

DRAFT

Healthwatch West Berkshire Work Plan

2016 - 2017 October 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



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

Work stream	Activity
Information and signposting	<p>Website development and maintenance Communications (promotional) Handling and logging enquiries from email, website, social media and phone Information sharing Information gathering</p>
Engaging with communities	<p>Volunteers – recruitment and training and support Healthwatch Youth – recruitment, training and support Social Media Campaigns Outreach Programme Partnership Working CQC</p>
Intelligence and Evidence	<p>Research CRM development and maintenance Data analysis & Report Writing Enter & View Joint Working with Expert Groups</p>
Healthwatch the organisation	<p>Board Champions Group Staff Facilities and administration</p>
Influencing (Critical Friend)	<p>Key members of boards/committees/strategic groups Enter & View Sharing info with commissioners/services/council Troubleshooting</p>

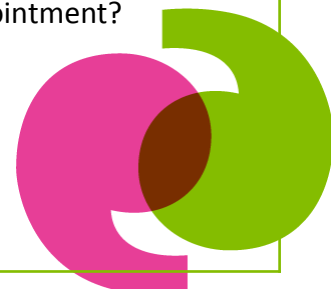
The following criteria were used to support prioritisation of specific work plan (project) items

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? **Can it be evaluated?**
4. Is the issue being **dealt with effectively by someone else already?**
5. What is the **scope and scale** of the project?
6. **Does it have full support of the board?**



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

Priority Area	Project scope
<p>Mental health (MH) and wellbeing (HIGH)</p>	<ul style="list-style-type: none"> •Work with West Berkshire Council (WBC) and Berkshire Healthcare Foundation Trust (BHFT) on New Ways of Working (NWW) for MH service users •Undertake enquiry (snapshot)of MH in West Berkshire using 10 – 15 qualitative interviews – revisit following New Ways of Working (NWW) •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 – supporting recovery in mind, 8 bells, Andover Mind, Newbury Family Counselling Service, Thinking Together •Input from Champions group for discussion and consideration of further action (MH) •Ensure CAMHS is considered and remains a priority area for others by raising the issue at Health and Wellbeing Board and other relevant opportunities – research into ADHD/ASD pathways, tie into Emotional Health Academy and Time to Talk •Ensure the Emotional Well-being Website is up to date and offer help to develop further •Schedule Enter & View to Prospect Park with HW Reading and HW Wokingham – liaise with seAp, Jackie Wilkinson, Alison Foster, Learning Disability Partnership Board •Develop MH partnership board, research community support element – push Autism partnership board? •Work collaboratively as part of the Brighter Berkshire Year of Mental Health initiative
<p>GPs/Primary Care (HIGH)</p>	<ul style="list-style-type: none"> •Set up a task and finish group to oversee this work •Engage Patient Participation Groups in it – aim to attend all PPGs in West Berkshire within 12 months •Agree a number of indicators to monitor and measure e.g.. How easy to make a complaint? Does the practice have an effective PPG? Young people ‘friendly’? Can I get an appointment? Disability access? •Undertake research to assess each practice against agreed criteria •Create and publish a report •Create an Enter & View Programme to assess GPs/Primary Care •Recruit a specific group of volunteers for this



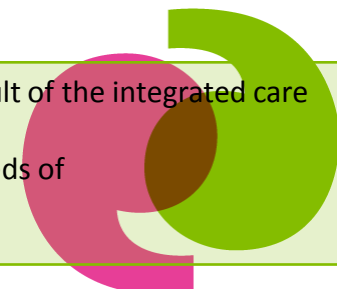
Work plan (Projects) as agreed in no particular order, timelines and lead to be added (2):

Priority Area	Project scope
Vulnerable Groups (HIGH)	<ul style="list-style-type: none"> •Ensure vulnerable groups are protected throughout our own process of prioritisation on work plan projects •Map and identify 'vulnerable groups' – formalise list, mindful of changing demographics and needs •Assess how they are currently being engaged and identify any gaps •Draw on previous work developed by Adrian Barker to start new work •Ensure Healthwatch West Berkshire has an up to date policy on equality and diversity covering all aspects of the organisation – check on website •Learning Disability Final Transition Report – publish and chase up recommendations •Piece of work around mapping Health checks for people with Learning Disabilities (LD) •Bus Pass Letter – Mental Health •LD 16-24 Engagement •LD Accessibility guidelines (NHS) •Work with Rough Sleepers Panel and RSTTG to improve outcomes for rough sleepers & homeless people
Patient Transport/ Discharge (MED)	<ul style="list-style-type: none"> •Who is responsible for coordinating •Issues with communication/handover •NICE guidelines for in transit?
West Berkshire Community Hospital & Minor Injuries (MED)	<ul style="list-style-type: none"> •Keep a watching brief •PIP Engagement •Regular meetings with West Berkshire Community Hospital, RBH & BHFT



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

Priority Area	Project scope
Living Healthily (MED)	<ul style="list-style-type: none"> •Develop a proactive strategy for improving health across West Berkshire – mobilise West Berks •Collaborate with Public Health •Work with Tesco •Develop a small grants pot for local voluntary groups to apply – Community Engagement Programme
Carers (MED)	<ul style="list-style-type: none"> •Run a workshop for carers. Are they disadvantaged and suffering health inequalities as a result of their caring role? – work with agencies, support groups etc. •Use council survey as a starting point for further work •Commission a local organisation to undertake this work on our behalf if appropriate •Take the report from the work to the Champions group for discussion and consideration of further action
Outpatients Appointments (LOW)	<ul style="list-style-type: none"> •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) •Contact RBH to see what process they are implementing and whether they are aware of issues and any action they are taking •Effects on DNAs (letters arriving late etc.) & use of new technology
Eligibility Criteria (LOW)	<ul style="list-style-type: none"> •Identify key questions to raise with regards to eligibility criteria change and impact on local people •Write to the LA with the questions and a formal request for a response •Working with the Champions group monitor how the change in eligibility criteria is being rolled out and any adverse impact on local people
Prevention and re-ablement (integrated care) (LOW)	<ul style="list-style-type: none"> •Investigate work on the Local Account to see what was promised to people as a result of the integrated care work streams •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



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
- **Share with Champions and other partners**

