

Healthwatch Worcestershire

Business Plan 2023-2025

Introduction

If you live or work in Worcestershire, we are your Independent Health and Social Care Champion for publicly funded health and social care services.

Our **Vision** is that 'People in Worcestershire have their health and care needs, heard understood and met', and our **Mission** is to:

- speak up for people, particularly the most vulnerable.
- Improve health and social care for all, and
- Make a difference.

We will do this by:

- Gathering the experiences of patients, service users and their carers of health & social care services.
- Providing advice & information about how and where services can be accessed.
- Oversight of service quality and safety.
- Making recommendations as to how health & social care services should or could be improved.

Our **Values** guide us in how we do our work, and are our commitment to be:

- Independent
- Actively Listening
- Inclusive
- Confidentiality
- Evidence Based
- Improvement
- Transparent

1. <u>Service Evaluation</u>					
	<u>Size</u>	<u>Timeline</u>	<u>Comment/Progress Report</u>	<u>HWW Leads</u>	<u>ICS SPOC</u>
<u>Adult Social Care</u>					
Service Evaluation Projects					
<p>Improving the experience of Adult Social Care:</p> <ul style="list-style-type: none"> • Information provided to service- users about Adult Social Care services by digital and non-digital means. • Review of the Adult Social Care 'Prevention and Early Intervention' Strategy • Care Costs – an exploration of Disability Related Expenditure. 	Medium	Q3 - Q4 2023-2024	<p>HWW attended workshop looking at WCC online review form and offered preliminary feedback. Support to co-production work offered via attendance at the Building Together Peer Network event.</p> <p>Verbal feedback provided by WCC about activity on the implementation of recommendations in our WCC website Report, a written update will be provided.</p>	JT/MR	
Evaluation of the 3 Conversation Model of social care delivery.	Big	2024-2025 tbc		JT/MR	
Understand service users' experience of Domiciliary Care.			Incorporated into the 'Care at Home' project – see Hospital services.		

<p>Quality & Safety Monitoring: [Focus on ensuring care and support needs of the homeless are being met]</p> <ul style="list-style-type: none"> • Worcestershire Adult Safeguarding Board • Adult Care and Well Being Overview and Scrutiny Panel [Focus on service performance] 		2023-2025 Ongoing	January meeting of Adult Care and Well Being Overview and Scrutiny Panel attended.	JT JT/MR	
<p><u>Mental Health</u></p>					
<p>Service Evaluation Projects</p>					
<p>Dementia Services - understanding patient carers' experiences of health & social care services provided to patients with a dementia diagnosis.</p>	Big	Q4 2023-2024 to Q1 2024-2025	<p>Project has completed its scoping phase including meetings with senior clinicians on the Dementia Programme Board.</p> <p>The project has a joint focus on health and social care and will seek to understand the experience of people and their carers after a dementia diagnosis in relation to the information and support they receive.</p> <p>SJ and MR have piloted the draft surveys with people living with dementia and also with some</p>	MG/SJ/MR	

			<p>carers looking after someone with a dementia diagnosis.</p> <p>The surveys are now being finalised and the project will be launched by the end of January. We have started holding focus groups with dates in the diary around the county. We are also providing opportunities for 1:1 interviews and surveys will be available online and in hard copy.</p> <p>A communication plan is in place for the promotion of the project and is supported by VW.</p>		
Adult Community Mental Health Services – Patient and carers evaluation of services following service transformation [new neighbourhood mental health teams].	Big	2024-2025 Tbc [Dependant on implementation of service transformation by H&WHCT]		SA/SJ	
Adult Inpatient Mental Health Services – patient evaluation of services.	Medium	2024-2025 Tbc [Dependant on implementation of service changes by H&WHCT]		SA/SJ	

<p>Young Peoples Mental Health and Well Being – understanding young peoples' state of health and well- being and their experiences of mental health services.</p>	<p>Medium</p>	<p>Q3 - Q4 2023-2024</p>	<p>NB Young Peoples gender related issues to be included in this project. Consulted with Adam Johnston, WCF and representatives from CAMHS on content / language / current support available.</p> <p>Survey has been piloted with young people at Malvern Cube Youth Café and their feedback used to shape content.</p> <p>Distribution lists have been updated.</p> <p>Final version of survey to be approved and put onto Survey Monkey with intention of launching w/c 5 Feb 24</p> <p>Preliminary results will be available by w/c 11 March 24</p>	<p>DL/NLC</p>	
<p>Quality & Safety Monitoring: [Focus on 'Talking Therapies, Urgent Help & Support, In-patient services, Child & Adolescent Mental Health</p>		<p>2023-2025 Ongoing</p>		<p>MG/SA/SJ</p>	

