



Healthwatch Slough Objectives, Work plan and draft progress report

2014 - 2015

Healthwatch Slough Board of Directors
20th February 2014

Revised - May 2014

Healthwatch Slough Objectives, Work Plan and Progress report

January 2014 - March 2015

Contents Page

Page 2 - The Context

Page 3 - Guiding Principles, Objectives and Themes

Page 4 - The Healthwatch Slough Message

Page 5 - 7 - Work Plan and Objectives

Page 8 - 13 - Work Plan, Initiatives and Progress

Page 14 - New Project

Page 15 - 17 - Key findings summary

Healthwatch Slough Objectives, Work Plan and Progress report

January 2014 - March 2015

Context

Healthwatch Slough, as the independent consumer champion for Slough, has broad responsibilities to a diverse population. It covers a wide and complex range of services;

- Key responsibilities across health and social care services include
 - Information and advice - the provision of non-clinical advice, signposting and information to all service users in Slough about access to services and support in making informed choices
 - Community Research and Engagement - gathering people's views and experiences of the health and social care system and services in Slough
 - Providing evidence, understanding and insight in order to
 - report findings to relevant health and care commissioners, agencies and other bodies e.g. Healthwatch England (HW England) and Care Quality Commission (CQC)
 - influence local service commissioners and providers to ensure that delivery of health and social care meets the needs of local people
 - contribute to the Slough Joint Strategic Needs Assessments (JSNA) and joint health and wellbeing strategies
 - promote better outcomes in health and social care within Slough
 - Demographically, Slough has an increasingly diverse population and the degree of integration and social cohesion is limited. HW Slough will need to reach diverse local communities, including those often excluded and under represented

Healthwatch Slough Objectives, Work Plan and Progress report

January 2014 - March 2015

Guiding Principles Objectives and Themes

Healthwatch Slough has a requirement to prioritise activity to optimise value. Where Healthwatch Slough makes an intervention, the intervention will be based on the guiding principles below:

- We will focus on the consumer experience
- We will look for trends or problems that are not being addressed by anyone else
- We will collaborate with other stakeholders where appropriate and feasible in investigations that involve the consumer interest
- We will cover 4 key areas (young people, adults, health and social care) within a twelve month period

Using these principles Healthwatch Slough will strive to achieve the following objectives:

- We will raise awareness of issues in the local community and among key partners e.g. Community Groups, Clinical Commissioning Groups, Patient and Public Groups and Local Authorities.
 - We will build our engagement and reach by increasing our mailing lists, monitoring social media and by signing up Healthwatch Champions and volunteers in local communities;
 - We will establish Healthwatch Slough as a high quality provider of impartial non-clinical health and social care advice and information on services
 - We will ensure value for money by being able to demonstrate positive impact locally
 - We will carry out strategic reviews e.g. Strategic exploration of selected Wellbeing Board priorities to ensure consumer interests are adequately covered; as well as tactical reviews on services already in place
- Each of our project activities will be based on one or more of the following six themes (see prioritisation matrix below)

Healthwatch Slough Objectives, Work Plan and Progress report

January 2014 - March 2015

The six themes for Healthwatch Slough

1. Access to services including timeliness
2. Information about provision and treatment
3. Quality (including process and outcomes)
4. Integration of health and social care
5. Grievance and redress i.e. complaints process and outcomes when things go wrong
6. Dignity/respect [Healthwatch England priority]

Healthwatch Slough Prioritisation Matrix

	Access	Information	Quality	Integration	Redress	Dignity & respect
Young People						
Adults						
Health						
Social care						

Healthwatch Slough Objectives, Work Plan and Progress report

January 2014 - March 2015

Priority messages

Local Healthwatch key messages:

In order for people to understand the service that is delivered by Healthwatch Slough, our key messages are;

- We are the independent consumer champion for local health and social care services
- We are a strong voice for children, young people and adults, ensuring we get heard
- We will influence decision making at senior strategic level and ensure that improvements are made

Audiences

Our key audiences are:

- Patients and the public in Slough, including the seldom heard;
- Third Sector organisations in Slough that have a health or social care focus;
- Local CAB clients, staff and volunteers ;
- Community Groups in Slough that have a health or social care focus;
- Patient Participation Groups (PPGs) affiliated to Slough surgeries;
- the Clinical Commissioning Group (CCG) and Slough Borough Council
- The Health and Wellbeing Board
- NHS Foundation Trusts

