

Annual Plan April 2023 to March 2024 (draft)

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 areas of health and care where we have received feedback suggesting inequality or gaps in provision of services and priorities that align with work streams of commissioners, local hospital trusts, the Health and Wellbeing Board, Public Health and others.

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

The rationale for including topics in our work plan includes areas where

- Healthwatch Rutland has received a significant amount of feedback from service users which suggests there is a gap in, or inequality of, service provision
- Health and social care priorities have been identified by the Integrated Care Board, the Health and Wellbeing Board, local hospital trusts or other providers
- Healthwatch England, the Care Quality Commission (CQC) or NHS England have concerns or are running campaigns.

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

This plan is a living document which may be modified if and when new work arises, leading to a re-prioritisation of activity. Significant changes will be discussed within the Operations and Planning Group and referred to the Advisory Board for approval.

¹ www.healthwatchrutland.co.uk/advice-and-information/2021-11-02/our-vision-values-and-strategy

Throughout 2022 our hybrid engagement approach allowed us to work in traditional face-to-face situations, as well as utilising digital means where appropriate. In this way we can balance our need to hear as many voices as possible, and in a way that suits individuals access needs. This will continue in 2023-4 with continued focus on in-person outreach activity in the community, blended with some online surveys, meetings and focus groups to further our engagement and research projects.

Our work will be summarised and showcased in the Healthwatch Rutland Annual report which must be produced by 30 June each year. The Annual Report for 2021-2022 can be found on our website².

Work plan 2023/2024

Work Area	Notes	Timescale	Who
Governance			
Annual Report	To demonstrate impact and report on outputs	30 June 2023	Manager
Board Meetings	Approx quarterly, March, June, Oct, January		Chair
Annual Meeting		3 October 2023	Chair
HWR Contract Monitoring (RCC)	As required by Rutland County Council		CTCIC CEO/HWR Manager
Operations/Planning Group	Quarterly	Ongoing	Manager/HW Officer
Board Planning & Development	-Refresh Quality Framework action plan -Stakeholder survey	30 June 2023 July 2023	HWR Manager/Board

Engagement & Communications

Marketing/Comms	See Comms Plan below	Ongoing	Manager/ Officer/ volunteers
Events	As opportunities arise – Eg Carers Week	June 2023	HWR Officer & Volunteers
HWR presentations to patient groups and parish councils	As per outreach timetable	Ongoing	HWR Officer & Board
Community Outreach	Libraries, large villages, as per timetable	Ongoing	HWR Officer and Volunteers
Signposting	Web and telephone	Ongoing	HWR Officer

² <https://www.healthwatchrutland.co.uk/report/2022-06-30/annual-report-2021-22-championing-what-matters-you>

Work Area	Notes	Timescale	Who
Engaging with hard-to-reach groups	Connect with Gypsy/traveller community and asylum seeker support groups.		HWR Officer
Cross Border engagement with other HW	East Mids HW meetings May, Aug, Nov, Feb	Ongoing	Chair/Manager

Routine reporting and consultations

Reporting to HWE	Implement new IMP data uploads to HWE	30 June 23	HWR Manager
Quality Accounts	Submit statements for LPT, UHL & NWAFT Trusts, EMAS	May/June 2023	Chair/Manager
Consultations	HWR Board response to formal consultations eg Urgent and Emergency Care	As required	Board/Manager
Intelligence reporting to CQC	Through scheduled meetings and ad hoc requests for service feedback prior to inspections	As required	HWR Manager

Volunteers

Strategy	Recruit more volunteer capacity to support the workplan and create Community Healthwatch Champions network to increase reach Re-issue updated Volunteer Handbook	Ongoing June 2023	HWR Officer
Training	-All Safeguarding training completed for volunteers that need it -Enter and View training for authorised reps	Ongoing as required	HWR Officer

