

## **Healthwatch Worcestershire Business Objectives 2021-2023**

Updated April 2022 - Year 2

HWW carried out a review of our business objectives in 2021 to reflect:

- Progress with previous and ongoing work
- Feedback and issues reported to HWW and gathered through engagement and project work
- Emerging key themes - e.g. health inequalities, digital exclusion, impact of Covid-19 and service restoration, GP access
- Local health and care service strategic development e.g. formation of Integrated Care System (ICS), implementation of new methods of service delivery and the NHS Long Term Plan

**Our Business objectives have been grouped as follows -**

- 1. Engagement Projects**
- 2. Business Development Areas**
- 3. External Business Objectives**

**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) - With a focus on collecting the data and in relation to ethnicity, learning disability and Autism, gender identity and sexuality.**
- **Carers**

We will identify a universal engagement topic, which will be the focus of face-to-face engagement at events.

We will identify regular / monthly Tell Us topics to gather targeted feedback via our regular communications and social media.

In addition to the areas 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.

1. Engagement Projects					
		Why	What / How	When	Who
<b>A. Big Projects</b>					
<b>Covid-19 - Restoration and Recovery of services</b> - Focus on Cancer services, Screening, GP Practices and Urgent Care	BIG	- Experience and feedback from engagement & Covid-19 Report - Impact of Covid-19 - Key ICS work area	- Ongoing gathering of patient experience and monitoring of performance - Production of feedback summaries as appropriate	ongoing	SA (JR)
<b>Digital access to services</b> <i>- Year 1 Face-to-face engagement topic</i>	BIG	- Digital inclusion - Health inequalities - Impact of Covid-19 - Patient experience  <b>- Digital Access to Healthcare Survey and Report completed Year 1</b>	Gather feedback about experiences of digital and online access and services. Including: > Remote access / consultation > Use of apps e.g. maternity, breast cancer, older person's mental health > Integrated Care and Wellbeing Record  Attendance at ICS Digital Inclusion Access Group and other relevant groups / forums to monitor implementation of report recommendations.		JR/ME
<b>Accessible Information</b> <i>- Year 2 Face-to-face engagement topic</i> - Focus on Accessible Information Standard	BIG NEW	- Health Inequalities - Accessible Info Standard - Previous work / feedback highlighting issues relating to availability and accessibility of information	Accessible Information Standard - - Engagement and survey with people with hearing impairment via Action Deafness and other support groups for people with sensory impairment - Easy read survey and engagement with people with a learning disability - Engagement with those for whom English is not their first language		JR / ME / MR

- General awareness / information about Minor Injury Units			Generic engagement topic - - General survey about awareness and information relating to Minor Injury Units - Review of HWW website and implementation of actions required to improve accessibility		
<b>Adult Mental Health</b> - Transforming Community Mental Health Services  Focus on - - Healthy Minds - Crisis Support - Advancing Mental Health Equalities	BIG	- Follow on / feedback from previous engagement and Reports, including SW CARS Report - Impact of Covid-19 - Feedback and issues raised	- Quarterly meetings with Herefordshire and Worcestershire Health and Care Trust (HWHCT) and Worcestershire County Council (WCC) to ensure closer monitoring of Mental Health provision during the transition to an ICS and the implementation of Transforming Community Mental Health Services across the County. - Continue regular feedback sessions gathering feedback from service users and carers - Explore potential for identifying service user experiences of accessing / trying to access mental health services	Ongoing	SJ/MG
<b>Acute Hospital services for children and young people</b>	BIG	- Previously identified priority paused due to Covid-19 - Impact of Covid-19 on hospital services	- Gather feedback via surveys from children, young people and parents / carers about experiences of day surgery / Outpatients at Acute hospitals <i>N.B. Will need to identify feasibility of carrying out this work through discussion with WAHT</i>		ME/JS
<b>Children &amp; Young People</b> - Health and Emotional Wellbeing - SEND - Impact of Covid-19	BIG	- Follow on / feedback from previous CYP engagement and Reports - <b>Young People's Health and Emotional Wellbeing Survey and Report completed in Year 1</b>	- Face-to-face engagement with young people via youth groups and colleges - Participation in C&YP Emotional Wellbeing Partnership Board and SEND Stakeholder Engagement Group	Ongoing	ME/JS

