the over 2.400 responses and looking at these by age, ethnicity, geography, disability and responses from carers to identify any differentiation. This Report was aimed at Commissioners and Providers</p> <p><b>“What You Told Us”</b> – a summary version of the Survey findings aimed at the public</p> <p><b>Covid-19 Learning Disability and Autism Report</b> – aimed at Commissioners and Providers</p> <p><b>Easy Read version</b> of the Learning Disability and Autism Report – aimed at people with a learning disability and autism</p> <p><b>“Focus On” GP services</b> – bringing together findings from our Survey together with patient experience from our signposting function</p> <p>The Reports have now been published and a system wide response to recommendations requested.</p> <p>We will also be further publicising and distributing the “public” versions of the Reports.</p>	

Priority	Size	EO/Director Lead	Comment	RAG RATING
South Worcestershire Mental Health Community Assessment and Recovery Service	Big	SJ/MG	<p>Following a CQC Report highlighting serious concerns we will be talking to service users and carers about their experiences of the above service.</p> <p>Detailed project plan is in place and support obtained from WHCT. Meeting with Director and Engagement Lead has taken place. Meeting with MH Community Services Manager being arranged to understand service area and identify process for HWW to engage with patients and carers.</p> <p>Two volunteers are confirmed to support the project.</p> <p>Survey development to commence following meeting with Service Manager. Identification of patients to help coproduce the survey and documents to be identified.</p> <p>Engagement documents to be developed in November.</p>	
Hospital Discharge during Covid-19	Big	MR/JS	<p>Building on work undertaken by the Acute Trust and Healthwatch England we will be looking at patient / carers experience of hospital discharge during Covid-19 in Worcestershire.</p> <p>Project is at a very early stage – scoping to be carried out over coming weeks</p> <p>Critical to this project will be the capacity of the Acute Trust to work with us to enable access to patients</p>	
Communications and Engagement Review	Big	ME/ SJ/ MR	<p>In light of changes to engagement due to Covid-19 restrictions and the need to gather ongoing feedback about experiences of accessing services and changes implemented due to Covid-19, we will be looking at –</p> <ul style="list-style-type: none"> <li>- How we use and build upon online methods to gather feedback – e.g. social media, online meetings and video calls, You Tube etc.</li> <li>- Review of website – including advice and information pages and related guides</li> <li>- Discussion with REG members about potential for online engagement and alternative ways of engaging with digitally excluded</li> </ul>	

Priority	Size	EO/Director Lead	Comment	RAG RATING
Outpatients	Medium	MR/JS	<p>Detailed project planning had commenced for our previously planned Outpatient work focusing on Urology. This has now been postponed in the light of the Corona Virus pandemic.</p> <p>However, we will be continuing our focus on Outpatient services, in particular linked to those services that are part of the CCG / Acute Trust programme supported by NHSE/I. Our role is to bring the patient voice to the programme and also to act as a sounding board for patient information / communications, including through testing this with our volunteers.</p> <p>Meeting to be held with CCG to discuss the overall Restoration Programme of which demand management is one component. The programme also includes Personalised care, Outpatients, Waiting lists and Diagnostics</p>	
Understand patient experience of health services in relation to gender identity	Medium	ME&SJ/JR	<p>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.</p> <p>This work to be revisited to assess potential commencement during COVID</p>	
Online Q&A Panel	Medium	ME / SA	Host panel session of Health leaders – November 2020 – to enable members of the public to ask questions regarding NHS reset / changes to services / impact of Covid-19.	
Homelessness – Adult Safeguarding	Medium	SA/JT	WASB have commissioned thematic review of deaths of rough sleepers and an incident involving a rough sleeper. This is about to be published and HWW will attend a stakeholder event related to the Review. HWW will keep a watching brief on homelessness issues as the system moves into recovery plans following changes to provisions made during Covid-19.	
Raising awareness of HWW with Care Homes in Worcestershire who have a contract with WCC	Small	MR/JT	<p>This work will be ongoing, but is limited in scope due to the Corona Virus pandemic. HWW responded to the WCC Care Homes Support Plan, and will continue to keep a focus on this area.</p> <p>HWW will also be reviewing NICE draft guidelines re Safeguarding in Care Homes, however the timescales do not allow for a formal response to be made during the current consultation process.</p>	
End of Life	Small		Meeting with EOLC lead at CCG took place end of September and the ReSPECT programme and EOLC in Worcestershire were discussed. HWW will join the ReSPECT Steering Group from Oct 2020 and further engagement with EOLC is to be pursued.	

