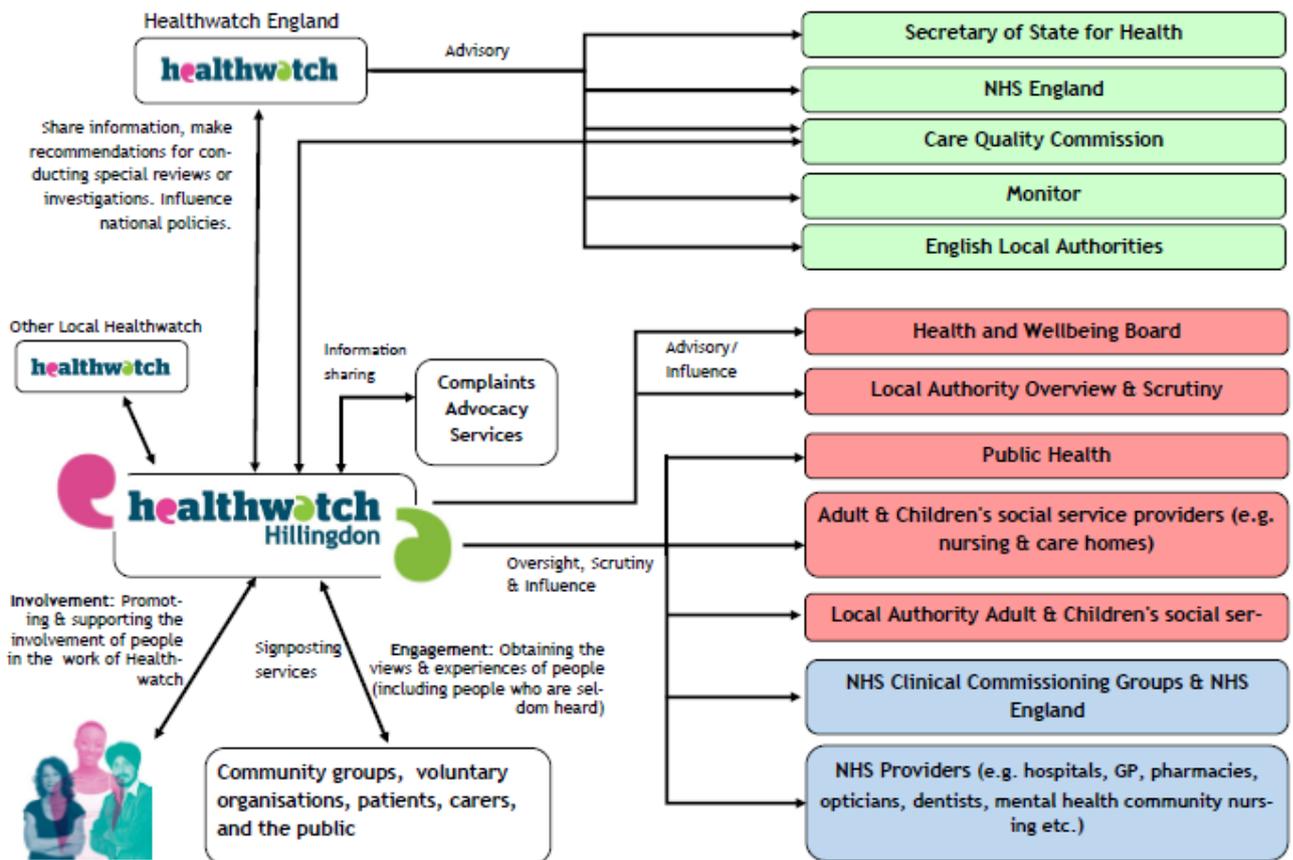


## Healthwatch Hillingdon Operational WORK PLAN 2014-15

Healthwatch Hillingdon was established under The Health and Social Care Act 2012 (“The Act”). We are an independent organisation, incorporated as a Company Limited by Guarantee and registered as a Charity with the Charities Commission. With the exception of complaints advocacy, Healthwatch Hillingdon is contracted to deliver the local Healthwatch functions laid out in “The Act” by Hillingdon Council.



The role of Healthwatch Hillingdon is to give local people the opportunity to improve how their health and social care services are delivered, monitor local services and where necessary, use statutory powers to hold those services to account.

Our core aim is to become the influential and effective voice of the public and give adults, young people, children and communities a stronger voice to influence and challenge how health and social care services are provided within Hillingdon.

The Board of Healthwatch Hillingdon, guided by our charitable objectives and its contracted functions developed 8 strategic priorities, which are outlined in Healthwatch Hillingdon’s Board Priorities 2013 - 2014<sup>1</sup>.

The Healthwatch Hillingdon Operational Work Plan 2014-15 aligned with these 8 strategic priorities sets out how we will fulfil our role and deliver our core aim.

<sup>1</sup> A copy of Healthwatch Hillingdon’s Board Priorities 2013 - 2014 can be by obtained by contacting our office, or downloading at: <http://www.healthwatchhillingdon.org.uk/index.php/aboutus/governance-documents/>

## Healthwatch Hillingdon's Strategic Priorities 2014 - 2015

### SP1

Obtaining the views of people about their needs for, and their experiences of, local care services (including people who are seldom heard).

### SP2

Establishing Healthwatch Hillingdon as an effective 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's Strategic Priorities (SP1-8) underpin the development of the operational work plan which is set out below.

