

Work Plan Priorities: 2017/18

Local Issues	Our Response	Actions
<p>1. Ensuring people have access to the right health and care services they need to stay well</p>	<p>We will:</p> <ul style="list-style-type: none"> • Provide people with information about local health and care services • Involve services users in service delivery and development • Review CQC reports to assist in our work (i.e. identifying services to visit) • Support service providers with providing accessible information • Attend regular meetings with stakeholders 	<ul style="list-style-type: none"> • Review and update information about local health and care services • Collate information about people’s experiences of using local Health & Social Care services • Evaluate accessibility of local health and care services • Engage with GP practices and patient participation groups (PPG) • Regular attendance at stakeholder patient meetings and local Quality Surveillance group meetings • Regular attendance at CCG meetings and Co-commissioning meetings • Conduct Mystery shopping and Enter and View visits as and when agreed/approved • Outreach stalls quarterly at Whipps Cross, KGH and Queens hospitals • Identify and support additional volunteers to support activities

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<p>2. Supporting people using Health & Social Care services, to have a voice</p>	<p>We will:</p> <ul style="list-style-type: none"> • Ensure the voice of people who use health and social care services is being included in service improvement • Work with NEL CSU to gather local people’s views on the Sustainability and Transformation Plan • Work with health and social care services to support them in ensuring that people’s voices are heard • Provide more opportunities for HWR to collect feedback from local people • Work with local services and voluntary groups in Redbridge 	<ul style="list-style-type: none"> • Identify ways of encouraging people to provide feedback • Continue supporting people to provide feedback to HWR and the services that they access • Work with local groups to gather their experience • Attend commissioner and provider meetings • Use the data gathered from people’s experiences to influence service change • Attend outreach events and encourage people to provide feedback about the services that they have received • Support health and social care organisations to collect feedback from service users • Conduct Mystery shopping and Enter and View visits as and when agreed/approved • Identify and support additional volunteers to support activities

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<p>3. Accessing local mental health services</p>	<p>We will:</p> <ul style="list-style-type: none"> • Use information gathered from previous work to support MH service providers to improve services • Work with RCMH, Redbridge Youth Council and Concern for Mental Health to address issues with access to MH services • Regularly attend meetings with NELFT • Promote services such as Talking Therapies on HWR website and at outreach events • Provide a signposting service 	<ul style="list-style-type: none"> • Share local people’s experiences with service providers to inform service development and delivery • Work with young people to find out about their views on accessing services • HWR will provide information about MH services on the website • Provide directory of mental health services in Redbridge • Attend regular meetings with NELFT • Ensure staff and office volunteers have appropriate information about local mental health services to enable effective signposting • Attend regular outreach events to promote local MH services • Conduct Mystery shopping and Enter and View visits as and when agreed/approved • Identify and support additional volunteers to support activities

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<p>4. Ensuring that Health and Social care organisations comply with the Accessible Information Standard</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 • Gather views of local people on their experiences of using health and social care services and whether information is provided in an accessible format • Work with organisations that support people with communication impairments • Aim to ensure HWR information meets the standards 	<ul style="list-style-type: none"> • Work with CCG, NELFT, BHRUT, Barts and LBR to identify and support training opportunities for stakeholder organisations to implement AIS • Conduct Mystery shopping and Enter and View visits as and when agreed/approved • Work with NHS England and HW England to ensure appropriate support is offered to local stakeholder organisations • Organise meetings with Redbridge Disability consortium, Daffodil Advocacy, ActivEyes Redbridge sensory services and other local community organisations to address issues of communication and accessible material • Ensure staff and volunteers have a good understanding of the standard • Run workshops for health and social care organisations in Redbridge • Visit all GP surgeries in Redbridge • Provide information to our volunteers and members of the public in an accessible format

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<p>5. Community investment fund- support voluntary and community organisations to gather intelligence about local residents needs with an emphasis on supporting HW’s work plan priorities</p>	<p>We will:</p> <ul style="list-style-type: none"> • Provide funding and/or mentoring and/or coaching to the selected community and voluntary groups • Work with a variety of groups across Redbridge to gather information about local people’s health and social care needs with an emphasis on HWR work plan priorities • Support groups in engaging with their service users to gather information 	<ul style="list-style-type: none"> • Develop and publicise promotional materials to inform local groups about the funding • Use HWR work plan to identify the key priorities that groups should focus on • Provide groups with detailed information about their role in gathering intelligence about local needs • Organise meetings with groups to identify any support required • Collect and share local people’s experiences with service providers to inform service development and delivery • Import any intelligence gathered into HWR database to feed into our insight on local needs • Hold an event to share the findings from the project