

Paper 6: Annual Plan April 2021 to March 2022

Introduction

Healthwatch Rutland is one of a network of 152 local Healthwatch bodies established throughout England on 1 April 2013 under the provisions of the Health and Social Care Act 2012. Local Healthwatch have a duty to hold the system to account for how well it engages with the public, and the remit covers all publicly funded health and social care services accessed by their service users. The appendix describes in more detail, the requirements that are placed on every local Healthwatch.

The Healthwatch Rutland (HWR) annual plan is designed to provide an overview of planned activity for the next 12 months. It is developed with volunteers in the spring Operations and Planning meetings and takes into consideration the priorities of our partners, and issues identified by the public.

The plan aligns with the vision and values contained in our [Strategy](#), which can be found on our website¹.

The work undertaken by Healthwatch Rutland is monitored by Rutland County Council (RCC), the commissioners of the Healthwatch Rutland service, on a quarterly basis.

This plan is a living document which may be modified if and when new, unforeseen work arises, leading to a re-prioritisation of activity. Significant changes will be discussed within the Operations and Planning Group, referred to the Board for approval, and any changes to deliverables reviewed with the commissioner at contract monitoring time.

Coronavirus measures continue, by necessity, to affect the HWR approach to public involvement and engagement this year. Safety of staff and the public is at the heart of our planning, and our approach will take account of government guidelines and the public mood at all times. Where face-to-face engagement is not possible, we will look to new virtual ways to capture the public voice.

The work will be summarised and showcased in the Healthwatch Rutland Annual report which must be produced by 30th June each year. The Annual Report for 2019-2020 can be found on our website².

¹ <https://www.healthwatchrutland.co.uk/report/2018-01-01/new-three-year-strategy-and-workplan-2018-21>

² [Healthwatch Rutland Annual Report 2019-2020](#)

Work plan 2021/2022

Work Area	Notes	Timescale	Who
Governance			
Annual Report		20 June 2021	Manager
Summary Report for Annual Meeting		31 July 2021	Manager
Board Meetings	Quarterly, June, Sept, Dec, March		Chair
Annual Meeting	September 14 2021		Chair
HWR Contract Monitoring (RCC)	Quarterly	Ongoing	CTCIC CEO/HWR Manager
Operations/Planning Group	Quarterly	Ongoing	Manager/HW Officer
Board Planning & Development	As required	Ongoing	Manager + board

Engagement & Communications

Marketing/Comms		Ongoing	Manager/ Officer/ volunteers
Website & social media	Regular posts on Twitter and Facebook	Ongoing	Manager/HW Officer/ CTCIC Comms lead
Newsletter	Monthly except Aug & Dec	Ongoing	Manager/CTCIC Comms lead
Events	To be planned when Covid easing allows		HWR Officer & Volunteers
HWR presentations to patient groups and parish councils	To be planned when Covid easing allows		Board
Signposting	Web and telephone	Ongoing	Officer
Engaging with seldom heard groups	Build/maintain links with Rutland Parent Carer Voice, Macular Society, Age UK & Memory Café, Out-of-Hours Club, Aiming High, Peppers, Family Centre, Admiral Nurses & Carers team		Manager & Officer
Cross Border engagement with other HW	East Mids HW meetings May, Aug, Nov, Feb	Ongoing	Chair/Manager

Research/Intelligence

Reporting to HWE & CQC	Continue reporting to HWE via Customer Relationship Management system (CRM)	Ongoing	Manager / CTCIC research Lead
Quality Accounts	April/May	As required	Chair/Manager

Work Area Notes Timescale Who

Volunteers

Strategy	Recruit more volunteer capacity to support the workplan and create Community Healthwatch Champions network to increase reach	Ongoing	HW Officer
Training	As required	Ongoing	HW Officer

Projects

Enter and View	Plan if Covid-19 easing allow	On hold	Manager
<i>What Matters to You?</i> engagement to inform Place-Led planning in Rutland	Qualitative research	July 2021	HWR Board and Manager
<i>Lets Talk...</i> monthly themed discussions on experiences of new models of care	Starting June 2021, ongoing reporting on each theme	March 2022	HW Officer
Refresh Quality Framework action plan		Sept 2021	HWR Board
Step up To Great Mental Health services consultation	Support CCG outreach work and encourage Rutland participation	August 15 2021	Manager

