

## PROGRESS REPORT TO THE BOARD [20.05.2021] ON CURRENT PROJECTS TAKING INTO ACCOUNT IMPACT OF COVID-19

### 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 HWW have been involved in two “system” meetings looking at learning from Covid-19. The results of these meetings were reported to the January 2021 Herefordshire &amp; Worcestershire STP Partnership Board. Agenda item at HWW Public Board meeting January 2021.</p> <p>Response to recommendations in LD &amp; Autism Report received March 2021.</p>	

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South Worcestershire Mental Health Community Assessment and Recovery Service	Big	SJ/MG	180 Service Users and 19 Carers responded to our surveys. Our report was published at the end of March 2021 with recommendations for HWHCT to respond to by 5 <sup>th</sup> May 2021. Their response is yet to be received – a follow up request has been made on 17 <sup>th</sup> May 2021.	
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. A letter has been sent to Chief Executives of WHAT, H&amp;WH&amp;CT &amp; WCC about the project requesting co-operation. An officer has been identified by all lead partners to work with us on the Project.</p> <p>There are a number of strands:</p> <ul style="list-style-type: none"> <li>• Online Survey for patients discharged from hospital on any pathway between 1<sup>st</sup> March 2020 – end March 2021</li> <li>• Online Survey for carers of patients discharged from hospital on any pathway between 1<sup>st</sup> March 2020 – end March 2021</li> <li>• Telephone / video interviews with patients and /or their carers who were discharged from the Acute Trust on Pathways 1 – 3 in November 2020</li> <li>• Limited engagement with care homes and care agencies to understand their experience of the hospital discharge process</li> <li>• Telephone / video interviews with key staff from across the system to understand their experience of the hospital discharge process</li> </ul> <p>The engagement phase of the project is now closed. We are now analysing and reviewing the responses.</p>	
Communications and Engagement Review	Big	ME/ SJ/ MR	<p>In light of changes to engagement due to Covid-19 restrictions we will be looking at how we use and build upon online methods to gather feedback – e.g. social media, online meetings and video calls, You Tube etc. and ways of engaging non digitally.</p> <ul style="list-style-type: none"> <li>- Website review action plan created and actions and amendments underway</li> <li>- WN contextual advertising started April 2021 – running until July – early focus on C19 Vaccine survey, now Screening and general Tell Us</li> </ul>	

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			- Discussions with REG members and community groups about potential for online engagement and alternative ways of engaging with digitally excluded	
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. 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 held with CCG to discuss the overall Restoration Programme of which demand management is one component. The programme also includes Personalised care, Outpatient's, Waiting lists and Diagnostics.</p> <p>Feedback provided on Patient Information Leaflet re Access to Hospital Outpatients. Update requested on work by CGG &amp; Acute Trust re validating surgical waiting lists. Attended STP Personalised Care Forum as participant observer.</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>Conversations held with Trans2gether and Mermaids, who are both happy to support with this work and facilitating engagement.</p> <p>Relationship building will be our focus for 2021 with a view to a potential project in 2022 if specific issues are identified.</p>	
Online Q&A Panel	Medium	ME / SA	<p><b>Project completed</b></p> <p>Hosted panel session of Health leaders – 14<sup>th</sup> December 2020 – to enable members of the public to ask questions regarding NHS reset / changes to services / impact of Covid-19. 44 people attended on Zoom webinar and has received over 100 views via our YouTube channel.</p>	
Young People's Mental Health and Emotional Wellbeing	Medium	ME / JS	<p>Survey with 262 Young People to gather feedback about impact of Covid-19 on mental health, awareness and experience of information and support, use of digital access and remote / online support. 262 responses. Report published March 2021. Response to be discussed at May Board Meeting.</p>	

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Homelessness – Adult Safeguarding	Medium	SA/JT	<p>WASB have commissioned thematic review of deaths of rough sleepers and an incident involving a rough sleeper.</p> <p>The Thematic Review commissioned by WASB was published towards the end of last year and a Stakeholder Event was held in November to discuss the findings and determine an Action Plan for future activity. HWW attended this event, we were able to pursue further enquiries with the Chair of WASB and to seek further engagement as plans are put in place to ensure the recommendations from the report are acted upon. It is understood that discussions are taking place with the Health and Wellbeing Board to progress matters on an integrated partnership basis and we will be asking for an update in due course.</p> <p>HWW is attending a series of 8 webinars during January – March on Homelessness and Safeguarding, which are being sponsored by the Local Government Association, to improve our knowledge and understanding on different aspects of policy and practice. This should help to inform our input to local services as we maintain a watching brief on this area of activity during the Covid-19 recovery phase.</p> <p>HWW invited to attend the WASB Quality and performance Sub-Group which has oversight of the implementation of the recommendations of the Thematic Review.</p>	
Raising awareness of HWW with Care Homes 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.</p> <p>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 which have been issued.</p>	
End of Life	Small	SJ/JS/JT	<p>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.</p> <p>Meeting held in November with EOLC Specialist Nurse Lead for WHAT, invited to join the EOLC Steering Group.</p> <p>Following on from the Hospital Discharge project HWW have written to WHAT about completion of ReSPECT forms in the Acute Setting. A response has been received and will be followed up by HWW through the mechanisms above.</p> <p>Issues raised were discussed at the ReSPECT Steering Group in April and were received as valuable learning opportunities.</p>	