Objectives	Strategic Priority	Tasks	Progress	Target Date and RAG rating
<b>Operational Priority 1 (OP1): Gathering the views &amp; experience of people using care services</b>				
OP1.1 Healthwatch Hillingdon Engagement Plan.	SP1	To further develop, produce and publish the Healthwatch Hillingdon Engagement Plan 2014-15.	Establish Board working group to develop Engagement Plan; agenda item for March Board meeting.	Apr 2014
		Undertake stakeholder analysis.	Healthwatch Hillingdon's Engagement Plan 2014-15 developed and published.	Jun 2014
OP1.2 Collating and analysing existing user and carer feedback/data of care services.	SP1 SP2	To collate and analyse existing patient experience data/feedback and complaints from The Hillingdon Hospitals NHS FT (THH), Central North West London FT (CNWL), Health & Social Care Information Centre (HSCIC), NHS Hillingdon CCG, London Borough of Hillingdon, NHS Choices/Patient Opinion websites. See also Healthwatch Hillingdon's Engagement Plan 2014-15.	Attend various meetings to collect data on user/carer experience of care including: THH Board meeting, Maternity Services Liaison Committee, and CCG Quality Safety & Risk Committee, CNWL quality stakeholder meetings, LBH Children & Adults Safeguarding Boards, Integrated care Pilot, Urgent Care Board, etc. Monthly report summarising progress and highlighting emerging or on-going concerns presented at monthly Board meetings	Monthly On-going
		Project to look at local people's experience of GP care (See also OP6.2). Analysis of HSCIC data from the annual national GP survey. Augmented with the findings from our own local GP survey.	Report published on Hillingdon residents' experience of GP services. See also OP6.2	Jun 2014
OP1.3 Gathering people's views and experiences of care	SP1 SP2	To further identify gaps in the existing data/information which is then used to help recognise seldom heard groups. Conduct targeted engagement activity to cover the gaps.	Children and Young Adults (CYA) identified as a seldom heard group. Healthwatch Hillingdon has carried out targeted engagement with this sector of the community and has enabled us to gather their views experience of care. Also see OP9.1 and OP7.1 (CAMHS review).	Apr 2014

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			Further targeted engagement as gaps identified.	
		<p>To collate and analyse feedback/trends from people contacting Healthwatch Hillingdon directly (email, website, twitter, telephone, face-to-face, feedback forms).</p> <p>Task: to track, monitor and follow-up the increasing volume of complex issues and cases brought to our attention. See also developing CRM solution OP2.7.</p> <p>Task: to review resource/capacity implications of delivering support to increased volume of complex issues and cases.</p>	<p>Target: 500 public feedback queries to be completed annually.</p> <p>To-date (June 2014): 146 feedback queries received.</p>	<b>Apr 2015</b>
			Summary of information received reported to the Healthwatch Hillingdon Board.	<b>Monthly</b>
			Annual summary of trends and emerging issues to be published in Healthwatch Hillingdon's Annual Report.	<b>Jun 2014</b>
			Complex issues and cases followed-up and used for lesson learning and preparing cases-studies for reports to relevant organisations.	<b>On-going</b>
		<p>Undertake community engagement activity to better understand people's needs for and experiences of care in Hillingdon. This will include:</p> <p>Annual Target 2014/15: 165 public events attended.</p> <p>Annual Target 2014/15: 75,000 people directly engaged (email, website, twitter, telephone, face-to-face, feedback forms, shop, community events &amp; meetings, voluntary sector organisations).</p> <p>Annual Target 2014/15: 125,000 people indirectly engaged by Healthwatch Hillingdon</p> <p>See also Engagement Plan 2014-15</p>	<p>Healthwatch Hillingdon have participated in the community events where we were able to listen to and gather people's experience of care.</p> <p>2013/14: 150 events attended.</p> <p>2013/14: 71,648 people directly engaged.</p> <p>2013/14: 100,000+ people indirectly engaged by Healthwatch Hillingdon.</p> <p>The Healthwatch Hillingdon Board to receive regular reports on Engagement activity.</p>	<b>Mar 2015</b>
		<p>Further strengthen our close relationships with voluntary sector organisations in Hillingdon that represent patient/carers and community groups.</p> <p>Annual Target: 100 local voluntary sector organisations sign-up to our regular e-newsletter.</p> <p>Annual Target: 20 local voluntary sector organisations agree to distribute our e-newsletter to their membership.</p>	<p>Voluntary sector organisations (and the people that they present) views on the need for and experiences of care are captured. Examples of voluntary sector organisations that Healthwatch Hillingdon are fully engaged with:</p> <p>Age UK; Hillingdon Carers; DASH; HADAS; HAGEM; Hillingdon MIND; Hillingdon Re-Think; Hillingdon</p>	<b>Mar 2015</b>