Committees & Meetings

Importance
High,
Medium, Low

Local Authority meetings

RCC Health and Wellbeing Board	Quarterly	H	Chair
RCC Adult & Health Scrutiny	Quarterly	H	Chair
Children and YP Partnership	Quarterly	H	HW Officer
Integration Delivery Group	Monthly	H	Manager

Provider/info sharing meetings

UHL CEO & local HW review	Quarterly	H	Chair/ Manager
LPT CEO & local HW review	Quarterly	H	Chair/ Manager
NWAFT CEO & local HW review	With HW Lincs & Cambs	H	Manager
LLR CCG CEO & local HW review	Quarterly	H	Chair
LLR Adult Soc Care Info Sharing	Every 2 months	M	Manager
CCGs Governing body	Attend as appropriate	M	Chair
Primary Care Commissioning Committee	Attend as appropriate	M	Chair
Joint Health Scrutiny	Attend as appropriate	H	Chair
EMAS	Quarterly	H	Chair, Manager
LPT People's Council	Monthly and as required	M	Manager
PCN/HWR info sharing	Monthly	M	Manager

Contract meetings

HWR contract monitoring (RCC)	Quarterly	H	CTCIC CEO & HWR Manager
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ICS meetings

Dementia Programme Board	Every 2 months	M	Manager
Primary and Community Care Design Group	Monthly	H	Manager
Engagement and Experience Group	Every 2 weeks	M	Chair/Manager
System Leaders meeting		H	Chair
LD Partnership Board	Every 2 months	M	Vice Chair
Carers Delivery Group	Every 2 months	M	Vice Chair

Regulator meetings

CQC Hospital Directorate	Quarterly		Manager
CQC Primary Medical Services	Quarterly	M	Manager

Other

Local Dental Network Steering	Quarterly	M	HWR Manager
LDN Gerodontology/Special Care, Managed Clinical Network	Quarterly	M	HWR Manager
Rutland Voluntary, Community and Faith Forum	Monthly	M	HW Officer
HWE E Mids Regional Group	Quarterly	M	Chair / Manager
HWE Conference	November 2021	M	As appropriate

In addition to the work plan the Healthwatch Rutland Operations and Planning Group identified 5 areas of special interest for the year with the objective of providing clear up-to-date information and signposting resources:

- Travel and transport for access to health and care for Rutland people
- Dementia - help for people living with dementia and their families, including what financial support is available
- Unpaid carers - increased pressure on families caused by lack of respite and reduced support
- To help combat the increase in social isolation caused by successive pandemic stay-at-home orders - provide clear information about befriending and support services that are available as pandemic measures ease
- Bereavement support - clear information about the support available and how to access it

Communications Plan

Purpose: To improve public, stakeholder and partner awareness and understanding of Healthwatch Rutland and what we do.

Objectives

- To exploit all channels of communication, using both electronic and traditional media
- To communicate our activities regularly with volunteers, the community and stakeholders to encourage participation and engagement in health and care issues
- To create an ongoing calendar of activity that is linked to national initiatives, local initiatives and community events
- To raise awareness of Healthwatch Rutland so that people know who we are and what we can do for them

Evaluation of success

- Engagement with social media (grow followers on Twitter, Facebook and Instagram)
- Newsletter distribution (grow subscribers)
- Events attended (numbers of people engaged - COVID-19 measures permitting)

Activities 2021-22

Digital

- Monthly newsletter via Mailchimp (excluding August and December)
- Post reports, meeting dates and meeting minutes
- Post regular news items to website both national and local

Promotional materials

- Review and update printed promotional materials as required
- Publish annual report online (June) and summary report for Annual Meeting (Sept)
- Arrange display of HWR posters at local outlets such as GP surgeries, libraries etc if Covid restrictions allow

PR/ local media

- Publish press releases to promote HWR news and pitch to local media
- Maintain log of media activity

Social media

- Monitor social media accounts, responding promptly to comments or enquiries
- Re-tweet and share relevant info on HWR Twitter and Facebook accounts
- Create images using Canva and other resources to promote key messages on social media
- Link into other local stakeholder, community groups and provider accounts
- Develop a database of useful media contacts and other partners who can promote our news via their social media channels

Appendix

What does the legislation say local Healthwatch must do?

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. These should be directed to commissioners and providers of care services, and people responsible for managing or scrutinising local care services and shared with Healthwatch England.
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 these views with Healthwatch England.
7. Make 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 with the intelligence and insight it needs to enable it to perform effectively.

A Guide to running Healthwatch, February 2020³

³ <https://network.healthwatch.co.uk/guidance/2020-02-12/guide-to-running-healthwatch>