

Healthwatch Hillingdon Work Plan 2015-2017

Introduction

Healthwatch was established in 2013, under the Health and Social Care Act (2012), to champion the interests of people who use health and social care services.

Healthwatch Hillingdon is one of the 148 independent Local Healthwatch organisations who focus on their local communities. Networked under the umbrella of Healthwatch England we can all share experiences and develop a more powerful influence. This ensures that local insight has national impact and that Healthwatch England's national insight impacts locally.

We give local people the platform to improve the delivery of their health and social care services.

We represents the views of everyone who uses health and social care services in the London Borough of Hillingdon. We make sure that these views are gathered, analysed and acted upon, making services better now and in the future.

We monitor local services to ensure they reflect the needs of the community, and where necessary, use statutory powers to hold those services to account.

Our Vision

Our vision is to become the influential and effective voice of the public. We want to give adults, young people, children and communities a greater say in - and the power to challenge - how health and social care services are run in Hillingdon. This vision is founded on the belief that services work best when they are designed around the needs and experiences of the people who use them.

Our Values

We are inclusive

- We start with people first, not organisations, 'Every Voice Counts'
- We work for children, young people and adults
- We work across health and social care
- We work for everyone, not just those who shout the loudest

We are influential

- We set the agenda and make change happen
- We are responsive. We take what we learn and translate it into action
- We are innovative and creative. We know that we can't fix things by sticking to the status quo
- We work with the network of local Healthwatch to make an impact both locally and nationally

We are responsible and accountable

- We observe the Nolan principles of public life
- We act with openness and integrity
- We will make the best use of our resources, avoiding duplication wherever possible
- We are accountable to the people who live or work in the Borough of Hillingdon or who access health and social care services here
- We working creatively to deliver the most cost effective solutions to achieve our priorities

We are independent

- We are independent and act on behalf of consumers in the Borough of Hillingdon
- We listen to consumers and speak loudly on their behalf
- We challenge those in power to design and deliver better health and care services
- We are not afraid to point out when things have gone wrong

We are credible

- We are evidence-based, gathering data and intelligence to challenge assumptions with facts
- We celebrate and share good practice in health and social care
- We hold ourselves to the highest standards
- We have the relevant skills and competencies to deliver our functions

We work collaboratively

- We keep the debate positive and we get things done
- We work in partnership with the public, the health and social care sector, and the voluntary and community sector
- We learn from specialists and experts, building on what is already known, not going over old ground

We learn

- We actively seek feedback on our own performance
- We will be open to criticism and honest when we get things wrong

Work Plan Overview

The Healthwatch Hillingdon Work Plan 2015-17 sets out the organisations Operational Priorities for the next two years. The document gives a high level description of the key objectives, proposed tasks, the expected outcomes of our activities, how these will be measured, and when they are expected to be completed.

How these objectives will be achieved is provided in an associated delivery plan, supporting project proposal documents and engagement strategy plan. These sets out in more detail the work to be undertaken, the related roles and responsibilities, the resource contribution required for each priority, and describes how its success will be measured.

The focus of our work for 2015-17 has been aligned with our Strategic Priorities and selected to reflect our statutory requirements, and the findings from in-depth analysis of data and intelligence gathered from our residents.

The Work Plan is an open and transparent document that will be shared publically on our website and with collaborative partners. We will actively seek feedback on our plans and priorities and review the Work Plan annually to validate its relevance, take note of feedback and update it where necessary.

The Work Plan will serve as a reference point for our work and progress will be monitored and reported to the Healthwatch Hillingdon Board, The Health and Wellbeing Board and the London Borough of Hillingdon Contracts Monitoring Team. Performance reports will be publically available and Healthwatch Hillingdon will publish an Annual Report illustrating the organisations achievements against its work plan.

Healthwatch Hillingdon Strategic Priorities 2015-2017	
SP1	Obtaining the views of people about their needs for, and their experiences of, local care services (including the seldom heard).
SP2	To maintain Healthwatch Hillingdon as an effective, well governed organisation
SP3	Representing health and social care consumers' views and experiences to those responsible for commissioning, providing, managing or scrutinising local care services.
SP4	Promoting, and supporting, the involvement of people in the commissioning, provision and scrutiny of local care services.
SP5	Provide oversight and scrutiny of the safety and quality of care services in Hillingdon with the aim of promoting the continuous improvement in services.
SP6	Making Hillingdon resident's views/experiences of care known to Healthwatch England and the Care Quality Commission (CQC).
SP7	To ensure that care services meet the long term care needs of the people of Hillingdon and reduce inequalities in care.
SP8	Initiating independent Thematic Reviews/Projects that highlight emerging issues.