Engagement Projects

Enter and View	Timetable to be agreed at June Ops and Planning		HWR Manager/Officer & Volunteers
	Possible Midlands wide Mental Health Inpatients visits	September 2023	HWR Officer
Patient Communication project	Scope to be agreed through task and finish group tba	July-Nov 2023	HWR Manager
Potential areas for research; -Impacts of cost of living on health and care -Lasting impact of COVID - isolation, Long COVID, child development -Digital- experience of apps, online/telephone appointments -Dual diagnosis- eg are people getting help they need for both mental & physical conditions? -Impacts of perceived low levels of trust in health and care services	Next project to be agreed	Dec 2023- March 2024	HWR Manager
Greetham health and wellbeing pilot	Support engagement and co-production work	Summer 23 to Spring 24	HWR Officer
Urgent Care services consultation	Support ICS & PCN outreach work and encourage Rutland participation	Summer 2023	HWR Manager
Special Interest Areas for monitoring	GP Practice Access, Dentistry	Ongoing	HWR Manager

IT projects

Upgrade signposting and feedback system	Migrate from CIVI CRM to IMP	30 April 23	HWR Manager
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Upgrade HWR website	Migrate from version 7 to version 9 of HWE Drupal system	30 Aug 23	HWR Manager
Cyber Essentials	Annual re-accreditation	30 Sept 23	HWR Manager

Committees & Meetings

Importance High, Medium, Low

Rutland Place meetings

RCC Health and Wellbeing Board	Quarterly	H	Chair
Children and YP Partnership	Quarterly	H	HWR Manager
Integration Delivery Group	Monthly	H	HWR Manager
Strategic Health Development Projects Board	2 monthly	H	HWR Manager
Rutland Mental Health Group	Monthly	M	HWR Manager
Family Hub Steering Group	Monthly	M	Vice Chair
Staying Healthy Partnership	2 monthly	M	HWR Manager
Rutland Comms and Engagement Group	Monthly	M	HWR Manager

Trust/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	HWR Manager
LLR Adult Soc Care Info Sharing	Every 2 months	M	HWR Officer
EMAS/HWR review	Quarterly	M	Chair, Manager
LPT People's Council	Monthly	M	HWR Manager
PCN/HWR info sharing	Monthly	M	HWR Manager
DHU/HWR review	Quarterly	M	Chair/Manager

ICS meetings

Integrated Care Board	Monthly	H	HWR Chair
LLR Health Equity Committee	Quarterly	M	HWR Chair
LLR Health and Wellbeing Partnership	Quarterly	H	HWR Chair
Dementia Programme Board	Every 2 months	M	HWR Manager
Primary Care Transformation Board	Monthly	H	HWR Manager
Home First Collaborative	Monthly	H	HWR Manager
System Engagement and Experience Group	Monthly	M	Chair/Manager
LLR LD Partnership Board	Every 2 months	M	HWR Vice Chair

LLR ICS CEO & local HW review	Quarterly	H	HWR Chair
LLR Carers Delivery Group	Every 2 months	M	HWR Vice Chair
Joint Health Scrutiny	Quarterly	H	HWR Chair

Regulator meetings

CQC Primary Medical Services	On hold pending CQC reorganisation		HWR Manager
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Other

NHSE-I / Local HW Dental meeting	Quarterly	M	HWR Manager
Rutland Voluntary, Community and Faith Networking Group	Monthly	M	HWR Officer
HWE Midlands Regional Group	Quarterly	M	HWR Manager
HWE Conference	November 2023	M	As appropriate
LLR Maternity Voices Partnership	On hold pending restart		HWR Officer

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 and Facebook by 5%)
- Newsletter distribution (grow subscribers)
- Events attended (numbers of people engaged)
- Number of people engaged through outreach activities

Digital

- Monthly newsletter via Mailchimp (excluding August and December)
- Post reports, meeting details
- 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 30th)
- Arrange display of HWR posters at local outlets such as shops, libraries, parish notice boards (where allowed)

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

Outreach

- Maintain outreach calendar to cover Oakham, Uppingham and larger rural parishes, throughout the year

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>