

Healthwatch Redbridge Work Programme 2021-22

| Theme | Aims of this work | Activity | Lead | To complete by: |
|----------------------------------|--|--|-----------------|---|
| Community Insight Project | Identify the barriers for disabled people accessing health and social care services during the pandemic. | Working with NEL Healthwatch colleagues to engage with disabled people and carers to: <ul style="list-style-type: none"> • Complete a survey • Complete 1:1 in-depth interviews • Hold a series of virtual focus groups | CEO | Sept 2021 |
| Accessing dental services | <p>Understanding of the barriers and implications of longer waits for dental services across a range of services.</p> <p>To identify whether support from Community Dentists for disabled people is generally available.</p> | <p>Complete on-line and phone-based review with dentists prior to a public survey (to include signposting concerns, possible virtual meetings with community groups and public meetings) to gather a picture of service access as lockdowns ease.</p> <p>Identify concerns for disabled people and their carers, where accessing general NHS dental services is not an option.</p> | Volunteer Coord | <p>July 2021 - Pt1</p> <p>Sept 2021 - Pt2</p> |

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| <p>Chemotherapy Services in BHR</p> <p>(Supported by Joint Health Scrutiny Committee)</p> | <p>To review the changes to Chemotherapy services which began in 2019.</p> | <p>Review delayed from last year due to the pandemic.</p> <p>Working with HW partners from Havering and B&D.</p> <p>Contact patients and carers involved in the original review to identify whether service improvement has led to better outcomes for patients.</p> | <p>CEO</p> | <p>September - January 2022</p> |
| <p>Accessible Information Standards</p> <p>(Supported by QMUL and Barts Health)</p> | <p>Review patient support at Barts Health</p> | <p>Working with Barts Health and students from QMUL to complete an audit of the outpatient departments. This work will be carried out by experienced volunteers with communication difficulties.</p> | <p>CEO</p> | <p>December 2021</p> |
| <p>Making Safeguarding Personal</p> <p>(Supported by Redbridge Safeguarding Adults Board)</p> | <p>To review the effects of Safeguarding on individuals (using the 'Making Safeguarding Personal' national review)</p> | <p>Review of current service.</p> <p>Complete in-depth interviews with individuals who have used or experienced the service or their carers.</p> <p>Produce a report with recommendations for the RSAB.</p> | <p>CEO Athena</p> | <p>January 2022</p> |

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| Quality Framework | Complete a quality audit of the organisation using the templates provided by HW England. | All Healthwatch organisations have been invited to review their quality standards using a format developed by HWE. | CEO Projects Officer | March 2022 |
| Covid vaccine information | Share understanding/ bust myths around vaccination, with particular focus on vaccine hesitant groups and the Deaf (sign language using) community. | Virtual meetings, social media updates, newsletters | CEO Media Officer | Ongoing until further notice (UFN) |
| Mental Health First Aid | To promote the use of MH First Aiders throughout the community and encourage less stigma. | Create and complete MHFA Training throughout the borough working with community and statutory organisations to encourage take up. | CEO | Ongoing UFN |
| Redeveloping Whipps Cross Hospital | To ensure the people of Redbridge who use Whipps Cross are able to engage in the redevelopment of the hospital. | Supporting the Community Forum (virtual meetings), social media updates, newsletters Encouraging communities to have their input | CEO | Ongoing UFN |
| Provide strategic input to COVID Board Meetings, Redbridge Adult Safeguarding Board, Redbridge Health and Wellbeing Board, Redbridge Health Scrutiny Committee, Joint Health Scrutiny Committee, CCG (including new ICS Boards), Public and Voluntary Sector Partnership Board, Quality Surveillance Group, Community organisations across the borough and other borough activity as appropriate. | | | | |

Continue to seek out opportunities for partnership work to engage with a diverse audience and support the voluntary sector to engage residents around ill-health prevention and health and social care access.