Healthwatch Hillingdon Operational Priorities 2015-2017

Task	Methods
LEVEL 1 PRIORITIES	
Operational Priority 1 (OP1): Unsafe Discharge	
Objective: Provide data, evidence and offer solutions to commissioners and providers that would enable improvements in services designed to reduce the incidence of unsafe discharge	
Strategic Priority: SP1, SP3, SP4, SP5, SP6, SP7, SP8	
<p>To determine the extent of unsafe discharge.</p> <p>To establish the effectiveness of discharge processes including support and care provided prior to and post discharge.</p> <p>To identify factors, barriers/enablers and risks that contribute to unsafe discharge.</p> <p>To share an evidenced based report, outlining recommendation for service improvement, with the Health and Wellbeing Board, commissioners and providers.</p>	<p>Compile and review relevant data and policy on patient discharge.</p> <p>Gather people's/carers experiences of the discharge process and their ideas for improvement.</p> <p>Organise stakeholder meetings with relevant commissioners, providers and voluntary sector organisations.</p> <p>Analyse and formulate the findings of the investigations into a report.</p>
Operational Priority 2 (OP2): Maternity	
Objective: To monitor and evaluate the quality and safety of maternity services in Hillingdon following the closure of maternity services at Ealing Hospital	
Strategic Priority: SP1, SP3, SP4, SP5, SP6	
<p>To determine, in partnership with Healthwatch Ealing, the extent of the impact of the closure of Ealing maternity unit on women giving birth at Hillingdon Hospital.</p> <p>To identify any potential inequalities that may arise following the maternity service reconfiguration.</p> <p>To identify factors, barriers/enablers and risks that may contribute to improving the quality of maternity services in the future.</p>	<p>Review published data sets to identify areas of good practice and underperformance.</p> <p>Gather mother's experiences of services and their ideas for improvement and change.</p> <p>Attend appropriate commissioner and provider meetings</p> <p>Evaluate experience and qualitative data one year after service change, to reassess priority</p>
Operational Priority 3 (OP3): Care Homes	
Objective: To gather data and evidence of the care experienced by residents living in care/nursing homes in Hillingdon	
Strategic Priority: SP1, SP2, SP3, SP4, SP5, SP6, SP7	

<p>To establish effective methods for care/nursing home residents, family/carers to inform Healthwatch of their experience.</p> <p>To develop relationships with care homes and their knowledge of Healthwatch</p> <p>To inform and empower residents (family/carers)</p> <p>To establish an understanding of equity of care across differing homes</p>	<p>Compile and review relevant performance data and rate homes by poor to good practice.</p>
	<p>Make contact with all providers using different methods dependent upon priority rating.</p>
	<p>Implement different methods of gathering 'consumer' experiences of care homes.</p>
	<p>Arrange stakeholder meetings with LBH, CQC and relevant voluntary sector organisations.</p>
	<p>Use conclusions of 'consumer' and provider engagement to formulate and implement processes to improve residents care experience.</p>

Operational Priority 4 (OP4): Children and Adolescent Mental Health and Wellbeing

Objective: To positively influence and monitor the impact of the planned improvements in the mental health and wellbeing of children and young people in Hillingdon

Strategic Priority: SP1, SP3, SP4, SP5, SP6, SP7

<p>To use patient experience data published in the 'Listen to me!' and 'Seen and heard' reports to influence service change</p> <p>To work with commissioners and providers to drive forward the implementation of service improvement.</p> <p>To evaluate the impact of the service improvements.</p>	<p>Strategic involvement in commissioner, provider meetings</p>
	<p>Continued monitoring of service delivery</p>
	<p>Gather 'consumer' experiences of services</p>
	<p>Gather provider/school/ voluntary sector experiences</p>

LEVEL 2 PRIORITIES

Operational Priority 5 (OP5): Primary Care

Objective: To monitor and evaluate Hillingdon residents experience of primary care services