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		<p>Annual Target: 50 local voluntary sector organisations cross-link to our website.</p> <p>Target: 75% of voluntary sector organisation in Hillingdon value their relationship with Healthwatch Hillingdon.</p>	<p>Voluntary Sector Health &amp; Social Care Forum; Citizen's Advice Bureau; Crossroads Care Hillingdon; VoiceAbility (NHS Complaints Advocacy Service); Alzheimer's Society (Harrow and Hillingdon).</p> <p>To date: 5 local voluntary sector organisations cross-link to our website.</p>	
<p><b>OP1.4</b> Enter &amp; View Activity</p>	<p><b>SP1</b></p>	<p>Target: Attract, train and maintain at least 12 volunteers which have received our Enter &amp; View (E&amp;V) training and are authorised Healthwatch Hillingdon E&amp;V representatives.</p>	<p>1<sup>st</sup> group of volunteers (6) to have completed both parts of the E&amp;V training by 27/03/2014.</p> <p>2<sup>nd</sup> group of volunteers (6) to have completed both parts of the E&amp;V training by Oct 2014.</p>	<p><b>Oct 2014</b></p>
	<p><b>SP2</b></p>	<p>Conduct approved E&amp;V activity based on Healthwatch Hillingdon's published E&amp;V Policy.</p>	<p>Healthwatch Hillingdon envision conducting 6 E&amp;V activities in 2014-15. Reports to be published and shared with appropriate bodies.</p>	<p><b>Mar 2015</b></p>
	<p><b>SP4</b></p>	<p>Publish Enter &amp; View Reports and recommendations and share with the appropriate bodies (commissioners, providers, regulators, ESSC, CQC, and Healthwatch England).</p>	<p>0 E&amp;V reports published to-date.</p>	
		<p>Proposals for planned E&amp;V activity to be presented to Healthwatch Hillingdon Board for approval.</p>	<p>Update: 1 proposal for a planned E&amp;V activity has been approved by the Board (March 2014)</p>	<p><b>Mar 2014</b></p>
<p><b>OP 1.5</b> Patient Led Assessment of Care environment (PLACE) Programme.</p>	<p><b>SP1</b></p> <p><b>SP2</b></p> <p><b>SP4</b></p>	<p>Identify, recruit and deliver PLACE training for Healthwatch Hillingdon volunteers.</p> <p>Target: Attract, train and maintain at least 16 PLACE volunteers.</p>	<p>8 PLACE volunteers recruited to-date and training provided.</p> <p>Recruit a further 8 PLACE volunteers by Oct 2014.</p>	<p><b>Mar 2015</b></p>
		<p>Conduct 3 full annual 2014 PLACE assessments (RBH Harefield, The Hillingdon Hospital, &amp; CNWL).</p>	<p>RBH PLACE assessment completed (28/03/2014), 5 Healthwatch Hillingdon volunteers involved.</p> <p>CNWL PLACE assessment date confirmed for April 2014.</p> <p>THH PLACE assessment date: to-be-confirmed.</p>	<p><b>May 2015</b></p>
		<p>Results of Full PLACE assessments published on Healthwatch Hillingdon website.</p>	<p>Awaiting completion of PLACE assessments.</p>	<p><b>Jun 2014</b></p>
		<p>Interim 2014 PLACE assessments.</p>	<p>Dates for Interim 2014 PLACE to be confirmed with Hillingdon Hospital.</p>	<p><b>Sep 2014</b></p>

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		Conduct 3 full annual 2015 PLACE assessments (RBH Harefield, The Hillingdon Hospital, & CNWL).	Due March-April 2015, dates to be confirmed by providers.	<b>Apr 2015</b>
<b>OP1.6</b> Providing oversight of provider/commissioner involvement and engagement activities.	<b>SP1</b>	Healthwatch Hillingdon to provide oversight and seeking assurance that involvement/engagement activities carried out by local commissioners/providers are meeting high standards of good practice and legislative requirements are being fulfilled in a meaningful way.  Task: Healthwatch Hillingdon to conduct regular assessment and review of provider/commissioner engagement plans.	Further build and strengthen our relationships with statutory bodies to make sure that the views of the residents of Hillingdon are able to influence the commissioning, provisioning and delivery of care services.  Healthwatch Hillingdon and our volunteers are involved with:	<b>Mar 2015</b>
	<b>SP3</b>	Task: Healthwatch Hillingdon to RAG-rate provider/commissioner engagement activity.	NHS Hillingdon CCG's Patient & Public Involvement & Equalities sub-committee; Experience and Engagement Group (THH); NWL "Shaping a Healthier Future"; Whole System Integration (see below); Shifting the Setting of Care (see below); London Borough of Hillingdon.	
	<b>SP4</b>		Healthwatch Hillingdon Board to be provided with a quarterly RAG-rated assessment of provider/commissioner engagement activity.	
<b>Operational Priority 2 (OP2): Establishing Healthwatch Hillingdon as an effective organisation</b>				
<b>OP2.1</b> Healthwatch Hillingdon's required policies and procedures completed.	<b>SP2</b>	All required organisational policies and procedures approved by Board and published.	22 required policies and procedures have been completed and approved by the Board (March 2014).  1 required policy and 5 additional policies to be completed by May 2014.	<b>May 2014</b>
<b>OP2.2</b> Financial management	<b>SP2</b>	Healthwatch Hillingdon Board updated regularly with the financial management accounts.	Financial management accounts presented bi-monthly at the Healthwatch Hillingdon Board meetings.	<b>Bi-monthly</b>
		Prepare and publish annual financial report.	Prepare annual financial accounts for Healthwatch Hillingdon that meets the Charity Commission reporting criteria. Published as part of Healthwatch Hillingdon's Annual Report.	<b>Jun 2014</b>

