

HEALTHWATCH WANDSWORTH- ANNUAL PLAN 2015/16

Function 1: Obtaining the views of local people	
Proposals to include:	Tenderer's Proposed Delivery Methods:
<ul style="list-style-type: none"> • Details of the continued programme of Outreach and ongoing engagement with all sections of the local population so that a wide cross-section of views is represented in respect of local health and social care; • Details of techniques used in engagement • Promoting the involvement of local people into existing patient and public involvement structures (patient forum etc) 	<p>Outreach and Engagement</p> <ul style="list-style-type: none"> • Outreach will continue with residents and service users/carers of Wandsworth via various means of modern communication and traditional face to face at outreach events • Groups will also include 'hard to reach' groups including faith groups, service users of mental health services, service users of any health and social care services strengthening the work of the previous years. • Particular focus on strengthening partnership via the 'Seldom Heard' Project, by co-production and supporting groups secure audience with commissioners and providers they may not otherwise get. • Promote HWW at local events and raise its profile in the Borough • All engagement will have stages of informing, consulting and involving. <p>Techniques</p> <ul style="list-style-type: none"> • Techniques used in engagement will include group discussion: <ul style="list-style-type: none"> - in depth information and views on specific service - Appreciative Inquiry is a way of organising a group discussion to focus on the positive aspects of the issue being discussed. - look at specific issues such a service closure or redesign - explore the impact of decisions • Conduct survey on local identified issues via survey monkey, website poll, twitter and Face Book and encourage people to complete survey during outreach sessions <p>Promoting involvement into existing structures</p> <ul style="list-style-type: none"> • Support other organisations such as CCG, Social Services and the local NHS Trusts in their engagement events. For example, we will continue to get involved in the Annual Account and Social Services Conference, the St. George's open day and the CCG initiatives to support patient groups • We will continue our work around children and young people by remaining involved in the Children's Voluntary Sector Network, CHOCRG, the Participation Strategy group and other groups as appropriate. We will make sure that there is communication between the ground-level meetings we attend and the commissioning structure.
Start dates of activity (DD/MM/YYYY):	<i>Ongoing</i>
Completion Dates for activity	<i>*please also include dates of key deliverables/milestones for</i>

Function 1: Obtaining the views of local people

Proposals to include:

(DD/MM/YYYY):

Tenderer's Proposed Delivery Methods:

quarterly monitoring

Function 2: Making people's views known

Proposals to include:

- Details of the boards/committees/groups Healthwatch is likely to be represented during the year 2015-2016
- Details of the regular meetings with commissioners and providers during which patients and service users' views will be discussed

Tenderer's Proposed Delivery Methods:

People's views are going to be known at the following meetings:

Boards/committees/groups HW is to be represented on:

- CCG Board
- PPIRG
- Health and Wellbeing Board
- Adult Care and Health Overview and Scrutiny Committee
- St. George's Board of Governors
- Communication and Engagement Board
- Wandsworth Independent Living Partnership
- Wandsworth Older Peoples Strategy Group
- Wandsworth Learning Disabilities Partnership Board (soon to be Learning Disabilities CRG)
- Wandsworth Health action group
- Adult Safeguarding Board
- Patient Issues Committee
- Patient Safety Committee
- Maternity Services liaison Committee
- Transport Committee
- Clinical Effectiveness and Medicines Management group
- Patients Reference Group
- BME Mental Health Forum
- Suicide Prevention Group
- Children Health Clinical Reference Group
- Participation Strategy Group
- Wandsworth Children and Voluntary Network
- Professional and Service Standard Group
- South London Quality Surveillance Group
- Community CQRM
- 111 and OOH CQRM
- Acute CQRM
- Kingston Hospital Healthwatch Forum
- London Healthwatch Forum
- South West London Healthwatch Network
- Pharmacy Needs Assessment Steering Group
- Systems Resilience Group (CCG)
- London Ambulance Service patient representative reference group
- SW London Collaborative Commissioning Patient and Public Engagement Steering Group

Healthwatch Meetings

Regular agency meetings with

Function 2: Making people's views known

Proposals to include:	Tenderer's Proposed Delivery Methods:
	<ul style="list-style-type: none"> • CCG • St. George's Hospital • SWLSGHT • Social Services • Healthwatch Assembly • Healthwatch Voluntary Sector meeting <p>The outcomes of our work will be advertised via regular updates on our website and our social media accounts, including outreach reports.</p> <p>We will also continue to provide formal reports to the Health and Wellbeing Board and Adult Care & Health Overview and Scrutiny Committee.</p>
Start dates of activity (DD/MM/YYYY):	Ongoing
Completion Dates for activity (DD/MM/YYYY):	<i>*please also include dates of key deliverables/milestones for quarterly monitoring</i>

