

HEALTHWATCH HARROW OPERATIONAL 2016-17

This draft Operational Plan (and Business and Community Engagement Plan – BCEP) for 2016/17 takes into account of the following documents and relevant communications between members, Healthwatch England and Care Quality Commission, various e-bulletins and newsletters, discussions with commissioners and wider expectations nationally, as appropriate:

- Advisory Board Meeting Minutes;
- HiB (Harrow in Business) Chairman's Review of Performance April - December 2016;
- Performance Monitoring Framework (PMF) 2016/17 – Section 9 below;
- HiB's Policy and Strategy Overview Statement for 2016/17;
- HWBB Strategy 2016-20; 'Shaping a Healthier Future' programme (SaHF) report

1. Introduction

Our role is to help to shape, improve and influence decisions and processes that are designed to make health and social care better for all communities. We do this through talking and listening to people in a variety of ways and by contributing to discussions and decisions about local services based on what people tell us.

2. Purpose

Our purpose is enshrined in the Health and Social care Act 2012, which sets out the following statutory functions for the Healthwatch network, as below:

1. Promote and support the involvement of local people in the commissioning, the provision and scrutiny of local care services.
2. Enable local people to monitor the standard of provision of local care services and whether and how local care services could and ought to be improved.
3. Obtain the views of local people regarding their needs for, and experiences of, local care services and importantly to make these views known.

4. Make reports and recommendations about how local care services could or ought to be improved to commissioners and providers of care services, and people responsible for managing or scrutinising local care services and shared with Commissioners, Regulators, Healthwatch England etc.
5. Provide advice and information about access to local care services so choices can be made about local care services.
6. Formulate views on the standard of provision and whether and how the local care services could and ought to be improved; and sharing views with stakeholders and partners and statutory bodies using a variety of techniques, including Enter and View visits.
7. Making recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews or investigations (or, where the circumstances justify doing so, making such recommendations direct to the CQC); and to make recommendations to Healthwatch England to publish reports about particular issues.
8. Provide Healthwatch England, the local CCG, Health and Well Being Board and others, with the intelligence and insight it needs to enable it to perform effectively.
9. Produce an Annual Report.

3. Our Mission:

“To be an independent voice and champion for local people and influence noticeable change in health and social care through effective engagement and evidence gathered across the diverse Harrow community, including businesses and employees”.

4. Strategic Objectives

Our mission is guided by our overall objectives and aspirations for Healthwatch Harrow which:

- Is accessible to all people
- Has a real impact on health and social care
- Genuinely meets public priorities and needs
- Hears the voices of everyone, knows what people think and understands their health and social care priorities
- Is transparent and accountable to the people it serves
- Has a working relationship with statutory providers
- Influences a changing health and social care agenda

5. Outcomes

We have agreed a Performance Monitoring Framework (PMF) with commissioners that included key performance indicators (KPIs), milestones and measures for the following three priority outcomes:

- Engagement and Influence – The Consumer Champion
- Information and Advice – Signposting
- Implement effective linkages with Complaints Advocacy

6. Key Delivery Priorities

The plan has been shaped around the HWBB Strategy's mission and themes (***Start Well, Live Well, Work Well and Age Well***) and our collective intelligence, as well as supporting prevention rather than cure activities by others such as the Harrow CCG Board, Public Health, Harrow Safeguarding Board, or other emerging initiatives from our own outreach work and other initiatives from Healthwatch England and Care Quality Commission:

- Championing and raising visibility and engagement through bespoke surveys, Public Forums and a programme of Enter and View visits;
- Targeted engagement work with 'hard to reach' and seldom heard groups;
- Workforce wellbeing initiatives;

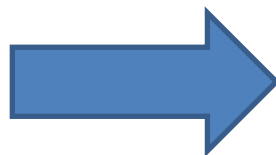
7. The Team

The team consist of HiB Board Members and Healthwatch Advisory Board members; Healthwatch Harrow staff team, the Project Manager, Office Manager and an Information and Communication Officer. The staff team is supported by a number of volunteers in different roles such as Business & Community Engagement Volunteers, Community Champions, Enter & View Visits Volunteers and other roles, who are recruited from the wider community of local residents and the businesses as well as various partners organisations delivering services in Harrow both from the voluntary and community sector and other sectors such as education providers.

8. Operational Plan

The Operational Plan demonstrates the Key Delivery Priorities from section 6 above, with the activities which will be carried out and delivered by the Healthwatch Harrow team in collaboration with HiB. The BCEP includes all the PMF activities and provides a more in depth information about the various activities taking place across Harrow within the frameworks of Healthwatch England and the Care Quality Commission (CQC). With consultation with Harrow Council, the BCEP will be replacing the PMF to avoid duplication in reporting.

Championing and raising
visibility and engagement



3 Public Forum meetings per year which includes a Wellbeing at the Workplace Conference.

Monthly e-Newsletters.

Daily Tweets and Social Media presence and press releases.

Attendance at Strategic Meetings across Harrow such as HWBB, Harrow CCG Board, Safeguarding Board, and others.

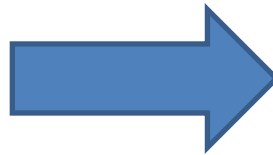
Engagement activities across Harrow such as Roadshows at community festivals and public areas such as shopping centres, parks, etc.

Engagement activities at events such as AGMs held by voluntary and community groups/organisations and others including schools and colleges.

Enter & View Visits.

Focus Groups and surveys.

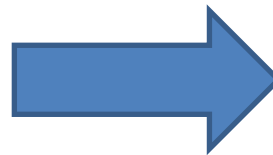
Targeted engagement work with 'hard to reach' and seldom heard groups



Identifying the 'hard to reach' and seldom heard groups such as the elderly, disabled, young people and under-represented community and faith groups across Harrow ensuring that Healthwatch engagement activities are reaching them.

Carry out bespoke focus groups and surveys with Black Minority Ethnic and Refugee (BMER) groups such as the South Asian, Jewish communities and others including disaffected white youth, to make their views and experiences known:

Workplace wellbeing initiatives



Engagement with businesses with the following activities:

A scoping document led by Brunel University and HiB by end June to get buy-in from various stakeholders, partners and sponsors as part of a larger research project.

An on-line survey of SMEs on the HiB and other databases, using an updated version of the questionnaire.

Small focus groups, to gather intelligence.

Undertake Health Checks;

A Wellbeing at The Work Place Conference.

