

Work Plan 21/22 - six month progress report

	Overview of activities	Outputs/outcomes	Lead
1.Information and intelligence	Delivery of Healthwatch information service, line managing Information and Signposting Assistant, responding to queries from the public, colleagues and stakeholders. Liaising with other Healthwatch as appropriate.	1,051 people have given us feedback and/or used the signposting service during April - Sept. As at the end of September 54% of people contacting us required signposting Usage and trends tracked and reported bimonthly to Board in CEO reports.	Julie McNeill
	Maintenance of experiences' evidence base, progressing and tracking concerns. Using new tracker and associated staff training.	Healthwatch England Impact Tracker used to track escalations and influencing. Bimonthly briefings to Board and staff.	
	Data analysis elements of project work, drawing out relevant themes to support production of high quality evidenced-based reports.	Analysis completed for: <ul style="list-style-type: none"> • Review of GP websites • GP Winter Funds 	
	Work with primary care to improve quality of information (with JNR) so people know how to access GP services and are encouraged to self-care.	See GP website report and actions.	
	Development of website information to support self-care (with AR).	Pages on both websites regularly updated with timely and accurate service details.	
	Policy and service change horizon scanning. Sharing information about relevant new services and developments in support and guidance.	Regular updates around policy and service change.	

2.Communications	Delivery of year two of the communications and engagement strategy to promote Healthwatch and its activities to identified stakeholders, ensuring brand values are maintained. Developing promotional materials - both digital and hardcopy, and ongoing PR activities.	<p>Publication of a wide range of news stories and website information. Increasing levels and reach of social media.</p> <p>Regular e-newsletters and team e-news.</p> <p>Promotional materials produced to support activities. Range of PR activities include articles in traditional media, community newsletters, plus health and care provider and commissioners' newsletters.</p> <p>Data and detail reported bimonthly to Board in CEO report.</p>	Angie Ridley
	Work with colleagues to identify and deliver a programme of integrated campaigns, based on local intelligence and linked to national initiatives, including Healthwatch England, NICE and others. This includes developing and promoting surveys as part of project / campaign activities.	<p>Campaigns completed or underway:</p> <ul style="list-style-type: none"> • Support for local vaccination campaign • Healthwatch England waiting times campaign • Care home survey 	
	Work with colleagues in extending and upgrading use of online tools and skills for digital engagement.	Individual support and training sessions in place to help the team develop their skills.	
	Development of website information to support self-care (with JMN)	Pages on both websites regularly updated with timely and accurate service details.	

	Provide communications support to project activity work - including marketing advice, promotion, and report editing.	<p>News stories developed and press releases sent to promote project activities such as Partnership Boards, report publications and feeding back on care.</p> <p>Promotion of Health and Care Forums, workshops and Board meetings.</p> <p>Six reports published.</p>	
3.Community engagement	Expand attendance of Health and Care Forums	<p>Consistent attendance at forums, numbers reported bimonthly to Board in CEO reports. Work in hand to extend reach especially to seldom-heard communities.</p> <p>Forums Chairs met to share learning and agree improved systems for capturing and evidence response to feedback.</p>	Caroline Tyrell-Jones
	Partnership Board meetings and promote an integrated health and care approach	<p>Consistent attendance at boards, recruitment in hand to meet membership targets. Numbers reported bimonthly to Board in CEO reports.</p> <p>Partnership Board Chairs meet regularly to share learning, identify cross board themes and topics for future training and events.</p>	
	Gather learning and assess possibilities for future engagement approaches, blending online and face to face.	Regular review of feedback and experience of online meetings. Options for blended format and technical possibilities being explored.	

	Implement system for volunteers to develop knowledge of and links to local voluntary and community groups (VCS) and other organisations	41 volunteers as at the end of September 21. Volunteers linking to local communities and VCS.	
	Scope and develop new engagement opportunities with excluded communities	Increasingly diverse group of volunteers. Engagement team are specifically seeking opportunities to engage with communities who we do not usually hear from. Plans in development to increase engagement with young people.	
4.Projects	Implementation of Business Development Strategy	Five externally funded projects in hand or completed: <ul style="list-style-type: none"> • Healthwatch England quality framework webinar and resources • Gypsy, Romany and Traveller Lottery-funded project • Mapping of VCS for ICS engagement • Health Champions (South place ICS) • GP winter funds. 	Jo McHattie
	Development of bids to support project work	Applications for funding submitted as capacity allows and appropriate opportunities arise.	
	Development of methods and processes to engage with young people about health and social care (with CTJ)	Plans in development to increase engagement with young people.	

	Establish Project Programme Group to provide overview of project development, delivery, and reports to Board	Project register, planning and tracking system in place. Status, detail and reviews reported bimonthly to Board in CEO report and to Business Development Programme Group.	
5.Strategic influencing	Representation of Healthwatch on local groups maximises influencing opportunities	Strategic meeting planner and leads reviewed. Meeting report template used to collate impact. Board reports and discussions to share intelligence.	Sandie Smith
	Overview of escalations, projects, evaluation and quality	Escalations and projects reported to Board via briefings and CEO report. Project review and evaluation system in place. Quality check included in project planning.	
	Adoption of Healthwatch England Impact Tracker	Impact Tracker in place.	
	Develop patient and public elements of integrated care system at system, place and neighbourhood linking to existing hubs and local authority structures	Chair and CEO actively involved in developing ICS engagement strategy.	
	Host a public event drawn from all Healthwatch networks, including Council-commissioned Partnership Boards and Local Healthwatch Forums	AGM conference delivered. Keynote speaker and workshops attended by over 60 people. Positive reviews, learning to inform future activities.	
	Support providers, including primary care, to develop effective approaches to patient involvement	Leads identified to engage with providers, promoting best practice, offering support and access to our intelligence.	

6. Finance and workforce	Management and reporting of financial position, including tracking of income and expenditure and ring-fenced budgets.	Bimonthly budget position reports to General Purposes Group. Ring-fenced budget monitoring and reporting system in place.	Carole Rose
	Maintain overview of HR systems and support to managers where required	Bimonthly HR updates to General Purposes Group. Staff sickness monitored and reported. Training catalogue and training record in place. Regular review of risk register and policies.	
	Ensure compliance with Health and Safety standards	Health and safety policies reviewed and approved by Board.	
7. Governance	Ensure effective and transparent governance and oversight	New Chair appointed 1 st October 2021. New Director recruitment in hand. Review of Governance Policy underway.	Stewart Francis Sandie Smith
	Review of operational models to take account of implications of Covid-19	Infection rates and Covid-19 guidance tracked. Working arrangements regularly reviewed to ensure safety and compliance.	