<p>Services, and suicide prevention].</p> <ul style="list-style-type: none"> • H&WHCT Quality & Safety Committee • Mental Health Collaborative • Dementia programme Board • Children & Families Overview & Scrutiny Panel 				DL	
<u>Primary Care</u>					
Service Evaluation Projects					
Public Health - Public awareness of public health messages.	Medium	Q2 - Q3 2023	Report final draft is currently with Public Health team for factual accuracy check. Expected response by 26 Jan 2024.	SA/NLC	
<p>Access to GPs – Patient evaluation of NHSE changes to increase access to GPs including:</p> <ul style="list-style-type: none"> • Access to appointments in GP practice • Community Pharmacy Plus <p>[NB Consider evaluation of Community Pharmacy Plus for</p>	Big	2024-2025 tbc		DB/ EO tba	

2024 summer engagement project].					
Cancer Screening - Patients access to, and experience of NHSE's 'informed' PSA screening service for prostate cancer. [NB Collaborative project with Worcestershire's Prostate Cance Support Groups]	Medium	Q2 2023-2024 to Q2 2024-2025	Initial surveys of patients access to PSA testing made at events organised by Kidderminster & Worcestershire Prostate Cancer Support Group. Spotlight report approved at PBM 30.11.2023 and recommendations approved. Letter sent to CEO of ICB; letter to GP practices work in progress.	CB/DB/VW	
Continuing Health Care (CHC) Securing patient involvement in policy development.	Small	2023-2025 Ongoing	Work continues with the ICB to establish a Co-Production group involving patient representatives. Discussions have been taking place for more than 12 months with specialist input from our Expert by Experience for CHC. The ICB are currently undertaking a review of CHC and hope this will inform the development of this strategic group. The review will conclude at the end of March.	DB/SJ	
Sensory Impairment - Understanding the experiences of accessing community services by	Medium	2024-2025 tbc	Draft Report in preparation on outcomes of engagement with people with Visual Impairments.	DB/MR	

patients with a sensory impairment.					
Evaluating the progress of Primary Care in tackling Health Inequalities	Medium	Q3 & Q4 2024-2025		DB/ EO Tba	
Quality & Safety Monitoring: [Focus on access to dental services and improving access to Primary Care] <ul style="list-style-type: none"> • Local Dental Network • Oral Health Steering Group 		2023-2025 Ongoing		DB/MR DB/MR	
<u>Urgent & Emergency Care</u>					
Service Evaluation Projects					
Care Homes – understanding the quality of health services in care homes to prevent the health of residents deteriorating.	Small	2024-2025 tbc		JR/NLC	
Quality & Safety Monitoring:		2023-2025 Ongoing			

<p>[Focus on NHS 111, ambulance deployments, ambulance handovers, Emergency Department, hospital discharge, Minor Injury Units]</p> <ul style="list-style-type: none"> • Home First Committee • ICS Emergency & Urgent Care Board 				<p>CB CB</p>	
<p><u>Hospital Services</u></p>					
<p>Service Evaluation Projects</p>					
<p>Hospital discharge - Evaluation of patient experience of the revised hospital discharge arrangements</p>	<p>Medium</p>	<p>2024-2025 tbc [dependant on WAHT discharge improvements]</p>	<p>Letter sent to Worcestershire Acute Trust asking for an update on the implementation of the Trust's Inpatient Discharge Policy. Meeting held with Chief Nurse. The Policy is under further review. HWW have been invited to be</p>	<p>CB/MR</p>	

			involved and will support the Review as appropriate		
'Care at Home' – to understand patient and carers experiences of hospital care at home [virtual ward], to include evaluation of domiciliary care.	Big	2024-2025 tbc [dependant on ICS implementation]		CB/MR	
Neurological Disorders - Understand patients experiences of services: Parkinson's disease, Functional Neurological Disorder and Multiple Sclerosis	Medium	2024-2025 tbc		SA/EO Tba	
Quality & Safety Monitoring [Focus on hospital discharge, stroke service, cancer services, neo-natal & maternity services, elective waiting lists, Consultant follow-up letters, fragile services] <ul style="list-style-type: none"> • ICS Elective Care, Diagnostics & Cancer Board • ICS Stroke Programme Board • WAHT Quality Governance Committee 		2023-2025 Ongoing		CB CB SA/JR	

<ul style="list-style-type: none"> • WAHT Patient Carer Public Experience Steering Group • ICB Local Maternity and Neonatal System • Worcestershire Maternity Voices Partnership 				CB/SJ DL DL/NLC	
<u>Learning Disabilities and Autism</u>					
Service Evaluation Projects					
All-Age Autism Strategy – understand service users experiences of new strategy	Big	2024-2025 tbc		DL/NLC	
Understand the service user experience of the Educational Health and Care Needs Assessment	Medium	Q2 & Q3 2024-2025		DL/NLC	
Parent/Carer evaluation of commissioner & provider engagement/co-production	Medium	Q1 & Q2 2024-2025		DL/NLC	
Understanding cancer service provision for patients with autism or a learning disability	Small	2024-2025 tbc		CB/EO Tbc	
Quality & Safety Monitoring:		2023-2025 Ongoing			

