

## Healthwatch Central West London Work Plan 2016 – 2018

### CORPORATE CONTEXT

Strategic objective	Main activities 2016/2017	Outputs/outcomes
<p>Healthwatch CWL contributes to maintaining and improving good patient and user experience</p>	<ol style="list-style-type: none"> <li>1. Engagement                             <ul style="list-style-type: none"> <li>▪ Engage with local residents through a diverse range of activities</li> <li>▪ Engage with provider organisations through a diverse range of activities</li> </ul> </li> <li>2. Representation                             <ul style="list-style-type: none"> <li>▪ Represent diverse patient and service user views in each of the three boroughs</li> <li>▪ Attend key fora in each borough – quality committees; PPI committees</li> </ul> </li> <li>3. Dignity champion work                             <ul style="list-style-type: none"> <li>▪ Develop our Dignity Champions approach through additional training</li> <li>▪ Conduct DC visits.</li> </ul> </li> </ol>	<p>A range of “events” including:</p> <p>Information days, community events, meetings etc to increase the number of people who share their experiences and help us shape our work (1)</p> <p>The OSC and Health and Wellbeing boards in each borough have robust Healthwatch representation and input (2)</p> <p>A measurable improvement in the diversity and numbers of the membership.</p> <p>Providers have information to shape future services. (2)</p> <p>Healthwatch have input and feedback from the key provider fora to include in our reporting. (2)</p> <p>Recruitment, induction and training for existing and new DCs by end March 2017. (3)</p>

	<p>4. Produce a “map” of the key fora by end of February 2017</p>	<p>Completion and reporting on at least 7 DC visits by May 2017( 3)</p> <p>Map is available to train new staff and volunteers( 4 )</p>
<p>Healthwatch CWL promotes effective and targeted patient and public involvement in health and social care</p>	<p>1. Report our findings:</p> <ul style="list-style-type: none"> <li>• Baseline of PPG activity across K and C</li> <li>• Produce closing report on PPG project in H and F</li> <li>• Westminster PPGs to be invited to workshops where space permits</li> </ul> <p>Deliver and Support others to deliver workshops with PPI involvement in Health and Social Care with CCGs and other providers</p> <p>2. Develop our approach around research methodologies through:</p> <p>Training staff</p> <p>Processes to collect data</p>	<ul style="list-style-type: none"> <li>▪ Reports, findings and activities publicised through a range of media to a wide range of stakeholders. (1 )</li> <li>▪ 2 Healthwatch workshops and Workshops delivered as required by other Health and Social care provider ( 1)</li> </ul>

	<p>3. Promote our strategy for supporting a move from consultation to co-design and co-production</p> <p>4. Support to PPGs across all three boroughs through workshops both on our own and in conjunction with others</p>	<p>Staff trained (2)</p> <p>New process in place to collect data and plan projects (2)</p> <p>Publish work on co-design and co-production.(3 )</p> <p>A range of stakeholders attend workshops around sustainability and function of PPGs and GP surgeries feedback demonstrates value.</p>
<p>Healthwatch CWL champions consumer rights and responsibilities and acts as a source of information and knowledge on health and social care</p>	<p><b>Signposting</b></p> <p>Questioning and understanding the provision and issues around signposting across the boroughs through an event and feedback from local stakeholder</p>	<p>Current signposting provision identified</p> <p>Recommendations made in order for signposting to be improved</p> <p>Event bringing providers of signposting services together to explore overlap, gaps and share knowledge and good practice scheduled for April 2017</p>
<p>Healthwatch Central West London is a well-respected independent organisation and is consistently striving to improve our performance</p>	<p><b>Independent</b></p> <p>Healthwatch becomes independent from Hestia and administration undertaken to ensure suitable governance and due diligence agreed.</p>	<p>Independence achieved in 2017</p> <p>New systems and governance in place demonstrate independent organisation to include</p> <ul style="list-style-type: none"> <li>▪ Staff employed by Healthwatch CWL</li> </ul>

		<ul style="list-style-type: none"> <li>▪ Insurance, bank account and other administration arrangements in HW name</li> <li>Demonstration of competency against tender requirements which Hestia bid against</li> </ul>
	<p><b>Well respected</b> Healthwatch is called upon for contribution to engagement and consultations and reports by providers</p> <p>Comprehensive communications plan</p>	<ul style="list-style-type: none"> <li>▪ Contribution of work to CCGs, Trusts and other stakeholders through workshops, reports, events, contract monitoring group and seeking feedback from stakeholders</li> <li>▪ Targeted communications through a diverse range of media reaches a variety of stakeholders reflecting service user and member base in all three boroughs</li> </ul>
	<p><b>Improve performance of organisation by</b></p> <ol style="list-style-type: none"> <li>1. recruitment training and retention of new trustees</li> <li>2. Review of our internal systems – new finance system; appoint specialist HR support to replace Hestia</li> <li>3. Office move to be completed by March 2017</li> </ol>	<p>Corporate and local governance demonstrates LA requirements. Wide range of relevant skills amongst Board members</p> <ul style="list-style-type: none"> <li>▪ New systems to be put in place are more and tailored towards the needs of newly established organisation during 2017</li> </ul> <p>Improve team effectiveness and consolidate overhead costs – completed by March 17</p>