Strategic Priority: SP1, SP2, SP3, SP4, SP5, SP6, SP7

<p>To work strategically with NHS England and NHS Hillingdon CCG on the primary care improvement programme.</p> <p>To increase awareness of Healthwatch Hillingdon for residents using GP Practices and other primary care services (dentists, pharmacies etc.)</p> <p>To develop relationships with GP Networks and individual GP Practices</p> <p>To inform and empower patients to take control of their health.</p> <p>To provide a valued information and sign posting service for residents to be able to register with a GP or dentist.</p>	<p>Review relevant performance data and intelligence.</p>
	<p>Strategic oversight and influence at NHS England and NHS Hillingdon CCG meetings (e.g primary care co-commissioning).</p>
	<p>Engage with GP Network, GP Practices and Patient Participation Groups</p>
	<p>Develop, trial and evaluate 'Magic Cue Card' initiative in GP Practices (see Project Initiation Document)</p>

Operational Priority 6 (OP6): Shaping a Healthier Future (SaHF)	
Objective: To maintain oversight and positive influence so that the health and care needs of local residents are properly considered by commissioners.	
Strategic Priority: SP1, SP3, SP4, SP5, SP6	
To continue a strategic oversight of the SAHF process	Strategic oversight and influence of SaHF
To ensure SaHF keep Hillingdon residents informed of change timetable, consults and fully involves residents where legally required and appropriate.	Review Maternity transfer (see OP2)
To scrutinise the change processes and evaluate the local impact on quality and safety of any service change	Focus on proposed closure of paediatrics at Ealing Hospital in July 2016
	Focus on proposed closure of Ealing Hospital emergency department which may be bought forward to 2017
	Monitor HCCG proposals for Out of Hospital Services as they are developed and implemented
Operational Priority 7 (OP7): Organisational Promotion	
Objective: To raise the profile of Healthwatch Hillingdon	
Strategic Priority: SP1, SP2, SP3, SP4, SP5, SP6, SP7	
To promote a better understanding of Healthwatch amongst health and social care professionals	Promote the NHS Standard Contract and clause on mandatory promotion of Healthwatch
To promote a better understanding of Healthwatch amongst voluntary sector and community organisations	Develop an engagement strategy for smaller voluntary sector and community organisations
To increase the number residents who engage with Healthwatch and our services	See also engagement plans outline within OP1 , OP2, OP3, OP4 and OP5
LEVEL 3 PRIORITIES	
Operational Priority 8 (OP8): Oversight and scrutiny of the Safety, Quality and Risk of care services in Hillingdon.	
Objective: To execute statutory duties, to ensure that care services provided in Hillingdon are delivered to meet approved quality standards	
Strategic Priority: SP1, SP2, SP3, SP4, SP5, SP6, SP7, SP8	
To gather information on people’s views and experiences of care and share findings widely to support service improvement and highlight areas of risk	Formulate an engagement and promotion plan which incorporates OP1 , OP2, OP3, OP4,OP5 and OP7
To analyse and bring together national, regional and local information, data and intelligence, to provide a comprehensive	Collate gathered data onto Customer Relationship Management (CRM) database

<p>understanding of the quality and safety of local service provision</p> <p>To attend appropriate strategic meetings and forums to represent ‘consumers’ and influence the quality and safety of local service provision</p>	<p>Carry out desk top reviews of policy and data consummate to our role in Health and Social care</p> <p>Select and attend meetings and forums consummate to our role, aligned to work plan and resources</p> <p>Undertake reviews of service provision to gather insight into quality of care</p>
<p>Operational Priority 9 (OP9): Delivering Healthwatch Hillingdon</p>	
<p>Objective: To be a well-managed, effectively governed, local Healthwatch that delivers its statutory duties efficiently and is accountable to the public it serves.</p>	
<p>Strategic Priority: SP1, SP2, SP3, SP4, SP5, SP6, SP7, SP8</p>	
<p>To ensure that Healthwatch Hillingdon is effectively governed</p> <p>To ensure that staff and volunteers are well led and supported by the organisation</p> <p>To optimise resources and provide good value for money</p> <p>To signpost people to good quality information to help them make choices about health and social care services</p>	<p>Carry out an annual Board review</p> <p>Review and publish revised policies and procedures, where required</p> <p>Prepare and present performance and financial reports to appropriate audiences</p> <p>Monitor and update organisational progress against work plan</p> <p>Recruit and train new staff as appropriate</p> <p>Carry out a continuous process of Performance Management including appropriate training</p> <p>Ensure that office functions are carried out in a timely and efficient manner</p> <p>Keep Health and Social Care information relevant and up to date</p> <p>Ensure procurement to be carried out in line with agreed policy</p> <p>Recruit, train and support volunteers to support the delivery of the Healthwatch functions</p>