

Work Plan Priorities 2018/2019

Introduction

Healthwatch Redbridge work plan has been developed by analysing current signposting information, reviewing issues from local outreach information, taking into consideration the work programmes of relevant stakeholders.

We reviewed the current work being undertaken through the Redbridge Health and Wellbeing strategy and by other stakeholders such as the Redbridge Health Scrutiny Committee, Redbridge Clinical Commissioning Committee (CCG), NELFT, Barts Health Trust and Barking, Havering and Redbridge University Trust (BHRUT).

We also looked at local and national health and social care issues and feedback from our signposting log and community cash fund project. The signposting log contains information on what local people have told us about services that they have used. The community cash fund project involved working with several local voluntary and community groups who gathered information on specific topics from a wide range of people.

Collating feedback from these different workstreams and areas provided us with an opportunity to identify some of the main issues in our borough. From the information gathered, six priorities were selected and used to create a postcard survey for consideration by local people. There was also an opportunity to identify any additional issues that were not included on the postcard.

From January-March 2018, we engaged with members of the public to enable us to identify areas to focus our work on for the year. These postcards were widely distributed (through libraries, hospitals and other outreach events) to local people who chose the final priorities for HWR to focus on for the year 2018/2019.

During our celebration event in March, local people discussed the priorities in depth and provided further information on how HWR could focus on these priorities throughout the coming year.

KEY	
CEO - Chief Executive Officer	VC - Volunteer Coordinator
DCEO - Deputy Chief Executive Officer	MO - Media Officer
PC - Project Coordinator	

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Local Issues	Our Response	Actions
<p>1. GP services- better access, availability and continuity of services</p>	<p>We will:</p> <ul style="list-style-type: none"> • Gather and use intelligence about local people's experience to influence service change • Provide information and signpost people to local services • Develop more effective relationships with practice managers and PPG chairs • Support changes to GP services by promoting alternative services • Visit GP surgeries and make recommendations about how the services could be improved 	<ul style="list-style-type: none"> • Use a range of methods to collect information on local people's experiences of GP services • Import intelligence gathered into HWR database to identify any potential work streams • Ensure all staff members and office volunteers are aware of changes to GP services in Redbridge • Inform local residents through information and signposting services • Promote on HWR website and social media alternative services such as NHS 111 and GP hubs • Conduct a review of recent E&V visits assessing implementation of Accessible Information Standard • Attend PPG meetings and support PPG members to understand HWR signposting service • Identify the role that GP practices are playing in diabetes prevention/ management strategy when attending PPG meetings • Conduct a scoping exercise to identify themes for the E&V programme • Regular attendance at PEF, CCG meetings and Co-commissioning meetings • Share information gathered with practice managers, Redbridge CCG, HWBB, HWE and any other relevant stakeholders • Conduct Mystery shopping and Enter and View visits as and when agreed/approved • Organise outreach stalls at local hospitals and events in the borough • Provide volunteers with adequate information and support to complete activities

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Local Issues	Our Response	Actions
<p>2. Children and young people- information and availability of services</p>	<p>We will:</p> <ul style="list-style-type: none"> • Provide children, young people (CYP) and their families with information about local health and care services • Seek more opportunities for HWR to collect feedback from CYP • Work with CYP to identify priorities for change and gaps in service provision • Review reports of CYP's services to assist in our work • Work with health and social care service providers for CYP to support them in using feedback to improve services 	<ul style="list-style-type: none"> • Review and update information of services for CYP • Inform all staff members and office volunteers of the services available to enable efficient signposting to the relevant services • Review and update signposting information regarding CYP services and maternity services • Gather feedback from women using maternity services • Research and attend specific outreach events aimed at CYP and their families • Gather experiences of CYP particularly those with complex needs, using specialised services, struggling to get any services and those in institutional settings. • Identify any HWR projects that CYP can take part in • Identify organisations that can support HWR in gathering information • Engage with schools and relevant organisations including Redbridge Youth Council in raising awareness of HWR • Attend Redbridge Youth Council and Redbridge Children and Young People's Network meetings to identify any possible work streams • Support research volunteer to complete activities • Provide outreach volunteer with information about events and any relevant resources • Disseminate the data gathered to service providers, HW England and relevant stakeholders to influence service change

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<p>3. Mental Health- access and quality of services</p>	<p>We will:</p> <ul style="list-style-type: none"> • Review information gathered from Performance, Arts, Life, Skills (PALS) to inform our work • Provide an information and signposting service and promote MH services • Work with MH organisations in Redbridge including One Place East, Redbridge Youth Council and Concern for Mental Health • Attend meetings with stakeholders including NELFT • Attend stakeholder engagement events 	<ul style="list-style-type: none"> • Identify gaps in service provision by reviewing research from organisations such as PALS and One Place East • Update information on HWR website relating to MH services in Redbridge • Promote information about services and reports on social media • Ensure staff and office volunteers are provided with updated information about MH services to enable effective signposting • Encourage local residents to provide feedback on MH services via social media • Include information in the e-news about current events/ reports conducted by local MH organisations • Promote World Mental Health day on Wednesday 10th October • Identify MH organisations we can work with • Attend meetings with stakeholders including NELFT • Attend regular outreach events to promote MH services • Collate information and share local people's experiences with service providers to inform service development and delivery • Conduct Mystery shopping and Enter and View visits to MH services such as Goodmayes Hospital as and when agreed/approved • Provide outreach volunteer with relevant information for events • Support the research volunteer to identify relevant events and feedback online

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<p>4. Community Cash fund- review previous projects and disseminate reports to relevant stakeholders</p>	<p>We will:</p> <ul style="list-style-type: none"> • Continue to support/mentor selected organisations • Review completed projects and identify ways to continue working with organisations • Publish and share the final report with stakeholders 	<ul style="list-style-type: none"> • Where possible, create a social media project relating to each project • Attend HWBB to present findings from all projects • Share the final report with the relevant stakeholders (HWBB, NELFT, Redbridge Council) to contribute to service development and delivery • Where possible, provide groups with extra support to identify additional funding • Import intelligence gathered into HWR database to feed into our insight on local needs and identify any future work streams

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Statutory	Frequency
<ul style="list-style-type: none"> • BHR CCG Governing Body • East London H&C Partnership Board • Health & Wellbeing board • Health Scrutiny Committee • Joint Overview and Scrutiny Committee • Learning Disabilities Partnership Board • Local QSG- Quality Surveillance Group • Primary Care Commissioning Committee • Primary Care Transformation Board • Redbridge Adult Safeguarding Board • Social Prescription Programme Board 	<ul style="list-style-type: none"> Bi-monthly Bi-annual Quarterly Quarterly Quarterly Quarterly Six-weekly Six-weekly Six-weekly Quarterly Quarterly
Community & Voluntary Organisations	Frequency
<ul style="list-style-type: none"> • East London Vision • Hospital Trusts- Barts, BHRUT, NELFT • Local Representative Panel • Patient Experience Committee Meeting • PEF- Patient Engagement Forum • PELC- Partnership of East London Co-operatives • PPG Visits • RCVS Network • Redbridge Disability Charter Development Group 	<ul style="list-style-type: none"> Quarterly Six-weekly Quarterly Quarterly Quarterly Quarterly Monthly Quarterly Quarterly