## B. Medium Projects

<b>Review of the Reference and Engagement Group</b>	<b>NEW</b>  MED	<ul style="list-style-type: none"> <li>- Increase the voice and representation of those living with health inequalities</li> <li>- Identify and develop benefits of membership for REG groups and organisations</li> </ul>	Stage 1 - Focus group, scoping exercise, review of documentation and conversation with existing members  Stage 2 - implementation of learning, development of the network and recruitment of new membership, with an emphasis on increased reach into communities and interest groups that experience poor access to health and social care services.	Q1&Q2  Q3&Q4	JT/SJ/LH
<b>Improvement of experiences of health and social care services by the Lesbian, Gay, Bisexual and Trans (LGBT+) community</b>  - Engagement focus on Gender identity	MED	<ul style="list-style-type: none"> <li>- Follow on from LGBT+ Report feedback and recommendations</li> </ul>	<ul style="list-style-type: none"> <li>- Monitoring of responses and actions committed to by HWHCT, WAHT and WCC in HWW LGBT+ Report.</li> <li>- Continue championing LGBT+ issues and the data capture of gender identity and sexual orientation in all ICS strategic development e.g. Shared Care Records, Health Inequalities Collaborative, Children and Young People's Emotional Wellbeing Transformation Plan</li> <li>- Continue building on our relationships with Out2gether, Trans2gether and Mermaids.</li> <li>- Engagement with Trans2Gether, Mermaids and LGBT+ youth groups to provide us with a better understanding of potential issues and barriers experienced and inform future work.</li> </ul>	Ongoing	ME/SJ/JR
<b>Dementia</b>	MED	<ul style="list-style-type: none"> <li>- Low rates of diagnosis in Worcestershire</li> <li>- Previous feedback / issues raised with HWW</li> </ul>	- Participation in Herefordshire and Worcestershire STP Living Well with Dementia Programme Board  Engagement - focus group with early onset group, expert panel session	Ongoing	SJ /MG

<b>Information about Adult Social Care</b>	MED	<ul style="list-style-type: none"> <li>- Follow on from previous work / Report</li> <li>- Development of Here2Help and WCC website</li> </ul>	<ul style="list-style-type: none"> <li>- Follow up to “Mystery Shopping” report that looked at the way information was presented on the WCC website.</li> <li>- Discussion / meetings with WCC re development of Here2Help and WCC website</li> <li>- Repeat “Mystery Shopping” exercise when changes have been made.</li> </ul>		MR/JT
<b>Hospital Discharge</b>	MED	<b>- Follow on from HWW Hospital Discharge Report completed in Year 1</b>	- Reviewing updated hospital discharge policy and documentation within the Acute Trust	ongoing	MR/JS
<b>Outpatients</b>  Focus on - <ul style="list-style-type: none"> <li>- Urology</li> <li>- Process</li> <li>- Shared decision making</li> </ul>	MED	<ul style="list-style-type: none"> <li>- Follow on from previous engagement and report</li> <li>- Rapid changes to delivery due to Covid-19 e.g. virtual clinics and patient managed follow up</li> <li>- Digital inclusion</li> </ul>	<ul style="list-style-type: none"> <li>- Keep a watching brief on the development of the CCG Outpatient Programme through attendance, where appropriate, on the various project teams relating to elements of the programme. Identified by the CCG as: Demand Management, Diagnostics, Personalised Care, Waiting List Management</li> <li>- Continue to utilise the skills of our volunteers to provide feedback about patient facing communication relating to the programme.</li> <li>- Scope / carry out engagement to gather patient experience</li> <li>- When / if it is feasible review our recommendations to Fracture Clinic Report in the hospital setting.</li> </ul>		MR/JS
<b>Adult Social Care - Experiences of Adult Social Work Services</b>	TBC	- Follow on from previous Adult Social Care work	- Explore ways to engage with people in receipt of Adult Social Work services about their experience.		MR/JT
<b>Learning Disability and Autism</b>	MED	- Follow on from previous engagement and reports on Learning Disability and Autism	- Feed into development of new Herefordshire and Worcestershire Learning Disability & Autism Plan	Ongoing	ME/JS /MG

			- Participation in Learning Disability Partnership Board, Autism Partnership Board and wider stakeholder engagement		
<b>Shared Care Record [Shared Care Plan and Patient Portal]</b>	MED	- Continuation of previous work and feedback - Digital inclusion	- Attend ICS Shared care Record Project Board. - Volunteers participating in co-design of patient Portal.		SA
<b>C. Small Projects</b>					
<b>Urgent Care</b>	SML	- Rising numbers at A&E and declining numbers at Minor Injury Units <b>- A&amp;E visits and Report completed in Year 1 - Why people walk in to A&amp;E departments</b>	- Involvement in system work looking at attendance at A&E and awareness of local urgent care services - Representation of patient feedback and report findings and monitor progress in relation to recommendations. - Gather feedback about public awareness of Minor Injury Units - as part of information work.		MR/JR
<b>Children's Social Care</b>	SML	- Monitoring quality of local services - Previous feedback / issues raised with HWW	- Quarterly meetings with Worcestershire Children First to discuss performance and quality monitoring - Participation in Children and Young People's Strategic Partnership, Early Help Partnership and SEND Stakeholder Engagement Group	Ongoing	JS/ME
<b>Pharmaceutical Needs Assessment</b>	SML	<b>- Focus Group pilot at St Paul's Hostel completed in Year 1</b>	- Participation in PNA working group - Input on public engagement		MR/SA
<b>Dentists</b>	SML	- Patient experience and feedback relating to access to NHS Dentists	- Gathering patient feedback via Tell Us focus - Presenting feedback summaries to HOSC - Participation in Oral Health Steering Group		MR/JR