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<p><b>OP2.3</b> Strengthening our relationships with key local and national organisations.</p>	<p>SP2 SP3</p>	<p>Engaging and building our relationship with key local and national organisations (NHS Hillingdon CCG, NHS Hillingdon Hospital, London Borough of Hillingdon, voluntary sector organisations, CQC, NHS England and Healthwatch England).</p>	<p>Build on our strong relationships built with statutory organisations, regular meetings held at executive level, seat on NHS HCCG Governing Board, regular meetings with CQC, regular attendance at Healthwatch England's London network meetings, regular meetings with CEOs of Hillingdon4All Alliance.</p>	<p><b>Mar 2015</b></p>
		<p>Obtain feedback from organisations to evaluate our relationships and identify areas for further improvement.</p>	<p>Gather and evaluate feedback from a range of appropriate organisations.</p>	<p><b>May 2014</b></p>
		<p>Develop a reporting system for recording Healthwatch Hillingdon recommendations and measure outcomes.</p>	<p>Healthwatch Hillingdon recommendations and outcomes regularly reported to Board. Key outcomes to be included in Annual Report.</p>	<p><b>Monthly</b></p>
			<p>Results of 360<sup>0</sup> feedback to be presented to Board and LBH.</p>	<p><b>Sep 2014</b></p>
<p><b>OP2.4</b> Signposting and Information services.</p>	<p>SP2 SP7</p>	<p>Continue to develop and expand our Signposting &amp; Information service based on evolving need.</p> <p>Task: to further promote and support people's awareness of their rights and obligations as set out in the NHS Constitution.</p> <p>Task: to continue supporting sign-posting to NHS Complaints Advocacy service.</p> <p>Target: Provide individual advice, support &amp; information to 400 Hillingdon residents per year. (This is in addition to sign-posting information provided via our website).</p> <p>Target: Board to be provided with regular signposting/information update summaries.</p> <p>Task: Develop a reporting system for recording complaints/issues.</p>	<p>Website directory established of local care services and voluntary sector organisations. The website has an average of 6,000 unique visits per month.</p> <p>Healthwatch Hillingdon provided advice, support and information to 368 individual Hillingdon residents in 2014/15.</p> <p>Complaints/issues are report regularly to the Board.</p> <p>Healthwatch Hillingdon to work with commissioners and providers of NHS services to ensure that they fulfil their duties to promote the NHS Constitution.</p>	<p><b>Mar 2015</b></p>
<p><b>OP2.5</b> Developing and supporting Volunteers.</p>	<p>SP4</p>	<p>Task: to continue to recruit, train and support volunteers from all sectors of the local community.</p> <p>Task: Continue to develop appropriate roles to support the delivery of Healthwatch functions.</p> <p>Target 2014/15: 2,500 volunteer hours contributed.</p>	<p>2013/14: 38 volunteers recruited; 2,186 volunteer hours contributed.</p>	

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<b>OP2.6</b> Supporting the Board.	<b>SP2</b> <b>SP3</b> <b>SP4</b>	Task: Develop a system for identifying organisational risks and mitigating strategies.	An organisational risk and mitigation dashboard to be developed by June 2015.	<b>Jun 2014</b>
		The Healthwatch Hillingdon Board are provided with sufficient support and training as required.	Regular Board seminars organised. Regular Board training sessions to be held. Board provided with briefing papers and/or reports on emerging issues.	<b>Mar 2015</b>
		Task: Develop a programme of activity to raise Healthwatch Hillingdon Board's profile with the public and key local statutory bodies.	To be confirmed	<b>Oct 2015</b>
		Task: Update Board Members register of interest.	An updated Board Members register of interest to be published on our website.	<b>Apr 2015</b>
<b>OP2.7</b> Annual Report	<b>SP2</b> <b>SP3</b>	Prepare and publish Healthwatch Hillingdon's Annual Report 2013-14 and 2014-15.  Task: to ensure that the Annual Report also meets the reporting requirements of the Charity Commission.	Establish 2013-14 Annual Reporting and Charity Commission's requirements. Begin collating the required data/information to meet reporting requirements.	<b>Apr 2014</b>
			1 <sup>st</sup> Draft of Annual Report 2013-14 to be completed.	<b>May 2014</b>
			Annual Report 2013-14 published and shared with stakeholders.	<b>Jun 30<sup>th</sup> 2014</b>
			Establish Board Annual Report 2014-15 working group.	<b>Feb 2015</b>
			1 <sup>st</sup> Draft of Annual Report 2014-15 to be completed.	<b>May 2015</b>
			Final Annual Report 2014-15 to be completed.	<b>Jun 2015</b>
<b>OP2.8</b> CRM System		Healthwatch England Hub to be discontinued therefore there is a need to identify a new CRM solution that best meets our business needs. The CRM system will allow us to track, monitor and follow up complex issues and cases.	Healthwatch Hillingdon to pilot Healthwatch England's new CRM system and evaluate alternative solutions. Chosen CRM solution to be implemented at Healthwatch Hillingdon.	<b>Sep 2014</b>