## BOROUGH CONTEXT

Locality	Priority arising from the engagement exercise	Quarter 3 October – December 2016	Quarter 4 January to March 2017	April – July 2017	August 2017 – March 2018
<b>Three borough</b>	Ensure that the user voice is central to the development of the new Home care contract across the three boroughs		Produce initial proposal to scope out size and potential deliverables for the project		
	Ensure that the local voice is included in any development and plans around the STP	Report to Health and Wellbeing Boards and OSCs Support to workshops run by CCGs Publicise STP events Attendance at STP events			
	Mental health – issues identified during engagement exercises covering day services; SPA; dementia; young people; life expectancy			An event with key stakeholders already involved in co design and co-production of mental health	

				services across the patch to identify whether there are any gaps in service user engagement in any of the topic areas	
	<p>Young people:</p> <p>Build base of young people who can be involved in co-design of new services</p> <p>Build base of young people's experiences of health and social care to identify key trends and issues</p>		Develop and produce a report on engagement plan including actions to date.		
<b>This activity is detailed for each borough</b>	Engagement of local residents to build membership and build support for the user voice in Health and social care		Ongoing engagement events one per quarter in each borough .	Ongoing	Ongoing
<b>Westminster</b>	Support the user voice in the reconfiguration of	Meetings with commissioners to	<ul style="list-style-type: none"> <li>▪ Support with commissioner</li> </ul>		

	Mental health day services in Westminster	encourage co-production approach (completed)	led workshops <ul style="list-style-type: none"> <li>Support service users to look at alternative options</li> </ul>		
	Ensure the involvement of a local service user voice in the Care Coordination Services.		<ul style="list-style-type: none"> <li>Build representation and feedback to CHL via input from info and engagement events</li> <li>Status report to CHL and CMG</li> </ul>		
	<p>Ensure there is are effective mechanisms for capturing the Patient and service user voice</p> <p>Develop more effective approach to the engagement and feedback cycles</p>	<ul style="list-style-type: none"> <li>A series of “events” to give information about Healthwatch and offer different ways to share experiences and become more involved</li> <li>Feedback activity to included in quarterly monitoring reports</li> </ul>	<p>A series of “events” to give information about Healthwatch and offer different ways to share experiences and become more involved</p>		

	Effective Intelligence gathering and representation	Presentation of an OSC report Presentation of a Health and Wellbeing Board report Report to contract monitoring group			
	Local coordination  Build membership via engagement activity  Via relationships, “up-sell” so that some people become more involved in coordination of activity by borough, and representation of the borough	Report on progress	Report on progress		
<b>Kensington and Chelsea</b>	Social isolation for older people		An event with providers to understand the range of activity to address this issue and identify why this is coming up as an issue despite such investment and	Report on findings with recommendations – early May tbc	



			activity		
	Patient and service user voice	Activity report on actions to build base of people sharing their experiences  Quarterly report of issues and learning	Activity report on actions to build base of people sharing their experiences  Quarterly report of issues and learning		
	Ensure effective intelligence gathering and representation	Presentation of an OSC report Presentation of a Health and Wellbeing Board report Report to contract monitoring group			
	Local coordination  <ul style="list-style-type: none"> <li>▪ Build membership via engagement activity</li> <li>▪ Via relationships, “up-sell” so that some people become more involved in the work of Healthwatch</li> </ul>	Report on progress	Report on progress		

<b>Hammersmith and Fulham</b>	White City and Edward Woods Estate and young people	Discovery activity to understand current situation	Report on findings		
	Patient and service user voice	<ul style="list-style-type: none"> <li>▪ Activity report on actions to build base of people sharing their experiences (complete)</li> <li>▪ Quarterly report of issues and learning to be included in OSC CMG reports, etc</li> </ul>			
	Effective Intelligence gathering and representation	<ul style="list-style-type: none"> <li>▪ Presentation of an OSC report</li> <li>▪ Presentation of a Health and Wellbeing Board report</li> <li>▪ Report to contract monitoring group</li> </ul>			
	Local coordination <ul style="list-style-type: none"> <li>▪ Build membership</li> </ul>	Report on progress	Report on progress		

	<p>via engagement activity</p> <ul style="list-style-type: none"><li>▪ Via relationships, “up-sell” so that some people become more involved in coordination of activity by borough, and representation of the borough</li></ul>				
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