Refugees and Asylum Seekers	NEW SML	Identifying numbers in Worcestershire and information/entitlement to health and care services	-Desktop research - Identify CCG and LA leads - Identify HWE position and guidance to LHW - Explore work done by other LHW		SJ/MR
Continuing Healthcare (CHC)	SML	- Previous feedback / issues raised with HWW	- Continue involvement in the CHC Communications Group and provide feedback on draft leaflets information to applicants, recipients, family members/carers. - Keep a watching brief on service and any changes to eligibility criteria. - Development of coproduction group	Ongoing	SJ/MG
Diabetes	SML	- Previous feedback / issues raised with HWW	- Follow up need to develop involvement of people with Diabetes in local services and reinstate Diabetes Network.		SA
Adult Social Care - Care Homes	SML	- Watching brief in respect of WCC responsibility to manage care home market in the light of Covid-19. - Impact on service user experience	- Explore if there are opportunities to engage with carers and relatives of people living in care home settings, with a specific focus on communication.		MR/JT
End of Life	SML	- Previous feedback / issues raised with HWW	- Attendance at End of Life Steering Group and ReSPECT Steering Group - close attention required to the digitalisation of the ReSPECT form and the development of the ICWR.	Ongoing	SJ/JS
Prison Healthcare	SML	- Follow on from previous engagement - Lack of response to Report recommendations	- Identify opportunity to revisit HMP Hewell when possible to gather more prisoner experience		SJ/JR
Completed in Year 1					
Covid-19 Vaccination - identifying concerns		- Survey and Report completed			SJ/JR

2. Business Development Areas		
Engagement - Focus on health inequalities, ethnic minorities and digital exclusion	Explore ways in which we can expand our reach to engage with those living with health inequalities, digital exclusion, those from ethnic minorities and looked after children. Focus on networking and relationship building with community groups and use of third party engagement (Reference and Engagement Group).	SA EOs
Volunteering	2-5 year development plan for volunteering, diversifying the recruitment of and way we work with volunteers. Development of Community Link model.	JT/SJ
So What? <b>NEW</b>	Identifying and reporting of HWW impact	JT/SJ/LH
Public Sector Equality Duty	Promotion of equality throughout our work. Focus on health inequality, ethnic minorities, sexuality and gender identity and disability. Review equality monitoring information we gather and how we can increase completion and maximise use of data.	JR/SA SJ
Time to Change	Continue with the rollout of the Time2Change Action Plan. Mental Health First Aid training to be arranged for staff and discussion of findings from the Staff Survey. Further discussion required about individual Wellness Plans and an annual Wellbeing Day.	JT/SJ
Quality management systems	Annual audit for ISO 9001 - Quality system for continual improvement. Review business procedures and processes for compliance. Audit of processes. Annual Report.	SA/LH



3. External Business Objectives		
Communications and Raising Awareness	<ul style="list-style-type: none"> <li>- Communications planning - to include Tell Us focus topics</li> <li>- Ongoing communication - News Bulletins, Worcester News Column</li> <li>- Communication and promotion of HWW surveys, meetings and engagement opportunities with Reference and Engagement Group and other stakeholders</li> <li>- Social media presence - Twitter and building on use of Facebook advertising</li> <li>- Further development of use of online platforms such as YouTube, Zoom and Mail Chimp and explore further options</li> <li>- Advertising campaigns - <i>LocalIQ Contextual Advertising campaign completed July 2021</i></li> <li>- Raising awareness of HWW - Consider opportunities to expand distribution and display of printed HWW information</li> <li>- Information sharing and promotion of external opportunities for people to provide feedback and engagement</li> <li>- Ongoing review of website content and implementation of identified improvements and actions</li> <li>- Review of Complaints Guides</li> <li>- Production of Easy Read resources</li> <li>- Monitoring of NHS Accessibility Standards</li> <li>- Provide advice on NHS and WCC information and engagement materials</li> </ul>	SA/ME
Advice and Information	<ul style="list-style-type: none"> <li>- Review of CRM system</li> <li>- Ongoing analysis and reporting of issues and themes reported to HWW</li> </ul>	SA/JR Team
Co-Production	Promoting and monitoring the legislative duty of local health and social care commissioners and providers to involve and engage patients, service users and carers in the co-production of services.	SA

Enabling local people to monitor standards of health and social care	<ul style="list-style-type: none"> <li>- Development of relationships with Worcestershire's health and care system</li> <li>- Healthwatch England / CQC</li> <li>- Monitoring quality of services via participation in meetings - see list</li> </ul>	Directors
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**REVIEW BY:**

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