		Task: Evaluate CRM solutions to identify one that best meets the business needs of Healthwatch Hillingdon.		
<b>Operational Priority 3 (OP3): Oversight and scrutiny of Safety, Quality and Risk of care services in Hillingdon.</b>				
<p><b>OP3.1</b> Informing and Influencing care commissioners and providers.</p>		<p>Healthwatch Hillingdon to regularly and systematically gather information on people’s views and experiences of care (see Engagement Plan and OP1.2 &amp; OP1.3) and share findings widely to support service improvement and highlight areas of risk.</p> <p>Task: Actively contribute insight/data and intelligence to local commissioner and provider quality/safety committees/groups.</p> <p>Task: To submit evidence-based reports to providers &amp; commissioners with recommendations for improvements as appropriate. Recommendations to tracked, regularly reviewed and reported to Board.</p>	<p>Healthwatch Hillingdon are represented and contribute to the following provider/commissioner quality/safety groups:</p> <p>Statutory meetings: Adult Safeguarding Board (LBH); Children’s Safeguarding Board (LBH); NHS HCCG’s Quality, Safety &amp; Risk sub-committee, Quality Surveillance Groups (QSG, see OP3.2 below).</p> <p>Non-statutory meetings: Integrated Care Management Board; Maternity Liaison Services Committee; Outpatients Appointments Centre Review Group; Unscheduled Care Strategy Group; Improving Inpatient Care (THH); Borough Capacity Planning Group; Regular contact with regional CQC Lead.</p> <p>2013/14: Healthwatch Hillingdon were represented at 300 stakeholder meetings.</p> <p>Healthwatch Hillingdon to produce evidence-based reports with recommendations for providers and commissioners on how care should and ought to be improved.</p> <p>Healthwatch Hillingdon’s website to be updated regularly to include public information from quality/safety committees. A regular e-newsletter will also be utilised to</p>	<p><b>Mar 2015</b></p>
	<p><b>SP1</b></p>	<p>Task: Disseminate relevant information and lesson learning from local commissioner and provider quality/safety committees/groups to the residents of Hillingdon.</p>		
	<p><b>SP3</b></p> <p><b>SP5</b></p>	<p>Target 2014/15: Healthwatch Hillingdon represented at 350 stakeholder meetings.</p>		

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			disseminate relevant information.	
		<p>Analyse information and trends regularly as part of the system to identify and follow up major issues which need addressing with commissioners/providers.</p> <p>Task: to appropriately escalate risks and major issues to the relevant commissioners/providers.</p> <p>Task: Board are regularly informed and updated with emerging issues/concerns.</p>	<p>Healthwatch Hillingdon has a systematic approach to identifying trends and issues.</p> <p>Healthwatch Hillingdon's Relevant Decision Making Policy (HWH024) will guide how we appropriately escalate risks and major issues to the relevant commissioners/providers.</p> <p>Trends and emerging issues to be reported to Board on a regular basis.</p> <p>Healthwatch Hillingdon continues to strengthen relationships with commissioners/providers so that emerging issues can be escalated, acted upon and followed up as appropriate.</p>	<b>Mar 2015</b>
<b>OP3.2</b> Quality Surveillance Groups (QSG)	<b>SP1</b>	Actively contribute local insight/data and intelligence to the North West London (NWL) QSG and London QSG.	Views and experiences of the residents of Hillingdon contribute to the workings of the NWL QSG and London QSG to ensure safety and quality of services in the region.	<b>Apr 2014</b>
	<b>SP3</b> <b>SP5</b>	Disseminate relevant information and lesson learning from the NWL QSG and London QSG to local providers/commissioners and to the residents of Hillingdon and the voluntary sector.	Hillingdon residents are informed and updated with information that may impact on the quality or safety of services commissioned or provided within Hillingdon.	<b>May 2014</b> <b>Quarterly</b>
		Task: Healthwatch Hillingdon to review the effectiveness and format of the QSG.	Healthwatch Hillingdon to report to Healthwatch England on the outcomes of the QSG review.	<b>Aug 2014</b>
<b>OP3.3</b> Share and appropriately escalate issues.	<b>SP1</b> <b>SP3</b> <b>SP5</b> <b>SP6</b>	<p>Share quality, safety and risk information/intelligence with appropriate regulators (local CQC team, Ofsted, Monitor, professional body regulators (General Medical Council, GMC etc.), London Borough of Hillingdon Safeguarding.</p> <p>Task: Where appropriate, Healthwatch Hillingdon to submit evidence-based reports to regulators with recommendations for improvements/actions. Recommendations to tracked, regularly reviewed and reported to Board.</p>	<p>Regulators are kept informed and updated with any issues that may have potential impact of the quality or safety of care provided in Hillingdon.</p> <p>Healthwatch Hillingdon to use the insight and intelligence gained from its Enter &amp; View activities; intelligence gained from OP1.2 &amp; OP1.3; and PLACE assessments to bring issues of safety, risk and quality to the attention of the appropriate</p>	<b>On-going</b>

			<p>regulators.</p> <p>Healthwatch Hillingdon's Relevant Decision Making Policy (HWH024) will guide how we appropriately escalate risks and major issues to the relevant regulators.</p>	
		<p>Share quality, safety and risk information/intelligence with Healthwatch England.</p> <p>Task: Where appropriate, Healthwatch Hillingdon to submit information to Healthwatch England for further action.</p>	<p>Healthwatch England is kept informed and updated with any significant issues that may have potential impact of the quality or safety of care.</p> <p>Healthwatch Hillingdon regularly attends the London Healthwatch &amp; NWL Healthwatch network meetings where safety, quality and risk issues can be raised with Healthwatch England, NHS England and other local Healthwatch organisations.</p>	<b>On-going</b>
<b>OP3.4 Quality Accounts</b>	<p><b>SP1</b></p> <p><b>SP3</b></p> <p><b>SP5</b></p>	<p>Healthwatch Hillingdon to provide comment on the annual Quality Accounts of The Hillingdon Hospitals NHS FT, NHS CNWL FT and NHS RB&amp;H FT.</p>	<p>Healthwatch Hillingdon to have gained sufficient insight and knowledge to be able to provide effective and robust comments on the provider annual Quality Accounts.</p> <p>Healthwatch Hillingdon collaborates with NWL local Healthwatch to comment on CNWL Quality accounts (CNWL services spans NWL region)</p>	<b>May 2014</b>
<b>OP3.5 Unsafe discharge from hospital.</b>	<p><b>SP1</b></p> <p><b>SP3</b></p> <p><b>SP4</b></p> <p><b>SP5</b></p> <p><b>SP6</b></p> <p><b>SP7</b></p>	<p>This work-stream overlaps with OP5.2 Whole System Integrated Care (WSIC).</p> <p>Task: to continually monitor the quality and safety of discharge from THH.</p> <p>Task: to gather evidence of unsafe discharge and to contribute this information to Healthwatch England's national</p>	<p>To ensure commissioners and providers are kept informed of any issues with unsafe discharge and promote best practice in addressing any issues.</p> <p>Healthwatch England are informed of any evidence on unsafe discharge that can assist them in the national inquiry into unsafe discharge from hospitals.</p>	<b>Oct 2014</b>

