



# Healthwatch West Berkshire Work Plan 2015 - 2016

25<sup>th</sup> October 2015  
Revised: May 2016

# Development of the work plan.

The work plan has been informed by:

1. Information and prioritisation from the Healthwatch Champions Group
  2. Research into current priorities across other health and care organisations including Healthwatch England, other local Healthwatch, the Health and Wellbeing Board and strategy, Clinical Commissioning Groups and on-line and social media feedback from local people
  3. Board discussion and decision
- The work plan has a focus on the next 12 months and will be reviewed at least 3 monthly
  - A more robust business plan, incorporating the work plan with a focus on the next 3 years will be developed



# The Healthwatch Triangle - has been used to structure tasks in relation to the Healthwatch West Berkshire core activities within defined work streams



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# The following tasks are agreed as: Healthwatch West Berkshire core activities

Work stream	Activity
Information and signposting	<ul style="list-style-type: none"> <li>Website development and maintenance</li> <li>Communications (promotional)</li> <li>Handling and logging enquiries from email, website, social media and phone</li> <li>Information sharing</li> <li>Information gathering</li> </ul>
Engaging with communities	<ul style="list-style-type: none"> <li>Volunteers – recruitment and training and support</li> <li>Young Healthwatch – recruitment, training and support</li> <li>Social Media Campaigns</li> <li>Outreach Programme</li> </ul>
Intelligence and Evidence	<ul style="list-style-type: none"> <li>Research</li> <li>CRM development and maintenance</li> <li>Data analysis</li> <li>Report writing</li> </ul>
Healthwatch the organisation	<ul style="list-style-type: none"> <li>Board</li> <li>Champions Group</li> <li>Staff</li> <li>Facilities and administration</li> </ul>



## The following criteria were used to support prioritisation of specific work plan (project) items

1. Does the project support reach to **vulnerable groups** or seldom heard communities?
2. Rationale? What level of **evidence** is available (formal and informal)?
3. **Impact** - can we make a difference?
4. Is the issue being **dealt with effectively by someone else already?**
5. What is the **scope and scale** of the project?



# Work Plan (Projects) as agreed in no particular order, timelines and lead to be added (1):

Priority Area	Project scope
Mental health and wellbeing	<ul style="list-style-type: none"> <li>•Work with West Berkshire Council (WBC) and Berkshire Healthcare Foundation Trust (BHFT) on NWW Mental Health service users in Adult Social Care</li> <li>•Undertake enquiry into the state of mental health in West Berkshire using 10 – 15 qualitative interviews – revisit following New Ways of Working (NWW)</li> <li>•If deemed appropriate, after scoping the project ,to outsource for another local partner to carry out the work on our behalf. Create a service level agreement for a local partner to bid to deliver – Community Engagement Programme has potential to feed into this.</li> <li>•Research report to come back to Champions group for discussion and consideration of further action</li> <li>•Ensure CAMHS is considered and remains a priority area for others by raising the issue at Health and Wellbeing Board and other relevant opportunities</li> <li>•Ensure the Emotional Well-being Website is up to date and offer help to develop further</li> <li>•Schedule Enter &amp; View to Prospect Park with HW Reading and HW Wokingham</li> </ul>
Prevention and re-ablement (integrated care)	<ul style="list-style-type: none"> <li>•Investigate work on the Local Account to see what was promised to people as a result of the integrated care work streams - Revisit July 2016</li> <li>•Develop key questions to ask at key strategic meetings and events to ensure the needs of local people are at the centre of integrated care</li> </ul>
Carers	<ul style="list-style-type: none"> <li>•Undertake research into whether carers are being disadvantaged and suffering health inequalities as a result</li> <li>•Run a workshop to co-design a scope of work for this research</li> <li>•Commission a local organisation to undertake this work on our behalf if appropriate</li> <li>•Take the report from the work to the Champions group for discussion and consideration of further action</li> </ul>



# Work plan (Projects) as agreed in no particular order, timelines and lead to be added (2):

Priority Area	Project scope
Eligibility Criteria	<ul style="list-style-type: none"> <li>•Identify key questions to raise with regards to eligibility criteria change and impact on local people</li> <li>•Write to the LA with the questions and a formal request for a response</li> <li>•Working with the Champions group monitor how the change in eligibility criteria is being rolled out and any adverse impact on local people</li> </ul>
Vulnerable Groups	<ul style="list-style-type: none"> <li>•Ensure vulnerable groups are protected throughout our own process of prioritisation on work plan projects</li> <li>•Create list of protected characteristics</li> <li>•Map and identify 'vulnerable groups'</li> <li>•Assess how they are currently being engaged and identify any gaps</li> <li>•Draw on previous work developed by Adrian Barker</li> <li>•Ensure Healthwatch West Berkshire has an up to date policy on equality and diversity covering all aspects of the organisation</li> <li>•Learning Disability Final Transition Report</li> <li>•Health check mapping</li> <li>•Bus Pass Letter – Mental Health</li> <li>•Learning Disability 16-24 Engagement</li> </ul>
Living Healthily	<ul style="list-style-type: none"> <li>•Develop a proactive strategy for improving health across West Berkshire</li> <li>•Collaborate with Public Health</li> <li>•Develop a small grants pot for local voluntary groups to apply – Community Engagement Programme</li> <li>•Small grants to fund projects to gather feedback from specific communities on healthy living related issues – Community Engagement Programme/Champions</li> </ul>



# Work plan (Projects) as agreed in no particular order, timelines and lead to be added (3):

Priority Area	Project scope
GPs/Primary Care	<ul style="list-style-type: none"><li>•Set up a task and finish group to oversee this work</li><li>•Engage Patient Participation Groups in it – aim to attend all PPGs in West Berkshire within 12 months</li><li>•Agree a number of indicators to monitor and measure e.g.. How easy to make a complaint,? Does the practice have an effective PPG?, Is it young people 'friendly'?, Can I get an appointment?, Disability access?</li><li>•Undertake research to assess each practice against agreed criteria</li><li>•Create and publish a report</li><li>•Create an Enter &amp; View Programme to assess GPs/Primary Care</li></ul>
West Berkshire Community Hospital & Minor Injuries	<ul style="list-style-type: none"><li>•Contact CQC with a view to feeding in to their work and/or working together</li><li>•Keep a watching brief</li><li>•PIP Engagement</li><li>•Regular meetings with West Berkshire Community Hospital</li></ul>
Outpatients Appointments	<ul style="list-style-type: none"><li>•General campaign to seek feedback on recent experiences of accessing outpatients appointments, such as clear written communication, waiting times, location of clinics (using medical, social media and Patient Participation Groups)</li><li>•Contact RBH to see what process they are implementing and whether they are aware of issues and any action they are taking</li><li>•Analyse the findings and publish with recommendations</li></ul>



# Agreeing Further Work

Proposed new work plan items, identified through the year, will be reviewed on a case by case basis against the prioritisation criteria and following categories:

1. The new item should be added to the plan: it is important and there is enough capacity to cover it.
2. The new item should be added to the plan: we will need to stop doing something else to be able to deal with it properly.
3. The new item should not be added to the plan: it is not a priority at the moment.
4. The new item goes beyond our core business: we should propose a charging model to support delivery.



## Next steps ...

- Timeline and staff allocations to be completed
- The work plan should be published on the website
- The research undertaken in preparation for work plan setting should be shared with the Champions group and made available via the internet