Healthwatch Slough Objectives, Work Plan and Progress report

January 2014 - March 2015

Work Plan Objectives and Deliverables

Objective:	Deliverables:	Success criteria:
<p>1. Raising awareness in the local community and among key partners e.g. Community Groups, PPGs and LA.</p>	<ul style="list-style-type: none"> ▪ Set up and update website including Browse Aloud ▪ Establish Social Media presence on Twitter - and Facebook ▪ Leaflets and posters produced ▪ Deliver talks and presentations to community groups and at events ▪ Press releases ▪ Distribute leaflets ▪ Deliver the Healthwatch Slough Launch ▪ Attendance at key meetings 	<ul style="list-style-type: none"> ▪ Local press coverage ▪ Increase of health & social care contacts at Citizens Advice Bureau (CAB) ▪ Contacts increasing ▪ Stakeholders referring to Healthwatch Slough ▪ Number of calls to Healthwatch Slough ▪ Analytics on website hits and length of stay ▪ No of attendees ▪ Feedback received ▪ No of attendees at events and in particular the launch, ▪ Feedback from people attending events

Healthwatch Slough Objectives, Work Plan and Progress report

January 2014 - March 2015

Objective:	Deliverables:	Success criteria:
<p>2. Building our community engagement and reach by increasing the number of local people on our mailing lists and signed up as Healthwatch Champions</p>	<ul style="list-style-type: none"> ▪ Distribute information ▪ Speak to local groups ▪ Plan Volunteer recruitment event ▪ Recruit to vacant Board seat ▪ Recruit Lay Representatives ▪ Distribute volunteer leaflets ▪ Distribute Volunteer Packs ▪ Establish Enter and View team ▪ CCG Representation ▪ Established equality 	<ul style="list-style-type: none"> ▪ Increase in numbers of people offering to volunteer ▪ Increase in community group membership ▪ Increase in awareness amongst community groups and the general public ▪ People from different sectors of the community actively engaged in the local Healthwatch work plan ▪ Certificate of involvement presented to all Champions ▪ All members of the Board in place
<p>3. Establishing Healthwatch Slough as a high quality provider of impartial non-clinical information and advice about Health and Social Care services</p>	<ul style="list-style-type: none"> ▪ Healthwatch training to all CAB volunteers ▪ Healthwatch information at all outreach locations 	<ul style="list-style-type: none"> ▪ Increase of health and social care contacts at CAB ▪ Increase in helpdesk enquiries ▪ Accurate and meaningful

Healthwatch Slough Objectives, Work Plan and Progress report

January 2014 - March 2015

Objective:	Deliverables:	Success criteria:
and advocating on behalf of the public;	<ul style="list-style-type: none"> ▪ Establishing Healthwatch Champions ▪ Updating website with project plans and reports ▪ Reporting mechanisms in place ▪ Helpdesk staff training 	<p>reporting on enquiries, issues and themes</p> <ul style="list-style-type: none"> ▪ Continuation of existing positive relationships with stakeholders ▪ Increase in volunteer numbers
<p>4. Ensure value for money: work in partnership with local organisations, evidence social impact</p>	<ul style="list-style-type: none"> ▪ Allocate spend to enable tactical and strategic project initiatives ▪ Where possibly work in partnership with local groups ▪ Ensure social impact is evidenced where possible 	<ul style="list-style-type: none"> ▪ £14,000 of annual budget spent on consumer initiatives ▪ At least one community partnership proposal presented to board Evidence of partnership working

NB HW Slough will prioritise initiatives on a rolling basis ie only fixed for the forthcoming three months. This allows flexibility to conduct ad hoc activity or adjust priorities as the year progresses, provided such adjustments adhere to the HW Slough guiding principles.