<p>[Focus on implementation and operation of the All-Age Autism Strategy and the Learning Disabilities Strategy]</p> <ul style="list-style-type: none"> • Worcestershire Autism Partnership Board • ICS Herefordshire & Worcestershire Autism Partnership Board • Learning Disabilities Partnership 				<p>DL/NLC DL</p> <p>MG</p>	
<p><u>Gender Identity</u></p>					
<p>Service Evaluation Projects</p>					
<p>Understanding the health and care support needs of adults following gender transition and their experiences of those services.</p>	<p>Medium</p>	<p>2024-2025 tbc</p>		<p>JR/SJ</p>	
<p>Understanding the experiences of young people in accessing NHS services in relation to gender identity.</p>		<p>Q3 & Q4 2023-2024</p>	<p>Included in project to understand young peoples' state of health and well-being and their experiences of mental health services – see Mental Health section above.</p>	<p>DL/NLC</p>	
<p>Quality & Safety Monitoring</p>		<p>2023-2025 Ongoing</p>		<p>JR/SJ</p>	

[Focus on service design and provision] • ICB Health Inequalities and Prevention Partnership				JR	
2. <u>Providing Advice & Information</u>	Big	2023-2025 Ongoing	See dashboard for monitoring information	SA/EOs/PH	
3. <u>Integrated Care System Co-Production of services; Quality and Safety</u>					
Representation at the following:		2023-2025 Ongoing			
• Health and Wellbeing Board			NB Statutory membership	SA/JR	
• Health Overview and Scrutiny Committee				SA Directors/EOs as required.	
• Worcestershire County Council Cabinet				SA	
• Herefordshire & Worcestershire ICB Board				JR	
• Herefordshire & Worcestershire Integrated Care Partnership Assembly				SA/JR	

• ICB Shared Care Plan Programme Board				SA	
• ICB Strategic Commissioning Committee				DB	
• ICB Quality Risk Group				DB	
• ICB Quality Resource & Delivery				JR	
• ICB Children & Young Peoples Partnership Board				DL	
• ICB Quality Forum				JR	
• ICB Mortality Oversight Group				JR	
• ICB Digital Inclusion Advisory Group				JR	
• WAHT Trust Board				CB/SA/JR	
• H&WHC Trust Board				MG/SA	
• ICS Academy Steering Group				SA	
• CYP Emotional Wellbeing & Mental Health Partnership Board				DL	
• CYP Programme Board				DL	
• Worcestershire Childrens Frist Board				DL	
• Worcestershire Executive Committee				JR	
• JSNA				MR	
• Respect				SJ	
• Suicide Prevention comms group				SJ	

4. <u>Organisational Development</u>					
Projects:					
Review of Reference & Engagement Group	Small	2023-2024		JT/SJ	
Develop Facebook as a primary channel of communication & develop its use for reporting of experiences of health & care services to HWW	Small	Q2 & Q3 2023-2024		SA/VW	
Development and implementation of a new website	Medium	Q3 & Q4 2023-2024		SA/VW	
Quality Management System: <ul style="list-style-type: none"> • Review QMS scope document • Annual ISO 9001 accreditation • Annual Cyber Essentials Accreditation 	Big	2023-2025 Ongoing		SA/JR/PH	

<ul style="list-style-type: none"> • Annual self-assessment HWE Quality Framework • Continuous improvement of Business Information systems • Impact and influence project 				JT/SJ	
Adults & Childrens Safeguarding: <ul style="list-style-type: none"> • Annual review of policies • Periodic training of staff and volunteers 	Small	2023-2025		JT/DL/MR	
Continuous improvement of Volunteer offer.	Medium	2023-2025 Ongoing		JT/SJ	
Refresh local Healthwatch branding	Small	Q3 & Q4 2023-2024		SA/VW	
Annual Conference Spring Conference [Quality] Autumn Conference [Annual Report]	Medium	Q2 2023-2024 Q2 2024-2025 Q3 2024-2025		SA/HW SA/PH SA/PH	
Drafting & publication of the Annual Report	Small	2023-2025		SA/MR	

Maintaining & developing stakeholder relationships	Medium	2023-2025		JR/SA	
Re-tender for local Healthwatch services	Big	Q3 & Q4 2023/2024	NB This project will impact on delivery of service evaluation projects.	SA/JR	
<u>Healthwatch England</u>					
Engagement in the following:					
<ul style="list-style-type: none"> • West Midlands Cancer Alliance Board • Communications Ambassador Network • West and East Midlands Local Healthwatch Network • Chair & Board members Forum • Lead Officers Forum • Impact & Influence project • Patient safety initiative • LHW Sustainable Funding 				SA VW JR/SA JR SA JT/SJ SA JR/SA	

Version Control

Version	Date		Comments
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2.0	23.11.2023	SA	Amendment and additions following approval of version 1 at PBM subject to finalisation with Directors.
2.1	22.01.2024	SA	Amendments approved at PBM on 23.11.2023
2.2	22.01.2024	SA	Amendments approved at CBM on 22.01.2024