		inquiry into unsafe discharge.		
<b>Operational Priority 4 (OP4): Health &amp; Wellbeing Board, Public Health &amp; Equality of Care.</b>				
<b>OP4.1</b> Support for the Healthwatch Hillingdon representative on the Health & Wellbeing Board.	<p><b>SP1</b></p> <p><b>SP3</b></p> <p><b>SP4</b></p> <p><b>SP7</b></p>	<p>To provide support, briefings, intelligence and training so that the Healthwatch Hillingdon representative is able to contribute to the Health &amp; Wellbeing Board.</p> <p>To provide information/briefings to support reduction in health inequalities within Hillingdon. Provision &amp; analysis of Public Health and other data to promote improvements in health inequalities.</p> <p>Task: Monitor and evaluate the implementation of the JHWS and impact/outcomes.</p> <p>Task: Monitor and evaluate NHS Hillingdon CCG's Commissioning intentions.</p>	<p>Healthwatch Hillingdon to provide comments/recommendations on the development of the JSNA and JHWS.</p> <p>To ensure JSNA &amp; JHWS as well as commissioners work towards eliminating health inequalities and meeting the needs of the residents of Hillingdon.</p>	<b>Mar 2015</b>
<b>OP 4.2</b> Reduction in health and care inequalities.	<p><b>SP1</b></p> <p><b>SP3</b></p> <p><b>SP4</b></p> <p><b>SP5</b></p> <p><b>SP6</b></p> <p><b>SP7</b></p>	<p>To champion the reduction in health and care inequalities across London Borough of Hillingdon.</p> <p>Task: to provide oversight of JSNA &amp; JHWS with regards to promoting reduction in health inequalities.</p> <p>Task: to strengthen Healthwatch Hillingdon's relationship with LBH's Public Health team.</p>	<p>Healthwatch Hillingdon is working with the NWL CCGs to review referral procedures to ensure equitable access to NHS treatment.</p> <p>Healthwatch Hillingdon to share progress and evidence of impact with Healthwatch England with a focus on ensuring compliance with NHS Constitution and NICE Clinical Guidelines.</p>	<b>Mar 2015</b>
<b>Operational Priority 5 (OP5): Oversight &amp; Monitoring of Change Programmes</b>				
<b>OP5.1</b> Shaping a Healthier Future (SaHF).	<p><b>SP1</b></p> <p><b>SP3</b></p> <p><b>SP4</b></p> <p><b>SP5</b></p>	<p>Task: Maintain oversight of the key deliverables outlined in SaHF.</p> <p>Task: Maintain oversight and scrutiny of the safe transfer of</p>	<p>Hospital configurations set out in SaHF are carried out in a safe and timely manner and deliver the patient benefits outlined in SaHF.</p> <p>Contribute to ensuring that maternity services at THH</p>	<b>Mar 2015</b>

	<p><b>SP7</b></p>	<p>maternity services to THH.</p> <p>Task: Maintain oversight &amp; scrutiny of the implementation of NHS Hillingdon CCG's Out of Hospital programme of work.</p> <p>Task: Healthwatch Hillingdon to monitor implementation of SaHF programme and provide updates to the Board.</p> <p>Task: To communicate progress and issues to the residents of Hillingdon and provide them with a platform to share their views.</p>	<p>are adequately resourced to safely accept transfer of services from Ealing. The quality of maternity services at Hillingdon Hospital is not negatively impacted by the increase in patient volume. Seek improvement in the THH Maternity Friends &amp; Family Test scores.</p> <p>Contribute to ensuring that Hillingdon community services are adequately resourced to meet the demands of the OOH programme of work set out in SaHF. Quality of care and patient experience of care are improved.</p> <p>Website updates and e-newsletters to help keep residents of Hillingdon informed.</p>	
<p><b>OP5.2</b> Whole System Integrated Care (WSIC)</p>	<p><b>SP1</b> <b>SP3</b> <b>SP4</b> <b>SP5</b> <b>SP7</b></p>	<p>WSIC encompasses a wide-range of ambitious projects led by NHS HCCG and LBH which includes:</p> <ul style="list-style-type: none"> <li>• Integrated Care Programme (ICP).</li> <li>• Better Care Fund (BCF).</li> <li>• Early Adopter for 7 day working.</li> </ul> <p>Task: Maintain oversight and scrutiny of the development and implementation of the WSIC programme to ensure it delivers improved care and value for taxpayers. Ensure that project milestones and outcomes are maintained.</p> <p>Task: Influence WSIC to maintain focus on delivering improved quality of care that best meets the needs of patients and carers.</p> <p>Task: To communicate progress and issues to the residents of Hillingdon and provide them with a platform to share their views.</p> <p>Task: to contribute to and promote co-production of the services to be delivered under WSIC.</p>	<p>Work in partnership with HCCG and LBH to help ensure WSIC proposals best meet the needs of the residents of Hillingdon and lead to improved quality of care and value for taxpayers.</p> <p>Work in partnership with NHS HCCG &amp; LBH to continually evaluate patient/carer experience of all components of the WSIC.</p> <p>Work in partnership with HCCG and LBH to contribute and promote co-production of the WSIC programme and ensure meaningful involvement of patients and carers at all stages of the process.</p> <p>Website updates and e-newsletters to help keep residents of Hillingdon informed of the ICP.</p> <p>Healthwatch Hillingdon involved in developing a WSIC Complaints Pilot. People's comments/complaints are appropriately resolved and lessons are learnt across both health and social care settings.</p> <p>Milestone and project dates are defined by the HCCG and LBH and will be updated as more information</p>	<p><b>Mar 2015</b></p>

