

Draft Workplan to March 2019 v5.2

Work Area	Notes	Start	Who	Update
<i>Governance</i>				
Annual Report	By 30th June 2018		Rutland First	Completed
Summary Report for Annual Meeting	By August 31st 2018		HWR	Completed
Board Meetings	Quarterly	July 2018	Chair	12 Dec 18, 12 Mar 19, 11 June 19, 11 Sep 19
Annual Meeting	Sept 2018		Chair	Completed
	Sept 19		Chair	11-Sep-19
HWR Contract Monitoring (RCC)	Quarterly	Ongoing	Chair/CTCIC CEO/HWR Mgr	
Operations/Planning Group	Every 2 months	May 2018	HWR Mgr	

Engagement & Communications

Marketing Strategy/PR/Comms	Leaflet drop across Rutland outlets, volunteer support required	July 2018	HWR Mgr	Comms plan completed, leaflets created and distributed
Website & Social Media	Develop & publicise Feedback Centre	Ongoing	HWR Mgr	On hold pending new website design
Newsletter	Monthly	Ongoing	HWR Mgr	Except Aug. Moved over to Mailchimp
Events	Develop Engagement Plan, volunteer support required for events	Ongoing	HWR Mgr & Volunteers	
HWR presentations	Revisit Parish Councils when STP update published	Ongoing	HWR Mgr & Volunteers	To be reviewed at Board Mtg Dec 18
Signposting	Web and telephone	Ongoing	HWR Mgr	Data now entered on CRM system for transfer to HWE
Cross Border engagement with other HW	To be agreed with HW LL, Lincs, Cambs & P'boro	Ongoing		Attending E. Mids Network mtgs to build relationships
HWR newsletter distribution & social media following	Increase	Ongoing	HWR manager	New Twitter and Instagram accounts set up for Young HWR

Research/Intelligence

Work Area	Notes	Start	Who	Update
Reporting to HWE & CQC	E&V reports & project reports	Ongoing	HWR manager / CTCIC research Lead	
Quality Account inputs	UHL/LPT/EMAS	May 2018	HWR manager / CTCIC research Lead	

Volunteers

Investing volunteers	Align policies and procedures for leverage of CTCIC accreditation	May 2018	HWR Mgr / CTCIC	Policy updating in progress, to be published when they are finalised
Volunteer strategy	Support Current volunteers & recruit more	May 2018	HWR Mgr / CTCIC	
Volunteers cont..	Training needs analysis & training programme delivery	May 2018	HWR Mgr / CTCIC	Induction training delivered Jul 18, E&V training needed next
	Recruit via targeted campaign to increase capacity to support the agreed work programme	Sept 2018	HWR Mgr / CTCIC	Recruitment drive underway, 1 expression of interest so far

Projects (Task Groups)

STP/BCT	Engagement & consultation once consultation timetable known		HWR Board	Next Steps document published Aug 18, board to consider HWR next steps
Young Healthwatch Rutland	Create and support YHWR with help from HWN and volunteer support	July 2018	HW Officer	Initial meeting held, kick-off event to be organised
Long Term Conditions	BCF funded project under the previous contract. Determine any future projects arising from the findings	Ongoing	CTCIC CEO	

Work Area	Notes	Start	Who	Update
Adult Mental Health	A) Continue to raise issues identified in 2017 PC Survey B) Support Dementia Delivery Board & input to 2018-19 LLR Dementia Strategy	Ongoing	A) ? B) HWR Mgr	A) Rutland MH Forum disbanded in favour of RCC H&WB task group B) Dementia Strategy Board is finalising the new strategy
Patient Transport	Emergency - continue to monitor EMAS access standards	Ongoing	Phil Hurford	Monitoring stats still unavailable
	Non-Emergency - Continue to challenge access & eligibility issues and produce guidance for the public	Ongoing	HWR Mgr & Phil Hurford	Attended TASL risk reviews, encouraged TASL to implement better 'phone info when patients don't qualify
Armed Forces Survey	Gather and report health and care needs of veterans, serving officers and families in Rutland, Harborough & S. Kesteven	Aug 2018	HW Officer / Alf Dewis	Liaising with Armed Forces Officer to begin survey in Jan 19
Maternity	Understand the configuration of services across LLR and contribute to Maternity Voices Partnership		HW Officer	