Function 3: Promoting and supporting involvement

Proposals to include:	Tenderer's Proposed Delivery Methods:
<ul style="list-style-type: none"> • Details of plans to support existing network of representatives • Details of plans to recruit Healthwatch Champions/Mystery Shoppers • Details of plans to involve the wider membership in the Healthwatch work 	<p>Support the Existing Network of representatives</p> <ul style="list-style-type: none"> • Continue to support a network of representatives that is already very skilled and competent and ensure they maintain their commitment to Healthwatch. This will be through training and peer support opportunities, regular meetings and an online platform. Presentation and celebration of the work of the representatives to be included at each Assembly Meeting. • Ensuring that current representatives and Enter and View team are supported by allocating sufficient staff time to the projects they are delivering <p>Healthwatch Champions/Researchers Volunteer Researchers/Healthwatch Champions will be recruited. We believe that recruiting Champions will give us the opportunity to involve members who are not able to fully commit to a representative role.</p> <p>Involvement of the wider membership</p> <ul style="list-style-type: none"> • Extend invitations received by Healthwatch to participate in London-based conferences, workshops, etc • Continue our programme of updating members on developments in health and social care policy both locally

Function 3: Promoting and supporting involvement

Proposals to include:	Tenderer's Proposed Delivery Methods:
	<p>and nationally. (This is currently done either electronically, on a regular basis, or by organising public meetings)</p> <ul style="list-style-type: none"> • Continue to use our website to keep members informed about local Healthwatch activities, e.g. publishing reports written by our representatives on a wide range of local committees, boards and steering groups. • Recognise that different people are prepared to get involved in different ways, and use other tools such as social media and community outreach, to communicate with those who are not interested in becoming members • Concentrate on involving those who are likely to use health and social care services more, which may or may not be younger adults. By co-working with CCGs engagement programmes, maximising relationships with existing groups and forums, through 'seldom heard fund', outreach and training/information. Avoid duplicating work or focussing on those already being heard. • We will continue to recruit and support a range of office-based volunteers, in outreach, IT, admin and policy roles.
Start dates of activity (DD/MM/YYYY):	<i>Ongoing</i>
Completion Dates for activity (DD/MM/YYYY):	<i>*please also include dates of key deliverables/milestones for quarterly monitoring</i>

Function 4: Alerting HWE and CQC to review services

Proposals to include:	Tenderer's Proposed Delivery Methods:
	<ul style="list-style-type: none"> • We will continue our regular dialogue with the CQC using the established channels (regular meetings and conferences). • We will continue to send our Enter and View and other relevant reports to the CQC • We will continue to stay in regular contact with Healthwatch England by attending their London meetings and utilising the discussion platforms provided for the local Healthwatch organisations. We will continue to build on the positive working relationship created across the organisation to make sure we maintain an open dialogue and a relationship of trust.
Start dates of activity (DD/MM/YYYY):	<i>Ongoing</i>
Completion Dates for activity (DD/MM/YYYY):	<i>*please also include dates of key deliverables/milestones for quarterly monitoring</i>

Function 5: Providing advice and information

Proposals to include:	Tenderer’s Proposed Delivery Methods:
<ul style="list-style-type: none"> • Details of how the service will be structured and delivered (including a telephone and web-based presence) • Details of how Healthwatch will assess the quality (timely/appropriate/accurate) of the signposting function. 	<p>Details of how the service will be structured and delivered:</p> <ul style="list-style-type: none"> • We believe that the most valuable part of this service will be delivered via outreach and engagement. We will make sure to approach those who are less likely to be aware of their rights as patients, carers and service users and provide them with the information they need to choose services and when necessary make a complaint. A presentation on various topics e.g. how to complain will continue to be delivered to patients, service users, carers. • The service will be provided by via telephone, email and face-to-face at outreach events s, aimed at ensuring that those who struggle to access mainstream services develop an understanding of local services and of the choices available to them. • The Information and signposting page of the HWW website will continue to host information on health and social care services and tools/links that will tell people about the choices available to them. In particular a link to the new Wandsworth Hub will be added to the Healthwatch Wandsworth Website • We will continue to circulate a handout (for outreach sessions) that will provide an overview of the complaining and feedback mechanisms in health and social care and begin disseminating • Healthwatch is an active member of the Wandsworth Advice Forum, which allows us to gather crucial intelligence from other providers <p>Assessment of the Service</p> <ul style="list-style-type: none"> • Continue to maintain detailed (but anonymised) records of instances where information and signposting was delivered to assist with identifying trends. This will be used to gauge timeliness and appropriateness of information and signposting given.
Start dates of activity (DD/MM/YYYY):	<i>Ongoing</i>
Completion Dates for activity (DD/MM/YYYY):	<i>*please also include dates of key deliverables/milestones for quarterly monitoring</i>