Priority	Size	EO/Director Lead	Comment	RAG RATING
Understanding the experience of Lesbian, Gay, and Bisexual people of health services	Small	ME&SJ/JR	Project completed. Response from Adult Social Care still being pursued. Follow up focus group took place at the end of Sept 2020 with Out2gether to discuss report recommendations and response from NHS and WCC partners.  Invite to attend CQC learning day in early 2021 to share report and recommendations with Regional GP inspection team with Out2gether.	
Prisons & Justice System	Small	SJ/JR	Report published in March 2020, still chasing response from HMP Hewell.	
Mental Health	Small	SJ/MG	New project with SW CARS commenced as above. Ongoing watching brief over Community MH Transformation Programme – pilot covering half of Worcestershire commenced 1/10/20. Meeting took place with Consultant Clinical Psychologist at WHCT and Associate Director of MH in Aug 2020 to gain understanding of preparation for the anticipated increase in demand for services due to impact of COVID-19.	

**Simon to decide whether to leave table below in the document or to delete this table.**

#### HWW Business Plan 2019-2021 – pre Covid-19

Priority	Size	EO/Director Lead		RAG RATING
Outpatients (Rheumatology)	Big	MR/JS	Meeting held with Rheumatology clinicians. Strategy for this specialism already advanced in development. Given this Outpatients programme will be re-phased to allow time for Strategy to embed. Likely to be changes in delivery due to Covid-19 pandemic which may alter the focus of the work	
Outpatients (Urology)	Big	MR/JS	Information gathering letter sent to the WAHT to help determine volume and phasing of the work. Key area will be shared decision making. Methodology to be developed. Response received from WAHT to the request for information. Detailed project planning had commenced but has now been postponed in the light of the Corona Virus pandemic. Likely to be changes in delivery due to Covid-19 pandemic which may alter the focus of the work	

Priority	Size	EO/Director Lead		RAG RATING
Adult Social Care	Big	MR/JT	<p>The work will follow up on WCC response to the HWW People's Experience of Social Work Services report. Letter written to Richard Keble asking for updates on actions identified by WCC in the letter. Response received and further correspondence sent. Meetings to be held with targeted organisations to discuss perceptions of the introduction of the Three Conversations Model across the County. These meetings will be impacted by the postponement of face to face engagement due to the Corona Virus pandemic. RAG rating changed to red to reflect this.</p> <p>Mystery shopping exercise conducted to look at social care information available on the WCC website. Various scenarios were devised with questions to be answered from information on the site. Report and recommendations approved by HWW. Report sent to WCC for response by 19<sup>th</sup> March 2020. HWW has agreed that we will postpone pursuing a response to this Report in order that we do not divert Council resources in the light of the Corona Virus pandemic.</p>	
Acute hospital services for children and young people (Rank 2)	Medium	ME/JS	<p>Project plan completed. Meeting held with Acute Trust and subsequently visit to Kidderminster Hospital. Engagement to include children and parents / carers attending day surgery and ENT and Ophthalmology Outpatients departments. Visits to look at environment, communication, consent and pain management. Volunteers recruited and DBS checks completed.</p> <p>Pilot, briefing session and schedule of visits had been planned but now been postponed in light of the Coronavirus pandemic.</p>	
Continuing Health Care	Medium	ME/MG	<p>Assess the impact of the CCGs change in CHC policy and provide feedback received by HWW to CCG.</p> <p>Participation in CHC Communication Group. Involvement in delivery of training re communication and previous issues / complaints around CHC process to CHC Nurses in February. HWW leaflets to be given out to all those going through assessment process. Looking at how we can gather feedback in future about assessment process and communication</p>	
Going to Dentist	Small	MR/JR	<p>Attending Oral Health Steering Group meeting as part of follow up on the 2019 Going to the Dentist Report.</p> <p>WCC Oral Health Action Plan reviewed and detailed comments fed back to WCC.</p>	

Priority	Size	EO/Director Lead		RAG RATING
			Oral Health Action Plan updated in light of HWW & other feedback. Further meetings of the Steering Group will be attended when relevant to HWW recommendations.	
ICOPE	Small	MR/JT & JS (End of Life)	Meeting with Dr Keeble ref planning for severe frailty and discussions ref potential HW enquiries. Public launch of ICOPE strategy attended. Feedback provided on ICOPE Strategy / Communications plan. Ongoing	
Outpatients Fracture Clinic	Big	MR/JS	First phase of Outpatients work Understanding patient experience of the Fracture Clinic at the Worcestershire Royal Hospital. Report approved and published. Meeting held with WAHT to discuss Action Plan.Revised Action Plan received and available on the HWW website. Follow up visits deferred due to Covid-19	
Care in the Corridor	Small	MR/JR	Follow Up Visit E&V visit completed in July 2019 to assess the implementation of the WAHT 2018 Action Plan. Public facing Summary Report and Full Report approved by HWW Board. Action Plan received from WAHT in response to recommendations in the Report. Report and responses available on the HWW website. Follow up visits deferred due to Covid-19	