Healthwatch Slough Objectives, Work Plan and Progress report

January 2014 - March 2015

6. Work Plan Initiatives

Communications Deliverable:	Objectives	Progress update - July 2014	Success Criteria
<p>Initiative 1 Wexham Park Hospital Discharge Project</p> <p>Timescale By 31/5/2013</p> <p>Revised Date August 2014</p>	<ul style="list-style-type: none"> Research and gathering data on patient discharge Engaging with patients and family members Observing the patient discharge system Meeting with key stakeholders 	<ul style="list-style-type: none"> Research completed Number of Engagement events delivered = 10 Number of completed Healthwatch information = 108 Observing the patients discharge system over a period of 6 days. Meetings with key stakeholders including representatives from Wexham Park Hospital & Slough Borough Council. 	<ul style="list-style-type: none"> The consumer voices on the experience on patient discharge at WPH Increase of information on patient discharge Response to the report findings Changes in the patient discharge service services for the future Improvements to access and quality
<p>Initiative 2 GP appointments/walk in centre</p> <p>Timescale</p>	<ul style="list-style-type: none"> Identify research that has been carried on the GP appointments survey in Slough. Engaging with patients 	<ul style="list-style-type: none"> A meeting with the Slough Clinical Commissioning Group Chair took place in May 2014. Research completed 	<ul style="list-style-type: none"> Response to recommendations from the Local Involvement Network report on mapping access to GP appointments. Number of calls or contacts relating

Healthwatch Slough Objectives, Work Plan and Progress report

January 2014 - March 2015

<p>By 30/6/2014</p> <p>Revised Date August 2014</p>	<p>through surveys, interviews or workshops to explore the reasons of coming to the identified provision</p>	<ul style="list-style-type: none"> ▪ The GP surgeries project will be postponed until December 2014 as the Prime Minister's Fund changes (extended GP opening hours and the creation of cluster surgeries) had been established. This work would then provide useful consumer insights into the new operating model for GPs. 	<p>to patient care and choice.</p> <ul style="list-style-type: none"> ▪ New/stronger relationships with key stakeholders ▪ Improvements to Access, Information and quality.
<p>Initiative 3</p> <p>Strategic exploration of selected Wellbeing Board priority</p> <p>Timescale 30/5/2014</p> <p>Revised date September 2014</p>	<ul style="list-style-type: none"> ▪ Strategic exploration of Wellbeing Board key priority. 	<ul style="list-style-type: none"> ▪ The chosen priority is Diabetes and work was underway to review what had been achieved (and how) in Year 1. 	<ul style="list-style-type: none"> ▪ Findings shared.
<p>Initiative 4</p> <p>Hold Healthwatch Slough Launch Event</p>	<ul style="list-style-type: none"> ▪ To hold launch events in the Slough community to raise the awareness of Healthwatch Slough and inform the public of the 	<ul style="list-style-type: none"> ▪ Delivered 5 Launch Events ▪ Communicated with over 400 Children, Young People and Parents/Carers 	<ul style="list-style-type: none"> ▪ Number of attendees at the launch events ▪ Increased number of contacts to Healthwatch Slough

Healthwatch Slough Objectives, Work Plan and Progress report

January 2014 - March 2015

<p>Timescale 30/3/14</p>	<p>HWS priorities.</p>	<ul style="list-style-type: none"> ▪ Engaged with 70 people who attended the Launch at the Centre and Britwell Community Centre ▪ Distributed 1,000 Healthwatch Slough promotional items including Leaflets, Pens, Key rings, Balloons, Magnets and Healthwatch Party Bags. ▪ Distributed 20 Healthwatch Community Champion Packs 	<ul style="list-style-type: none"> ▪ Number of promotional material distributed
<p>Initiative 5 Healthwatch Champions & Enter and View Teams</p> <p>Timescale ongoing</p>	<ul style="list-style-type: none"> ▪ To recruit and provide training for community members to become Healthwatch Champions and Enter and View Team. 	<ul style="list-style-type: none"> ▪ Delivered 5 Volunteer Information days and support sessions ▪ 15 Volunteers support the Healthwatch community engagement events. ▪ Interviews are planned for 4 Community Champions who have submitted application forms. 	<ul style="list-style-type: none"> ▪ Number of Healthwatch Champion requests ▪ Number of trained Healthwatch Champions ▪ Established Enter and View team

Healthwatch Slough Objectives, Work Plan and Progress report

January 2014 - March 2015

		<ul style="list-style-type: none"> ▪ New Healthwatch volunteer roles planned will be available from October 2014. Healthwatch training planned in partnership with the Slough Volunteer Centre - October 2014 	
<p>Initiative 6</p> <p>Healthwatch Community Funding</p> <p>Timescale 1/7/2014</p> <p>Revised Date September 2014</p>	<ul style="list-style-type: none"> ▪ Healthwatch will allocate funding to successful applicants from the Slough Community & voluntary organisations who work with hard to reach or isolated clients to deliver a project to gather views and experiences on health and social care services in Slough. 	<ul style="list-style-type: none"> ▪ Funding available £3,000 ▪ The funding process has been planned using Healthwatch data. 	<ul style="list-style-type: none"> ▪ Number of new contacts to HWS ▪ Number of contacts with hard to reach groups. ▪ Healthwatch work plan to reflect some of the information gathered ▪ Key meetings with stakeholders planned as an outcome of the information gathered. ▪ Report and recommendations submitted to providers.
<p>Initiative 7</p> <p>The voice of health and social care in Slough</p> <p>Timescale</p>	<ul style="list-style-type: none"> ▪ Collection of views and experience on health and social care in Slough. ▪ Slough Health and Social 	<ul style="list-style-type: none"> ▪ Survey and comments responses = 54 ▪ This information will support the Healthwatch 	<ul style="list-style-type: none"> ▪ Number of surveys completed ▪ Engagement plan to identify access too hard to reach