Working Groups

Enter and View	Rebuild E&V team and set up new steering group to plan & implement visits starting with Care Home revisits, then GP surgeries	Ongoing	HWR Mgr	Care Home revisits to start in Oct 18
Accessible Information	Scope local Trust's policies to inform next steps	Ongoing		On hold, no resource

Other Issues (watching brief)

Carers	Support Carer's week in 2018	Ongoing	Jacqui Darlington	Completed with stands at all surgeries
GPs	Liaise with GP PPGs	Ongoing	?	On hold, no resource

Work Area	Notes	Start	Who	Update
Dental	Keep up pressure to get Dental services contract funding for care home visits	Ongoing	HWR Mgr	Attending Gerodontology meetings, Business Case to be reviewed in Nov 18
Care Homes	Update to be produced following 2017/18 E&Vs	Ongoing	E&V steering group	
Pharmacy		Ongoing	Brian Godfrey	
Services for people with Learning Disabilities		Ongoing	Jacqui Darlington	
Physical Disability	A) Working with RCC on Changing Spaces. B) Watching sensory issues such as hearing impairment.	Ongoing	A) HWR Mgr B) Christine Spark	
Continuing Healthcare	Continue watching brief on national challenge to Settings of Care Policy	Ongoing		

Projects to investigate when resources permit

Maternity Service users experience survey	Needs funding & volunteers			On Hold
Specialist Equipment/Wheel Chair needs survey	Possibility of cross-border with other HW			On Hold
Survey on 111 services in Rutland				On Hold
Complaints Procedures	Review provider's complaints procedures with view to improvement suggestions - other local HW had some success			On Hold
Transfer of Care	Any possible follow-up from 2017 report?			On Hold
End of Life	What services in Rutland, is there a clear pathway?			On Hold

Committees & Meetings Importance High, Medium, Low

Contract meetings

HWR contract monitoring (RCC)	H		CTCIC CEO	
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Provider/statutory meetings

RCC H&WB	H		Chair	
RCC Adult & Health Scrutiny Panel	H		CTCIC CEO	
RCC Integration Executive Gp	H		HWR Mgr	

Work Area	Notes	Start	Who	Update
Joint Strategic Needs Assessment	H		HWR Mgr	
Children's Trust Board	M		HWO	
Joint Strategic Needs Assessment	H			Via feedback on draft chapters

Provider/info sharing meetings

UHL CEO & LHW	M		?	
LPT CEO & LHW	M		?	
NWAFT CEO & LHW	M		?	1 LHW each Q
LLR Adult Soc Care Info Sharing Group	M		HWR Mgr	
ELRCCG Board (monthly)	M		J Underwood	
EMAS Quarterly	H		P Hurford	

STP meetings

BCT Patient Participation & Involvement Group Multi Agency Group	H		K McVeigh	
Urgent Care Review	H		HWR Mgr	
Dementia Programme Board	H		HWR Mgr	
Carers Delivery Group	H		J Darlington	

Regulator meetings

Regional Quality Surveillance Group	M		E Stimpson	
QSG TASL Risk Review	H		P Hurford	
CQC & LHW Quarterly group	H		HWR Mgr	

Other meetings

Local Dental Network Steering group	L			No representation (resources)
LDN Gerodontology/Special Care, Managed Clinical	M		HWR Mgr	
UHL Joint Patient Group	L		J Underwood	
LLR Autism Board	?		J Darlington	
Learning Disability Partnership Board	?		J Darlington	
ROPE	M		HWR Mgr	Meetings on hold by RCC pending consultancy reports
HWE E Mids Network Group	M		HWR Mgr	
HWE Annual Conference	L		HWR Mgr & Board	