

# Healthwatch Hillingdon Work Plan 2017-2019

## 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 represent 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 work 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 2017-19 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 2017-19 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 publicly 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 publicly available and Healthwatch Hillingdon will publish an Annual Report illustrating the organisations achievements against its work plan.

## Healthwatch Hillingdon Strategic Priorities 2017-2019

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 2017-2019

Task	Methods
<b>SECTION 1 - KEY AREAS UNDER FOCUS</b>	
<b>Operational Priority 1 (OP1): Primary Care; 2017-18</b>	
<b>Objective: To evaluate Hillingdon residents experience and views of GP services</b>	
<b>Strategic Priority: SP1, SP3, SP4, SP5, SP6, SP7, SP8</b>	
<p>To work strategically with 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 &amp; strengthen relationships with the GP Federation 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. Identify areas of good practice and areas that may have room for improvement.</p> <p>Strategic oversight and influence at NHS Hillingdon CCG meetings (e.g primary care commissioning).</p> <p>Engage with GP Federation, GP Practices, and Patient Participation Groups</p> <p>Develop a programme of engagement which looks at 'Accessing General Practice'</p> <p>Keep residents informed and involved in the NWL CCG Choosing Wisely programme</p>
<b>Operational Priority 2 (OP2): Care Homes; 2018-19</b>	
<b>Objective: To gather data and evidence of the care experienced by residents living in care/nursing homes in Hillingdon</b>	
<b>Strategic Priority: SP1, SP3, SP4, SP5, SP6, SP7, SP8</b>	
<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/settings.</p>	<p>Compile and review relevant available data and identify good practice and areas for improvement.</p> <p>Establish and maintain contact with homecare providers using different methods dependent upon priority rating.</p> <p>Implement different methods of gathering people's experiences of care homes.</p> <p>Arrange stakeholder meetings with LBH, CQC and relevant voluntary sector organisations.</p> <p>Use conclusions of insight and provider engagement to formulate and implement processes to improve residents care experience.</p>

<b>Operational Priority 3 (OP3): Commissioned Projects</b>	
<b>Objective: To deliver bespoke evidence based reports on patient/carer experience</b>	
<b>Strategic Priority: SP1, SP2, SP3, SP4, SP5, SP6, SP7, SP8</b>	
To secure additional work consistent with core activities and strategic priorities	To bid for tenders for pieces of work that align with core activities and strategic priorities
To amplify the voice of local people by reaching a wider audience than core funding currently permits	To apply for grant funding for work that aligns with core activities and strategic priorities
To provide a greater volume of independent insight into the provision of care services and influence more service change	To work in collaboration with NWL Healthwatch to make joint bids at scale
To have the opportunity to empower people and improve their involvement in system change	To work in collaboration with the voluntary sector in Hillingdon to seek opportunities for additional funding
<b>SECTION 2 - CONTINUED STRATEGIC INVOLVEMENT</b>	
<b>Operational Priority 4 (OP3): Report Recommendations</b>	
<b>Objective: To monitor &amp; evaluate the implementation of recommendations made in Healthwatch Hillingdon published reports</b>	
<b>Strategic Priority: SP3, SP4, SP5, SP6, SP7</b>	
To provide strategic input at appropriate meetings and forums	<b>Seen &amp; heard: Why not now:</b> A focus on Children & Young People's mental health and emotional wellbeing
To ensure commissioners and providers involve and collaborate with patient/carers during service change	Influence the NHS Hillingdon CCG and the London Borough of Hillingdon CAMHS 2017/8 Action Plan for Hillingdon, by attending the Hillingdon CYP Mental Health & Wellbeing Steering Group and the Hillingdon Health and Wellbeing Board
To scrutinise the change processes and evaluate the local impact on quality and safety of any service change.	Work with the Parent Carer Forum and other community organisations, including schools, to secure their involvement in the coproduction of the new Thrive Model
To escalate issues to Healthwatch England and national regulatory bodies when appropriate	<b>Fertility: Is Variation Fair:</b> A focus on the inequalities in the provision of IVF services
	Respond to expected NWL consultation on IVF Service
	Promote expected consultation with database of women who have previously contacted Healthwatch about IVF and the wider population.
	<b>Safely Home to the Right Care:</b> A focus on discharge of the over 65's from Hillingdon Hospital back into the community