Healthwatch Slough Objectives, Work Plan and Progress report

January 2014 - March 2015

<p>Ongoing</p>	<p>Care Survey</p> <ul style="list-style-type: none">▪ Youth Survey on Health and Social Care	<p>projects including</p> <ul style="list-style-type: none">-The Youth Voice-Health-Social care	<p>communities.</p> <ul style="list-style-type: none">▪ Partnership engagement work
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The following projects new have been agreed by the Healthwatch Board at the Board meeting on the 30th July 2014. The new projects will be scoped including objectives, next steps and success criteria following the Board meeting on 30th October 2014.

- Initiative 8 - Children's Social Care Services in Slough

Healthwatch Slough Objectives, Work Plan and Progress report

January 2014 - March 2015

Communications Deliverable:	Objectives	Next steps:	Success Criteria
<p>Initiative 8 Children's Social Care services in Slough</p>	<ul style="list-style-type: none"> ▪ Engaging with professionals working in the children's social care service ▪ Engaging with children and families through listening events, experience forms and workshops to collect experiences and shape future services 	<ul style="list-style-type: none"> ▪ To be agreed 	<ul style="list-style-type: none"> ▪ To be agreed

The Healthwatch Slough Work Plan will be updated with new project information on the 30th January 2015. Project updates and reports can be viewed on the Healthwatch Slough website - www.healthwatchslough.co.uk.

Document Information
Version1 - 22nd February 2014
Updated - 30th May 2014
New project added - 1st August 2014

Healthwatch Slough Objectives, Work Plan and Progress report

January 2014 - March 2015

Our annual report provides an overview of the work that has been carried out during Healthwatch Slough's first year. The report is available on the Healthwatch website - <http://www.healthwatchslough.co.uk/>

Please find a brief summary below for our first year ending at on the 31st March 2014.

● The Healthwatch Slough budget for the year is £113,164.

● **Listening to the Consumer voice:**

We listen to the stories of consumers of health and social care services during all our activity. We record and analyse the comments, experiences and voices of people who have contacted us through the walk-in service at Citizens Advice Slough, who have contacted our helpdesk and who have spoken to, and told their stories and experiences to, the Engagement Team.

With the information that we HAVE recorded there are comments and experiences that are being repeated. The top five overall themes that we are hearing about are:

Summary of Healthwatch Key Findings

Healthwatch Intelligence - Key themes

- The Patient Pathway
- Staff
- Access to Services
- Quality of Care
- The Care Environment

Healthwatch Slough Objectives, Work Plan and Progress report

January 2014 - March 2015

- Throughout the year the team of advisors at the Helpdesk have received 229 calls and Citizens Advice Slough have spoken face to face with 113 people about their health and social care queries.
- 220 Visits have been made to the Healthwatch Slough website – Google analytics was set up in March 2014 for Healthwatch Slough.
- Healthwatch Slough has 581 Twitter followers
- Healthwatch have delivered over 60 Healthwatch talks and presentations
- Healthwatch have published 4 full page adverts and 2 half page adverts in the Slough local paper – Slough Express.
- Healthwatch have planned and delivered 30 Healthwatch Slough events in the community and had direct contact with over 800 people
- Healthwatch has distributed over 6,000 pieces of Healthwatch publicity.

Healthwatch Slough Objectives, Work Plan and Progress report

January 2014 - March 2015

Work Plan



Projects and Initiatives planned for 2014/15 include:

Finalising the GP/Walk in Review Project

Publicising Healthwatch reports - Patient Discharge, Your Voice on health and social care and Exploration of the Wellbeing Board project

Progressing the recruitment of volunteers and Enter and View teams

Planning the Children's Social Care Project

Raising Healthwatch awareness with staff teams.

End of report