

# healthwatch

## Blackburn with Darwen

### Healthwatch Blackburn with Darwen Workplan 2018- 19

April 2018



### Outcome measures

Healthwatch Blackburn with Darwen will make a positive contribution to the successful local achievement of outcomes set out in national frameworks for the NHS, primary care, adult social care and public health. Particular attention will be paid to:

1. Improved patient and user experience.
2. Improved communication.
3. Improved satisfaction with health in local area.
4. Greater patient and public involvement in health and social care.
5. Strong relationship with commissioners, the Health & Wellbeing Board and the Health and Social Care Overview and Scrutiny Committee
6. Improved access to services.
7. Improved people's understanding of their rights (consumer champion) and taking a human rights-based approach to championing their rights
8. High public Awareness/Profile of Healthwatch.
9. Good image/trust of Healthwatch with the public.

### Special Delivery Functions

1. Gathering views and understanding the experiences of patients and the public (Statutory Duty (a))
2. Making people's views known (Statutory Duty (b))
3. Promoting and supporting the involvement of people in the commissioning and provision of local care services and how they are scrutinized (Statutory Duty (c) and (d))
4. Function Four: Recommending investigation or special review of services via Healthwatch England or directly to the Care Quality Commission (CQC) (Statutory Duty (g))
5. Providing advice and information (signposting) about access to services and support for making informed choices (Statutory Duty (e))
6. Making the views and experiences of people known to Healthwatch England (and to other local Healthwatch organisations) and providing a steer to help it carry out its role as national champion (Statutory Duty (f), (h)&(i))
7. NHS Complaints Advocacy

### Health and Well-being Strategy

The workplan has been aligned against the three main strands in BWDs Health and Well-being Strategy.

1. Start well
2. Live well
3. Age well

The table below offers a snapshot of the key workstreams that HWBwD is proposing to undertake in 2018 / 19. The table illustrates how the workstreams will cover multiple special delivery functions (SDF) to offer a more wholistic approach, from patient engagement, service re-design, service inspections and signposting to how reporting and best practice will be shared locally, regionally and nationally.

Key workstreams	SDF 1	SDF 2	SDF 3	SDF 4	SDF 5	SDF 6	SDF 7
	Gathering views and understanding the experiences of patients and the public (Statutory Duty (a))	Making people's views known (Statutory Duty (b))	Promoting and supporting the involvement of people in the commissioning and provision of local care services and how they are scrutinized (Statutory Duty (c) and (d))	Function Four: Recommending investigation or special review of services via Healthwatch England or directly to the Care Quality Commission (CQC) (Statutory Duty (g))	Providing advice and information (signposting) about access to services and support for making informed choices (Statutory Duty (e))	Making the views and experiences of people known to Healthwatch England (and to other local Healthwatch organisations) and providing a steer to help it carry out its role as national champion (Statutory Duty (f), (h)&(i))	NHS Complaints Advocacy
Vulnerable C & YP and access to healthcare							
GP experience – Customer Service							
GP experience – Appointments							
Dental care							
Young people and Mental Health							
Young people and asthma							
Hospital discharge process							
Offenders – housing / access to health							
Dementia Care design							
Volunteer programme							
Youth engagement programme							
Partnership (operational)							
Partnership (strategic)							
Sharing best practice							