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		<p>Task: To contribute to developing a new model of complaint handling that covers both health and social care.</p> <p>Task: To maintain scrutiny</p>	<p>becomes available.</p>	
<p><b>OP5.3</b> A&amp;E and Urgent Care Centre (UCC).</p>	<p>SP1 SP3 SP4 SP5 SP7</p>	<p>Task: Maintain oversight and scrutiny of A&amp;E and UCC services at Hillingdon Hospital.</p> <p>Task: Driving improvements in patient &amp; carer experience of A&amp;E and UCC and quality of services.</p> <p>Task: To communicate progress and issues to the residents of Hillingdon and provide them with a platform to share their views.</p>	<p>Work in partnership with THH, UCC provider and NHS HCCG to continually evaluate patient/carer experience of A&amp;E and UCC.</p> <p>Seek improvement in the Friends and Family Test score for THH A&amp;E.</p> <p>Website updates and e-newsletters to help keep residents of Hillingdon informed of the performance of THH A&amp;E and UCC.</p>	<p><b>Mar 2015</b></p>
<p><b>OP5.4</b> Shifting Settings of Care (MSK &amp; Mental Health)</p>	<p>SP1 SP3 SP4 SP5 SP7</p>	<p>Task: Maintain oversight and scrutiny of the NHS Hillingdon CCG's / NHS England's Shifting of Care programme of work (e.g MSK &amp; Mental Health).</p> <p>Task: Seek improvements in the quality of and patient &amp; carer experience of MSK &amp; Mental Health pathways.</p> <p>Task: To communicate progress and issues to the residents of Hillingdon and provide them with a platform to share their views.</p> <p>Task: Healthwatch Hillingdon to contribute to and promote co-production of the services to be delivered under Shifting Settings of Care.</p>	<p>Contribute to ensuring new service delivery pathways meets the needs of patients and their carers. The quality of service delivery is improved for patients and carers.</p> <p>Seek improvements of MSK and Mental Health Friends and Family Test (FFT) scores, auditing of the MSK and MH FFT.</p> <p>Website updates and e-newsletters to help keep residents of Hillingdon informed of progress, ensure publication and dissemination of MSK and MH FFT results.</p>	<p><b>Mar 2015</b></p>
<p><b>Operational Priority 6 (OP6): Primary Care</b></p>				
<p><b>OP6.1</b> GP networks.</p>	<p>SP1 SP3 SP4 SP5 SP7</p>	<p>Overlaps and integrates with the WSIC work-streams (see OP5)</p> <p>Task: Maintain oversight and scrutiny of evolving plans to develop Hillingdon GP networks that will be jointly commissioned by NHS HCCG and NHS England to deliver</p>	<p>GP networks developed to deliver services that are safe, high quality, and meet the needs of the residents of Hillingdon, including improved access to GP services.</p> <p>Conflicts of interests are appropriately managed.</p>	<p><b>Mar 2015</b></p>

