

Work Plan Priorities: 2016/17

Key: CEO - Chief Executive Officer,
 PC - Projects Coordinator, MO - Media Officer,
 E&V C - E&V Coordinator, VC - Volunteer Coordinator

Local Issues	Our Response	Lead	Actions	Evidence
<p>1. Safe hospital discharges to ensure people are provided with the right support and information to recover effectively</p>	<p>We will:</p> <ul style="list-style-type: none"> • Identify and comment on aspects of safe hospital discharge. • Ensure that the voice of the users using services is being included in service delivery and development • Regularly attend statutory organisations meeting with BHRUT, BARTS and Redbridge CCG etc. • Review current information available for safe hospital discharge to assist our work 	<p>PC</p> <p>PC</p> <p>E&V C</p> <p>PC</p> <p>CEO</p> <p>MO</p> <p>VC</p>	<ul style="list-style-type: none"> • Research current information given to patients before and after being discharged • Review discharge processes for Intermediate Care patients • Conduct Mystery shopping and Enter and View visits as and when agreed/approved • Staff attendance at regular BHRUT & BARTS patient meetings • Regular attendance at CCG meetings and Co-commissioning meetings • Outreach stalls quarterly at Whipps Cross, KGH and Queens hospitals • Identify and support additional volunteers to support activities 	<p>Dates for outreach visits at all three hospitals are being arranged with hospitals and other Healthwatches</p>

Local Issues	Our Response	Lead	Actions	Evidence
<p>2. Ensuring the Accessible Information Standard in Health and Social Care services is adopted appropriately</p>	<p>Accessible Information Standards: <i>A new framework is being introduced by NHS England that will set the standard for accessible information throughout health and adult social care. There will be a legal duty on service providers to ensure people get information in different formats, for example in large print, braille or via a British Sign Language (BSL) interpreter. This standard will be mandatory from July 31st 2016.</i></p> <p>We will:</p> <ul style="list-style-type: none"> • work with health and social care services to support them in meeting the standards or to improve if necessary so that the standards are met • ensure the voice of people who use health and social care services is being included in regards to accessible information; • work with Redbridge Disability Consortium, Daffodil Advocacy Project, ActivEyes, Redbridge Sensory Services and other local community organisations to address issues of communication and accessible material; and • aim to ensure HWR information meets the standards; 	<p>CEO</p> <p>PC</p> <p>PC</p> <p>CEO</p> <p>CEO</p> <p>E&V C</p> <p>VC</p>	<ul style="list-style-type: none"> • Work with NHS England and HW England to ensure appropriate support is offered to local stakeholder organisations • HWR working with other LHWs on national research project to identify HW tool kit for reviewing AIS locally • Work with other LHWs to conduct E&V visits to test AIS toolkit offer for LHWs nationally - to report during HWE Annual Conference • Work with CCG, NELFT, BHRUT, Barts and LBR to identify and support training opportunities for stakeholder organisations to implement AIS • Review current HWR information to meet the AIS • Conduct Mystery shopping and Enter and View visits as and when agreed/approved • Identify and support additional volunteers to support activities 	

Local Issues	Our Response	Lead	Actions	Evidence
<p>3. Health and social care services working better together</p>	<p>We will:</p> <ul style="list-style-type: none"> • Work with health and social care services to understand the service better • Ensure the voice of people who use health and care services is heard • Ensure information provided to services users is up to date and accessible • Review current information (e.g CQC reports to assist in our work) • Improve signposting within Healthwatch using HASS strategy 	<p>PC</p> <p>All</p> <p>CEO</p> <p>MO</p> <p>E&V C</p> <p>VC</p>	<ul style="list-style-type: none"> • Keep working with London Borough of Redbridge and NELFT to support the continuing development of an integrated Health and Social Service (HASS) pathway • Identify and promote the HASS integrations through appropriate signposting activities • Ensure staff and office volunteers have appropriate signposting knowledge for new service and promote the ‘one single point of access’ • Regular outreach events to identify a clearer pathway for people using the services. • Conduct Mystery shopping and Enter and View visits as and when agreed/approved • Identify and support additional volunteers to support activities 	<p>Library visits have been conducted along with visits to local forum and local community events.</p>

Local Issues	Our Response	Lead	Actions	Evidence
<p>4. More information and availability of Mental Health services for children, adolescents and adults</p>	<p>We will:</p> <ul style="list-style-type: none"> • identify and comment on aspects of dignity and respect through our engagement with local users of MH services and their carers; • ensure the voice of people who use MH services is being included in service delivery and development; • regularly attend statutory organisations meetings with NELFT; • work with RCMH, RUNUP and RCSS to highlight issues and concerns; • work with Redbridge Youth Council to address the issue of young people’s access to mental health services and information on mental health. • publicise and promote information through social media; • review current information (CQC reports, local concerns) to assist in our work; • identify event opportunities for information and engagement sessions; • carry out appropriate enter and view activities as and when identified; and • provide a signposting service using current information. • Identify any issues regarding accessible information for mental health patients. 	<p>VC</p> <p>PC</p> <p>CEO</p> <p>PC</p> <p>MO</p> <p>VC</p> <p>VC</p> <p>E&V C</p> <p>MO</p>	<ul style="list-style-type: none"> • Engagement with Redbridge Youth Council - ensuring regular meeting invites to update on our work • Working with RCMH, ensure they are an active member of our PDG and encourage two way information • Ensure regular (quarterly) meetings with Bob Edwards (Integrated Care Director, NELFT) • Staff attendance at quarterly Patient Experience Partnership meetings • Outreach and engagement work to ensure relevant information is identified, engagement champions to enable feedback to be given, membership to increase. • Encourage representative and volunteer engagement • Identify and support additional volunteers to support activities • Conduct Mystery shopping and Enter and View visits as and when agreed/approved • Ensure signposting information is reviewed regularly and updated 	<p>Library visits have been conducted along with visits to local forum and local community events.</p> <p>Signposting log is up to date with any issues being dealt with in the correct manner</p>

Local Issues	Our Response	Lead	Actions	Evidence
<p>5. Better access, availability and continuity of GP services including out of hours services, as well as shorter waiting times in A&E.</p>	<p>We will:</p> <ul style="list-style-type: none"> • identify and comment on aspects of dignity and respect through our engagement with local users of health services; • ensure the voice of people who use health services is being included in service delivery and development; • regularly attend statutory organisations meetings with BHRUT, BARTS and Redbridge CCG etc; • work with Patient Participation Groups, IPEG and other local community organisations to address issues raised; • publicise and promote information through social media; • review current information (CQC reports, local concerns) to assist in our work; • identify event opportunities for information and engagement sessions; • carry out appropriate enter and view activities as and when identified; and • provide a signposting service using current information. 	<p>MO</p> <p>MO</p> <p>CEO</p> <p>PC</p> <p>CEO</p> <p>E&V C</p> <p>VC</p> <p>VC</p>	<ul style="list-style-type: none"> • Outreach and engagement work to ensure relevant information is identified, engagement champions to enable feedback to be given, membership to increase • Hospital Outreach events planned • Working with local Healthwatch to ensure information and engagement crosses borough boundaries • Staff attendance at regular BHRUT & BARTS Patients meetings • Attend CCG Co-Commissioning Meetings • Conduct Mystery shopping and Enter and View visits as and when agreed/approved • Identify and support additional volunteers to support activities • Ensure signposting information is reviewed regularly and updated 	<p>Library visits have been conducted along with visits to local forum and local community events.</p> <p>Dates for outreach visits at all three hospitals are being arranged with hospitals and other Healthwatches</p>

--	--	--	--	--