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Understanding the experience of Lesbian, Gay, and Bisexual people of health services	Small	ME&SJ/JR	<b><u>Project completed.</u></b> 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. SJ and Chair of Out2gether presented findings of the LGBT+ report to the CQC Regional Learning Day with a focus on GP Inspections. 88 Inspectors were present from around the region.	
Prisons & Justice System	Small	SJ/JR	Report published in March 2020, still chasing response from HMP Hewell. Exploring avenues to obtain a response ongoing Nov 2020. To date no response has been forthcoming in spite of further efforts to elicit one.	
Mental Health	Small	SJ/MG	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.  Qtrly meetings to be established with WCC in relation to Adult MH Services. Regular opportunities inviting people to ‘Tell Us’ their experiences of accessing MH Services will be promoted during 2021.	
Dental Survey	Small	MR/JR	<b><u>Project completed</u></b> Short Survey, based on one produced by HW Hereford, to gauge public views of access to Dental Services during Covid-19. 96 responses received, results reviewed, and feedback provided by letter to NHSE WM. Response received and available on our website. We will be taking up the opportunities referenced in the letter for further engagement with local Healthwatch.	
COVID-19 Vaccine Survey	Big	SJ/JR/ME/MR	Survey developed in collaboration with Public Health colleagues, Vaccine Inequalities Programme and the CCG. Survey is aimed at people who have concerns about having the COVID-19 Vaccine. Launched 15/3/2021 via HWW Bulletin, discussions with BAME community leaders and Housing partners have taken place and an electronic and hard copy approach is being adopted. Social	

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			<p>media marketing will also include Facebook and Twitter. A community group will be utilising WhatsApp and Instagram to engage with parents of their young people.</p> <p>To date 384 responses have been received with 177 expressing concerns. A verbal report of highlight findings was provided to the Vaccine Inequalities Programme on 14<sup>th</sup> May 2021 and a summary of findings is being shared at the Inequalities Collaboration Hub on 20<sup>th</sup> May 2021.</p> <p>Report writing can commence for findings to date, however, it is intended that the survey will remain open for ongoing gathering of concerns as the vaccine programme moves to younger people.</p>	
Volunteering	Medium	SJ/JT	<p>Broadening the diversity of HWW volunteers is being explored and connections developed with the University of Worcester. Team discussion required to identify opportunities for volunteering projects across our business, in particular filming and marketing.</p> <p>Proposal is being taken to the Public Board meeting in July in relation to the development of a 2-5 yr plan that seeks to diversify the way we work with volunteers and our volunteer demograph.</p>	
Time to Change	Small	SJ/JT	<p>Project plan is in place to promote and support wellbeing in the workplace. Regular coffee and chat sessions are talking place and a staff survey has been completed on. Findings were discussed in a team meeting and will continue at a future meeting. Mental Health First Aid training to be arranged for all staff.</p>	

HWW Business Plan 2019-2021 – pre Covid-19

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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	
Adult Social Care	Big	MR/JT	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. 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.	
Acute hospital services for children and young people (Rank 2)	Medium	ME/JS	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. Pilot, briefing session and schedule of visits had been planned but now been postponed in light of the Coronavirus pandemic.	

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Continuing Health Care	Medium	SJ/MG	<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> <p>The last two meetings of this group have been cancelled.</p> <p>Meetings resumed in April 2021 – draft Appeals leaflet was shared with volunteers and feedback provided to the CHC team on 13<sup>th</sup> May 2021.</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> <p>Oral Health Action Plan updated in light of HWW &amp; other feedback.</p> <p>Further meetings of the Steering Group will be attended when relevant to HWW recommendations.</p>	
ICOPE	Small	MR/JT & JS (End of Life)	<p>Meeting with Dr Keeble re planning for severe frailty and discussions re potential HW enquiries.</p> <p>Public launch of ICOPE strategy attended.</p> <p>Feedback provided on ICOPE Strategy / Communications plan.</p> <p>Ongoing</p>	
Outpatients Fracture Clinic	Big	MR/JS	<p>First phase of Outpatients work</p> <p>Understanding patient experience of the Fracture Clinic at the Worcestershire Royal Hospital.</p> <p>Report approved and published.</p> <p>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</p>	
Care in the Corridor	Small	MR/JR	<p>Follow Up Visit E&amp;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.</p> <p>Action Plan received from WAHT in response to recommendations in the Report.</p> <p>Report and responses available on the HWW website. Follow up visits deferred due to Covid-19</p>	
Shared Care Record [Shared care Plan and Patient Portal]	Medium	SA	<p>Attend ICS Shared care Record Project Board. Volunteers participating in co-design of patient Portal.</p>	