

Healthwatch Harrow Internal Work Plan April 2017- March 2019

Our mission:

“To champion concerns about health and social care provision based on focused engagement, signposting and monitoring and scrutiny activities gathered from the diverse Harrow resident, working and business community within available resources”.

1. Priorities

- Acute Care
- Mental Health
- STP (Sustainable Transformation Plan)
- Wellbeing in the Workplace
- Diabetes

(Healthwatch Harrow’s priorities have been identified through the Health and Wellbeing Board, STP and JSNA strategies)

2. Objectives

- **Engagement:** To organise bespoke on-line surveys, focus groups, events and workshops and disseminate findings via e-bulletins and press releases;
- **Signposting:** To provide a signposting service to local people via e-bulletins using CRISPI and other information sources;
- **Monitoring and Scrutiny:** To monitor and scrutinise specific aspects of HWBB, CCG and STP priorities and targets;

Objectives (Core Functions & Statutory Requirements)	Priorities	Activities	Timescale
<p>Engagement: To organise bespoke on-line surveys, focus groups, events and workshops and disseminate findings via e-bulletins and press releases</p> <p>Statutory Functions 1, 3, 4, 5 & 6</p>	Complete and finalise GP Survey	<ul style="list-style-type: none"> Publish report Your Voice Counts launch report event 	Year 1 - (Q1 Apr-Jun 2017) (Q2 Jul-Sep 2017)
	Orthotics- CCG audit of patient engagement	<ul style="list-style-type: none"> Survey development with HWE Dissemination of survey to Harrow CCG Report published by Healthwatch England and shared with Harrow CCG 	Year 1 - (Q2 Jul-Sep 2017)
	Acute care - (Hospital discharge at Northwick Park Hospital)	<ul style="list-style-type: none"> Patient Survey NWL STP footprint work on hospital discharge with possible funding opportunity through Healthy London Partnerships Publish report Your Voice Counts launch report event 	Year 1 - (Q2 Jul-Sep 2017) (Q3 Oct-Dec 2017)
	STP engagement good practice Guide implementation- engagement activities	<ul style="list-style-type: none"> 2 x Presentation at CCG Governing Board and Equality Engagement Committee CCG commissioning - STP patient public engagement activities (pending funding and resources) 	Year 1 (update year 2) Ongoing
	Mental Health (young people) (Substance misuse to confirm)	<ul style="list-style-type: none"> Focus group/survey with key stakeholder groups 	Year 1 (Q3 Oct-Dec 2017)

Objectives (Core Functions & Statutory Requirements)	Priorities	Activities	Timescale
		<ul style="list-style-type: none"> Publish report Report Your Voice Counts Event 	
Engagement	Workplace wellbeing event (Year 1, Repeat Year 2)	<ul style="list-style-type: none"> Wellbeing conference Business focus group (Harrow Council's Harrow Means Business Event, October 2017 and October 2018) A scoping document led by Brunel University on workplace wellness Publish Report 	Year 2 (Q1 Apr-Jun 2018) Year 2 (Q3 Oct-Dec 2018) Year 1 (Q3 Oct-Dec 2017) Year 1 (Q4 Jan-Mar 2018)
	Diabetes	<ul style="list-style-type: none"> Focus group/survey with key stakeholder groups Publish report Report Your Voice Counts Event 	Year 2 (Q2 Jul-Sep 2018)
	These engagement activities will help to raise awareness and visibility of Healthwatch Harrow and encourage more local people and businesses to come forward with their concerns and views.	<ul style="list-style-type: none"> Attending stakeholder engagement events (stand/stall) Managing/updating HWH website E-bulletins bi-monthly Managing Social Media Management and co-ordination of HWH Forum and volunteers bi-annual Bespoke media/PR public forums/events and live Radio/TV broadcasts 	Ongoing - as & when, resources permitting
Signposting: To provide a signposting service	Gather intelligence on health & social care in Harrow	<ul style="list-style-type: none"> Listen, signpost and managing CRISPI database (Concerns, Request for 	Year 1 & Year 2 Ongoing

Objectives (Core Functions & Statutory Requirements)	Priorities	Activities	Timescale
to local people via e-bulletins using CRISPI and other information sources; Statutory Function 3, 4 & 5		Information, Signposting, Intelligence) <ul style="list-style-type: none"> Disseminate key health and social care information to all key stakeholders electronically 	
Monitoring and Scrutiny: To monitor and scrutinise specific aspects of HWBB, CCG and STP priorities and targets;	Annual Report	<ul style="list-style-type: none"> Produce annual report and feedback to Healthwatch England and key stakeholders 	Year 1 & Year 2 1 per annum
Statutory Function 1, 2, 4, 6, 7, 8 & 9	Attending key stakeholder meetings to monitor and influence service change and improvement across health and social care services	<ul style="list-style-type: none"> 12 (Health & Wellbeing Board meetings (6 pa) attend at least 4 per annum 4 (pa) CCG meetings 4 (pa) STP meetings Bi-annual CCG Equality & Engagement Committee 2 Overview & Scrutiny meetings pa Healthwatch England Meetings CQC bi-annual meetings Bi-annual HSAB meetings PLACE Assessment co-ordination/volunteer led Quality Assurance Statements for Health & Social care providers 	Year 1 & Year 2 Ongoing

Healthwatch Harrow Statutory Functions

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.