Function 6: Making the views of people known to HWE and CQC

Proposals to include:	Tenderer's Proposed Delivery Methods:
<ul style="list-style-type: none"> • Details of the working relationship with Healthwatch England and the CQC • Details of the work of the Enter and View team 	<p>Relationship with HWQE and CQC</p> <ul style="list-style-type: none"> • Continue to attend the London Healthwatch meetings, the South West London Healthwatch meeting and any relevant Healthwatch England meeting and contribute to the discussion • Attend any relevant CQC meeting and contribute to the discussions. Some of the regular meetings we have with the CQC are listed below: <ul style="list-style-type: none"> - CQCs local Healthwatch Advisory conference - Meeting with CQC Inspection Managers Adult - CQC Co production workshop • Maintain the database of stories which we will share with Healthwatch England. <p>Enter and View</p> <ul style="list-style-type: none"> • Continue the Enter and View work within the existing strategy and identified priorities and plan further visits and reports accordingly
Start dates of activity (DD/MM/YYYY):	Ongoing
Completion Dates for activity (DD/MM/YYYY):	<i>*please also include dates of key deliverables/milestones for quarterly monitoring</i>

Workplan Objective #1

Proposals to include:	Tenderer's Proposed Delivery Methods:
<ul style="list-style-type: none"> • Details of one of the projects of the prioritised programme of Healthwatch Wandsworth activity 	<p>Seldom Heard</p> <p>Building on the achievements and relationships from the previous year, as well as establishing and developing new connections, Healthwatch staff and representatives will be involved with "seldom Heard groups". Healthwatch will work with hard to reach people to support them increase their capacity to engage with local health and social care services. Where possible we will co-produce with the groups, supporting them to gather intelligence and gain audience with commissioners and providers.</p>
Start dates of activity	1/04/2015

Workplan Objective #1	
Proposals to include: (DD/MM/YYYY):	Tenderer's Proposed Delivery Methods:
Completion Dates for activity (DD/MM/YYYY):	<i>*please also include dates of key deliverables/milestones for quarterly monitoring</i>

Workplan Objective #2	
Proposals to include:	Tenderer's Proposed Delivery Methods:
<ul style="list-style-type: none"> Details of one of the projects of the prioritised programme of Healthwatch Wandsworth activity 	<p><u>Enter and View Strategy</u> We will support the work of the Enter and View team and help them scope and develop the projects identified in the 2014-15 strategy. When necessary we will recruit and develop volunteer Healthwatch Champions/researchers who will support the work of the team and make sure sufficient resources and staff time is allocated to this side of work.</p>
Start dates of activity (DD/MM/YYYY):	Scoping phase start date: 01/04/2015 Delivery phase start date: 01/10/2015
Completion Dates for activity (DD/MM/YYYY):	<i>*please also include dates of key deliverables/milestones for quarterly monitoring</i>

Workplan Objective #3	
Proposals to include:	Tenderer's Proposed Delivery Methods:
<ul style="list-style-type: none"> Details of one of the projects of the prioritised programme of Healthwatch Wandsworth activity 	<p><u>Collaborative Commissioning</u> Healthwatch Wandsworth can continue to play a key role in the "South West London Collaborative Commissioning" supporting the effective engagement with patients, service users and carers using the services affected. Healthwatch's role will be to act as a conduit of information supporting views of our local groups, patients and the public to feed into the programme as well as disseminating information back out. We will continue to evaluate the effectiveness of public and patient engagement activity throughout the programme.</p>
Start dates of activity (DD/MM/YYYY):	
Completion Dates for activity (DD/MM/YYYY):	<i>*please also include dates of key deliverables/milestones for quarterly monitoring</i>