	<p>Monitor implementation of the “Patient Discharge Leaflet” at Hillingdon Hospital.</p> <p>Involvement and contribution to relevant local improvement committees such as A&amp;E Delivery Board, Discharge from Hospital Working Group, etc.</p> <p><b>Expecting the Perfect Start:</b> A focus on the maternity services provided at Hillingdon Hospital and in the wider community</p> <p>Oversee delivery of improvement action plans and influence service change through attendance at the Hillingdon Children’s Strategic Transformation Group and Maternity Services Liaison Committee</p>
<p><b>Operational Priority 5 (OP4): NWL Sustainability &amp; Transformation Plan (STP) - (incorporating Shaping a Healthier Future)</b></p>	
<p><b>Objective: To maintain oversight and positive influence so that the health and care needs of local residents are properly considered by commissioners.</b></p>	
<p><b>Strategic Priority: SP1, SP3, SP4, SP5, SP6</b></p>	
<p>To continue &amp; strengthen strategic oversight of the STP process.</p> <p>To ensure NWL STP keep Hillingdon residents informed of proposed changes, consults and fully involves residents where legally required and appropriate.</p> <p>To scrutinise the change processes and evaluate the local impact on quality and safety of any service change.</p> <p>To work more effectively &amp; collaboratively with other NWL Healthwatch to enable improved STP involvement.</p>	<p>Strategic oversight and influence of NWL STP and transformational programmes.</p> <p>Focus on proposed closure of Ealing Hospital emergency department which may be bought forward to 2017</p> <p>Monitor HCCG proposals for Out of Hospital Services as they are developed and implemented</p> <p>Strategic involvement in the NWL Like Minded Transformation of NWL Mental Health Services</p> <p>To host and support the regular meetings of NWL Healthwatch Chairs/Lead Officers and coordinate responses jointly.</p>
<p><b>Operational Priority 6 (OP6): Strategic oversight and scrutiny of the Safety, Quality and Risk of care services in Hillingdon.</b></p>	
<p><b>Objective: To execute statutory duties, to ensure that care services provided in Hillingdon are delivered to meet approved quality standards</b></p>	
<p><b>Strategic Priority: SP1, SP2, SP3, SP4, SP5, SP6, SP7, SP8</b></p>	
<p>To provide strategic input at appropriate meetings and forums to represent ‘consumers’ and influence the quality and safety of local service provision</p>	<p>Attend meetings and forums consummate to our role, aligned to the work plan and resources</p> <p>Take up seats at statutory and invited Boards including (but not limited) Health &amp; Wellbeing Board, NHS CCG Governing Body, Accountable Care Partnership Board, A&amp;E Delivery Board, The Hillingdon Hospital’s Trust Board of Governors, etc.</p>

To hold organisations publicly accountable for their patient and public involvement duties	Formulate an engagement and promotion plan which incorporates OP1, OP2, OP3, OP4, OP5 and OP7 aligning with stakeholders to avoid duplication
To gather information on people's views and experiences of care and share findings widely to support service improvement and highlight areas of risk	Collate gathered intelligence data onto Customer Relationship Management (CRM) database
To analyse and bring together national, regional and local information, data and intelligence, to provide a comprehensive understanding of the quality and safety of local service provision	Carry out desk top reviews of policy and data consummate to our role in Health and Social care
To have a strategic understanding of national, regional and local, policy change and transformation programs, and the context for Hillingdon	Undertake reviews of service provision to gather insight into quality of care
	Respond within the capacity of the organisation to emerging/unexpected issues and stakeholder work-streams

### SECTION 3 - CORPORATE ACTIVITY

#### Operational Priority 7 (OP7): Delivering Healthwatch Hillingdon

**Objective: To be a well-managed, effectively governed, local Healthwatch that delivers its statutory duties efficiently and is accountable to the public it serves.**

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

<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>To maximise opportunities for funding relevant to our statutory duties and improve financial sustainability of the organisation.</p>	Carry out an annual Board review
	Review and publish revised policies and procedures, where required
	Prepare and present performance and financial reports to appropriate audiences
	Monitor and update organisational progress against work plan
	Recruit and train new staff as appropriate
	Carry out a continuous process of Performance Management including appropriate training
	Ensure that office functions are carried out in a timely and efficient manner
	Keep Health and Social Care information relevant and up to date
	Ensure procurement to be carried out in line with agreed policy
Recruit, train and support volunteers to support the delivery of the Healthwatch functions	

<b>Operational Priority 8 (OP8): Organisational Promotion</b>	
<b>Objective: To raise the profile of Healthwatch Hillingdon</b>	
<b>Strategic Priority: SP1, SP2, SP3, SP4, SP5, SP6, SP7</b>	
<p>To promote a better understanding of Healthwatch amongst health and social care professionals</p> <p>To promote a better understanding of Healthwatch amongst voluntary sector and community organisations</p> <p>To increase the number residents who engage with Healthwatch and our services</p>	<p>Initiate project to ensure local NHS providers are made aware of the NHS Standard Contract clause that requires people to be informed on how to contact Healthwatch Hillingdon. NHS providers to display Healthwatch Hillingdon contact details prominently on their websites and where services are delivered.</p>
	<p>Develop an engagement strategy for smaller voluntary sector and community organisations</p>
	<p>See also engagement plans outline within OP1, OP2, OP3, and OP4</p>
	<p>Work in partnership with Hillingdon Parent Carer Forum (PCF) to support parents of children with mental health/autism diagnosis. Support to include holding regular peer-peer support meetings, improve social cohesion and respite care.</p>