SDF 1		Gathering views and understanding the experiences of patients and the public (Statutory Duty (a))		H&WB Strategy theme				
Ref	Action	Target	Start well	Live well	Age Well	HW outcome measure	Key Partners	
1.1	Vulnerable Children and Young people and access to healthcare <ul style="list-style-type: none"> <li>• Looked after children</li> <li>• Disabled young people</li> <li>• Children leaving care</li> <li>• Young carers</li> <li>• Homeless</li> </ul>	To better understand the health and wellbeing of vulnerable young people in the borough at the point of transition in from children’s services to adult services.	X			- Improved patient and user experience. - Improved communication - Improved access to services.	Children & Young People’s Participation Officer (BwDBC) BwDYPS Local safeguarding Children’s Board Public health	
1.2	GP experience – Customer Service	To better understand residents’ experience of customer service in GP surgeries in the borough with regards to: - <ul style="list-style-type: none"> <li>• Welcome at reception</li> <li>• Language barriers</li> <li>• Person-centred approach for patients with mental health issues, learning difficulties and dementia</li> </ul>	X	X	X	- Improved patient and user experience. - Improved satisfaction with health in local area. - Improved access to services.	CCG GPs Public Health	
1.3	GP experience – Appointments	To better understand residents’ experience of the appointments process at GP surgeries in the borough with regards to: - <ul style="list-style-type: none"> <li>• Accessibility</li> <li>• Phone queuing system</li> <li>• Evening/weekend access</li> <li>• Prescription process</li> <li>• Impact on A &amp; E attendances</li> </ul>	X	X	X	- Improved patient and user experience. - Improved satisfaction with health in local area. - Improved access to services.	CCG GPs Public Health	
1.4	Dental care	To better understand residents’ experiences (with a focus on young people) of the dental care system with regards to: - <ul style="list-style-type: none"> <li>• Accessibility</li> <li>• Appointments process</li> <li>• After care</li> <li>• Extractions</li> </ul>	X	X	X	- Improved patient and user experience - Improved satisfaction with health in local area. - Improved access to services.	CCG GPs Public Health	

1.5	Young people and mental health	To better understand young people’s experiences of access to health care for mental health support. Utilising data from the Councils Make your Mark Campaign which engaged with 9000 young people in October 2017	X			- Improved patient and user experience - Improved satisfaction with health in local area. - Improved access to services.	BwDBC Young Peoples Services CAMHS ELCAS LSCB Children’s Services Public Health
1.6	Hospital discharge process / dementia	To better understand residents’ experiences of being discharged from hospital with regards to: - <ul style="list-style-type: none"> <li>• Assessment of needs</li> <li>• Support plan</li> <li>• Respite care and costs</li> <li>• Intermediate care</li> <li>• Reablement services</li> <li>• Care plan</li> </ul>			X	- Improved patient and user experience - Improved communication - Improved satisfaction with health in local area.	Age UK ELHT BwDBC CCG
1.7	Offenders – housing/ access to health	To better understand the experiences of offenders of access to adequate housing and health provision		X		- Improved patient and user experience - Improved communication - Improved satisfaction with health in local area. - Improved people’s understanding of their rights	Probation Service Police LSAB BwD ASC BwD Housing Services CCG
SDF 2	Making people’s views known (Statutory Duty (b))		H&WB Strategy theme				
Ref	Action	Target	Start well	Live well	Age Well	HW outcome measure	
2.1	Vulnerable Children and Young people and access to healthcare	To enable vulnerable young people to have their say on local services through service visits, access points, meetings and electronic methods. To share this learning with statutory bodies.	X			- Improved patient and user experience. - Improved communication - Improved access to services.	Children’s Services Adult Social Services

2.2.	GP experience – Customer Service	To enable residents of the borough to share their experiences of customer service at their GP surgery through access points, meetings and electronic methods. To share this learning with statutory bodies.	X	X	X	- Improved patient and user experience. - Improved satisfaction with health in local area. - Improved access to services.	CCG GPs Public Health
2.3	GP experience – Appointments	To enable residents of the borough to share their experiences of the appointment and prescription booking process at their GP surgery through access points, meetings and electronic methods. To share this learning with statutory bodies.	X	X	X	- Improved patient and user experience. - Improved satisfaction with health in local area. - Improved access to services.	CCG GPs Public Health
2.4	Dental care	To give residents, in particular young people, their say on local dental care provision through enter and views, access points, meetings and electronic methods. To share this learning with statutory bodies.	X	X	X	- Improved patient and user experience - Improved satisfaction with health in local area. - Improved access to services.	CCG GPs Public Health
2.5	Young people and mental health	To give Young people in the borough a say on access to mental health provision a wide range of youth engagement techniques, working closely with the Youth MP and the Youth Forum		X	X	- Improved patient and user experience - Improved satisfaction with health in local area. - Improved access to services.	BwDBC Young Peoples Services CAMHS ELCAS LSCB Children's Services Public Health
2.6	Hospital discharge / dementia	To enable residents to share their experience and have their say on the hospital discharge process. And dementia care. This will be achieved through enter and views, service visits, meetings and electronic methods. To share this learning with statutory bodies.	X	X	X	- Improved patient and user experience - Improved communication	CCG