		<p>improved GP services and access.</p> <p>Task: Contribute to ensuring conflicts of interest are appropriately managed.</p> <p>Task: Contribute to ensuring that evolving GP networks improve the quality of care provided and meet the needs of the residents of Hillingdon.</p> <p>Task: To communicate progress and issues to the residents of Hillingdon and provide them with a platform to share their views.</p>	<p>In partnership with NHS Hillingdon CCG and NHS England, develop a model of measuring improvements in the quality of primary care and capturing patient and carer experiences and how these can be used to improve services.</p> <p>Website updates and e-newsletters to help keep residents of Hillingdon informed of progress.</p>	
<p><b>OP6.2</b> People's experience of Hillingdon GP services.</p>	<p><b>SP1</b> <b>SP3</b> <b>SP4</b> <b>SP5</b> <b>SP6</b> <b>SP7</b> <b>SP8</b></p>	<p>Task: To analyse existing data/information from the National GP Survey 2011-12 on people's experience of GP services.</p>	<p>Healthwatch Hillingdon to publish a report on the findings of our work on Hillingdon GP services. Report will contain recommendations for improvement where appropriate. Report to be shared with the relevant NHS organisations and Healthwatch England.</p>	<p><b>Jun 2014</b></p>
		<p>Task: To conduct a survey of people's experience of GP services in the London Borough of Hillingdon - including people who would not normally be asked as part of the National GP Survey.</p>		
		<p>Task: Prepare and publish a report, with recommendations, on the findings from the data analysis and Hillingdon GP Survey.</p>		
<p><b>Operational Priority 7 (OP7): Mental Health</b></p>				
<p><b>OP7.1</b> Children and Adolescent Mental Health Services (CAMHS)</p>	<p><b>SP1</b> <b>SP3</b> <b>SP4</b> <b>SP5</b> <b>SP7</b></p>	<p>Task: Maintain oversight and scrutiny of proposed changes to CAMHS services provided to the residents of Hillingdon.</p> <p>Task: Undertake focused work on understanding the needs of people using CAMHS and their family/carers and how proposed changes can be shaped to best meet their needs.</p> <p>Task: Work towards ensuring that the quality, safety and patient/carer experience of CAMHS services are improved.</p> <p>Task: To communicate progress and issues to the residents of</p>	<p>Proposed model of CAMHS delivery is safe, high quality and meets the needs of patients and carers.</p> <p>In partnership with commissioners/providers to ensure people's experience of CAMHS is captured and used effectively to improve the service to best meet the needs of people.</p> <p>Website updates and e-newsletters to help keep residents of Hillingdon informed of progress.</p>	<p><b>Mar 2015</b></p>

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		Hillingdon and provide them with a platform to share their views. Task: Healthwatch Hillingdon to provide support and promote co-production of CAMHS services.	Healthwatch Hillingdon involved in promoting co-production of CAMHS and to provide examples of what “good” CAMHS services should look like.	
<b>OP7.2</b> Primary Care Plus model for Mental Health	<b>SP1</b> <b>SP3</b> <b>SP4</b> <b>SP5</b> <b>SP7</b>	Task: Maintain oversight and scrutiny of the NHS Hillingdon CCG’s / NHS England’s Shifting of Care programme of work on Mental Health. Task: Seek improvements in the quality of and patient & carer experience of Mental Health pathways. Task: To communicate progress and issues to the residents of Hillingdon and provide them with a platform to share their views.	Contribute to ensuring the new Mental Health Primary Care service pathways meets the needs of patients and their carers. The quality of mental health service is improved for patients and carers. Seek improvements in Mental Health Friends and Family Test (FFT) scores, auditing of the Mental Health FFT. Website updates and e-newsletters to help keep residents of Hillingdon informed of progress, ensure publication and dissemination of MH FFT results.	<b>Mar 2015</b>
<b>OP7.3</b> Adult Mental Health services	<b>SP1</b> <b>SP3</b> <b>SP4</b> <b>SP5</b> <b>SP7</b>	Task: provide oversight and external scrutiny of the NHS CNWL’s mental health services. Task: overlaps with Shifting Settings of Care for Mental Health (OP5.4).	To contribute to ensuring that the quality of Mental Health services and support provided best meets the needs of patients and their carers.	<b>Mar 2015</b>
<b>Operational Priority 8 (OP8): Domiciliary Care</b>				
<b>OP8.1</b> Oversight of LBH’s procurement of new Domiciliary Care contract	<b>SP3</b> <b>SP4</b> <b>SP5</b> <b>SP7</b>	Task: Maintain oversight and scrutiny of proposed changes to the provision of domiciliary care services in LBH. Task: Work towards ensuring that the quality, safety and patient experience of domiciliary care services are improved. Task: To communicate progress and issues to the residents of Hillingdon and provide them with a platform to share their views.	The proposed delivery of domiciliary care services is delivered to a high quality standard and meets the needs of people.	<b>Nov 2014</b>
<b>OP8.2</b> People’s	<b>SP1</b>	Task: Undertake focused work on understanding the needs of	The proposed delivery of domiciliary care services is	<b>Nov 2014</b>

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experience of domiciliary care.	<b>SP3</b> <b>SP4</b> <b>SP5</b> <b>SP7</b>	<p>people using domiciliary care services and how proposed changes can be shaped to best meet their needs.</p> <p>Task: Maintain oversight and review quality of domiciliary care provided under the new contract</p> <p>Task: To review the Barnet Model of delivery and share lesson learning with LBH.</p>	<p>delivered to a high quality standard and meets the needs of people.</p> <p>Prepare a report on comparable models for delivering domiciliary care and share lesson learning with LBH.</p>	
<b>Operational Priority 9 (OP9): Children &amp; Young Adults</b>				
<b>OP9.1</b>	<b>SP1</b> <b>SP3</b> <b>SP4</b> <b>SP5</b> <b>SP7</b>	<p>Children and Young Adults (CYA) identified as a seldom heard group with regards to health and care services provided in Hillingdon. Overlaps &amp; integrates with the CAMHS work-stream (OP7.1)</p> <p>Task: Gather views and experiences of care from children and young adults in the London Borough of Hillingdon.</p> <p>Task: These views and experiences are used to improve the care services for CYA in London Borough of Hillingdon.</p>	<p>Healthwatch Hillingdon will continue to build on its engagement with this seldom-heard sector of the community (see also OP1.3) and will further enable us to gather their views experience of care.</p> <p>Continue strengthening our relationship with local colleges and schools. Further develop and strengthen our relationships with Children’s SureStart centres, Healthier Hillingdon team, LBH Education department, and Maternity services.</p>	<b>Mar 2015</b>