							- Improved satisfaction with health in local area.	
2.7	Offenders – housing/ access to health	To enable offenders to share their experience of and have their say on housing and mental provisions. This will be achieved through service visits, meetings and electronic methods		X			- Improved patient and user experience - Improved communication - Improved satisfaction with health in local area.	Adult Social Services Probation Service Inspire
2.8	Sharing of Information	To disseminate findings through a range of media and settings: - Website, social media and newsletters Community forums Public meetings Stakeholder meetings Health and Wellbeing Board Partner communications teams	X	X	X			Local agencies Health and Wellbeing Board Voluntary organisations
SDF 3	Promoting and supporting the involvement of people in the commissioning and provision of local care services and how they are scrutinized (Statutory Duty (c) and (d))		H&WB Strategy theme					
Ref	Action	Target	Start well	Live well	Age Well	HW outcome measure		
3.1	GP experience – Customer Service	Engage residents in the design and review of GP reception services to ensure a person-centred approach to engaging with patients and increasing access of services by residents.	X	X	X	- Improved patient and user experience - Improved access to services - Greater patient and public involvement in health and social care - Good image/trust of Healthwatch with the public - High public awareness/profile		CCG

3.2	GP experience – Appointments	Engage residents in the design and review of GP appointment and prescription processes to ensure ease of and increased levels of access to GP support.	X	X	X	<ul style="list-style-type: none"> <li>- Improved patient and user experience</li> <li>- Greater patient and public involvement in health and social care</li> <li>- Good image/trust of Healthwatch with the public</li> <li>- High public awareness/profile</li> </ul>	CCG
3.3	Hospital discharge process / dementia	Engage residents and their carers/families in the design and review of hospital discharge processes to ensure a person-centred approach that informs them effectively of aftercare support and guidance.	X	X	X	<ul style="list-style-type: none"> <li>- Improved patient and user experience</li> <li>- Greater patient and public involvement in health and social care</li> <li>- Good image/trust of Healthwatch with the public</li> <li>- High public awareness/profile</li> </ul>	CCG
3.5	Maintain an active volunteer programme	To engage residents in our volunteer programme, supporting them through training and skills development to be able to take on operational roles within our enter and views and engagement activities.		X	X	<ul style="list-style-type: none"> <li>- Greater patient and public involvement in health and social care</li> <li>- High public awareness/profile of Healthwatch</li> <li>- Good image/trust of Healthwatch with the public</li> </ul>	Blackburn CVS
3.6	Maintain an active youth health champions programme through the Amplify project	To engage a minimum of 15 young people in the borough as Health Champions in schools and youth settings.	X			<ul style="list-style-type: none"> <li>- Greater patient and public involvement in health and social care</li> </ul>	Schools Youth settings



							- High public awareness/profile of Healthwatch - Good image/trust of Healthwatch with the public	
3.7	Partnership working at a local agency level	Communication and referral processes in place to ensure consistent borough wide approach to supporting residents' health and wellbeing	X	X	X		- Improved communication - Improved access to services - High public awareness/profile of Healthwatch Good image/trust of Healthwatch	Local agencies Voluntary organisations CCG Public Health
3.8	Strategic partnership working	Continue to report and share information. Continue to escalate issues and recommend investigations	X	X	X		Strong relationship with commissioners,	Public Health Health and Wellbeing Board CCG
SDF 4	Function Four: Recommending investigation or special review of services via Healthwatch England or directly to the Care Quality Commission (CQC) (Statutory Duty (g))		H&WB Strategy theme					
Ref	Action	Target	Start well	Live well	Age Well		HW outcome measure	
4.1	Enter and Views	To complete a minimum of 15 Enter and Views in a range of health and social care settings including: - <ul style="list-style-type: none"> <li>• Children's centres</li> <li>• Hospitals</li> <li>• GP surgeries</li> <li>• Health centres</li> <li>• Care homes</li> <li>• Sheltered housing</li> <li>• Drug rehabilitation services</li> <li>• Mental health services</li> <li>• Homeless services</li> </ul>	X	X	X		- Improved patient and user experience - Improved communication - Improved satisfaction with health in local area - Greater patient and public involvement in health and social care	CCG Adult Social Services Children's Services

							- Good image/trust of Healthwatch with the public	
4.2	Continue close partnerships with the local CQC manager and team	Continue process of escalation of issues and recommendations. Continue to share information for CQC inspections	X	X	X		- Improved patient and user experience - Improved communication - Improved satisfaction with health in local area - Greater patient and public involvement in health and social care - Good image/trust of Healthwatch with the public	CQC
SDF 5	Providing advice and information (signposting) about access to services and support for making informed choices (Statutory Duty (e))		H&WB Strategy theme					
Ref	Action	Target	Start well	Live well	Age Well		HW outcome measure	
5.1	To establish and maintain community access points	Regular access points across the borough linked to the strategy themes	X	X	X		- Improved patient and user experience - Improved communication - Improved access to services - Good image/trust of Healthwatch with the public	Schools Local agencies Voluntary organisations
5.2	Continue feedback system to monitor the service and access points	Call back protocol in place and regular reviews on footfall in community locations	X	X	X		- Good image/trust of Healthwatch with the public	Schools Local agencies Voluntary organisations

							- High public awareness of Healthwatch	
5.3	To establish and maintain effective signposting services for young to mental health support provision	To provide signposting, advice and guidance through access points, drop-ins, phone and social media	X				- Improved patient and user experience - Improved communication - Improved access to services - Good image/trust of Healthwatch with the public	Schools Youth settings CAMS/ ELCAS CCG Mind
5.4	To establish and maintain effective signposting services for residents to health promoting/wellbeing services	To provide signposting advice and guidance through access points, drop-ins, phone and social media		X			- Improved patient and user experience - Improved communication - Improved access to services - Good image/trust of Healthwatch with the public	Wellbeing Service
SDF 6	Making the views and experiences of people known to Healthwatch England (and to other local Healthwatch organisations) and providing a steer to help it carry out its role as national champion (Statutory Duty (f), (h)&(i))		H&WB Strategy theme					
Ref	Action	Target	Start well	Live well	Age Well		HW outcome measure	
6.1	Whole patient experience	To share best practice and learning on patients' experience of health care provision and awareness of and access to the NHS complaints process with Healthwatch England and other local Healthwatch organisations	X	X	X		- Improved patient and user experience - Improved communication - Improved people's understandings of their rights	CCG Healthwatch England

							- Good image/trust of Healthwatch with the public - High public awareness/profile of Healthwatch	
6.2	Sharing of best practice	We will continue to share findings and best practice with Healthwatch England and local Healthwatch organisations	X	X	X		- Improved patient and user experience - Improved communication - Improved people's understandings of their rights - Good image/trust of Healthwatch with the public - High public awareness/profile of Healthwatch	Healthwatch England
SDF 7	NHS Complaints Advocacy		H&WB Strategy theme					
Ref	Action	Target	Start well	Live well	Age Well		HW outcome measure	
7.1	Whole patient experience	To better understand residents' awareness and experiences of the NHS complaints process	X	X	X		- Improved patient and user experience - Improved communication - Improved people's understandings of their rights - Good image/trust of Healthwatch with the public	CCG