healthwatch Rutland

Paper 3: Annual Plan April 2020 – March 2021

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 website[1].

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 will, by necessity, 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 2018/19 can be found on our website[2].

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

[2] https://www.healthwatchrutland.co.uk/report/2019-06-30/healthwatch-rutland-annual-report-2018-2019

Work plan 2020/2021

Work Area	Notes	Timescale	Who
Governance			
Annual Report	By 30th June 2020	May 2020	HWR Manager
Summary Report for Annual Meeting	By July 31st 2020	July 2020	HWR Manager
Board Meetings	Quarterly, June, Sept, Dec, March		Chair
Annual Meeting	September 16 2020		Chair
HWR Contract Monitoring (RCC)	Quarterly	Ongoing	CTCIC CEO/HWR Manager
Operations/Planning Group	Quarterly	Ongoing	HWR Manager/Officer
Board Planning & Development	As required	Ongoing	HWR Manager + board

Work Area	Notes	Timescale	Who
Engagement & Communications			
Marketing/Comms		Ongoing	HWR Manager/ Officer/ volunteers
Website & social media	Regular posts on Twitter, Facebook and Instagram (for YHWR)	Ongoing	HWR Mgr/HWO/ CTCIC Comms lead
Newsletter	Monthly except Aug & Dec	Ongoing	HWR Mgr/CTCIC Comms lead
Events	EMAS Conversation Café, Rutland Show, Volunteer Fair, Carers Week (June), Choice Unlimited (Oct), Carers Rights day (Dec) plus any other local events	Ongoing	HWR Officer & Volunteers
HWR presentations	Patient groups		HWR Board
Signposting	Web and telephone	Ongoing	HWR 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		HWR Manager & HWR Officer
Cross Border engagement with other HW	East Mids HW meetings May, Aug, Nov, Feb	Ongoing	HWR Chair/Manager

Work Area	Notes	Timescale	Who
Research/Intelligence			
Reporting to HWE & CQC	E&V & project reports, Continue reporting to HWE via Customer Relationship Management system (CRM)	Ongoing	HWR manager / CTCIC research Lead
Quality Accounts	April/May	As required	HWR Chair/Manager
UHL & Maternity Consultation	Board to respond as appropriate	As required	HWR Manager + board

Volunteers			
Strategy	Recruit more volunteers and extend distance contributor capacity to support the workplan	Ongoing	HWR Officer
Training	As required	Ongoing	HWR Officer

Projects			
Young Healthwatch Rutland	Recruitment Sexual Health Project to scope and report on how YP access and experience services	Ongoing	HW Officer
Enter and View	Plan if Covid-19 measures allow	On hold	HWR Manager
Complete experience of Care in Rutland GP surgeries project		By July 31	Ops and Planning
Survey Rutland people's experience of service changes during Covid-19 lockdown	Regular updates to PCN/RCC to inform Covid-19 planning	Through May/June	HWR Manager
Quality Framework action plan		By July 31	Board
Patient Communication: How understandable is it?	eg accessibility, time given to ask questions, timely (to be scoped)		Ops and Planning members
Leicester Hospitals and Maternity services reconfiguration		TBA	Board and HWR Manager

Committees & Meetings

Importance
High,
Medium, Low

Local Authority meetings

RCC Health and Wellbeing Board		H	Chair
RCC Adult & Health Scrutiny		H	Chair
Children and YP Partnership		M	HWO
Social Prescribing Workshop		M	HWR Manager
Signposters Network meeting		M	HWO

Work Area	Notes	Timescale	Who
Contract meetings			
HWR contract monitoring (RCC)		H	CTCIC CEO & HWR Manager
Provider/info sharing meetings			
UHL CEO & LHW quarterly		M	Chair/HWR Manager
LPT CEO & LHW quarterly		M	Chair/HWR Manager
NWAFT CEO/Local HW quarterly	With HWN & Cambs	M	HWR Manager
LPT Step Up to Great		H	HWR Manager
LLR Adult Soc Care Info Sharing		M	HWR Manager
CCGs Governing bodies	Attend as appropriate	M	Chair
Primary Care Commissioning Committee	Attend as appropriate	M	Chair
Joint Health Scrutiny	Attend as appropriate	H	Chair
EMAS Quarterly		M	P Hurford, Chair
STP meetings			
Dementia Programme Board		H	HWR Manager
Integrated Community Board		H	HWR Manager
Community Services business case steering group		H	HWR Manager
Primary Care Board		H	Chair
Mental Health Programme Delivery Board)	No resource at present		
Regulator meetings			
Regional Quality Surveillance	Shared with Lincs, Northhants, LL	M	HWR Manager
CQC & LHW Quarterly group	Shared with HWLL	H	HWR Manager
Other			
LD Partnership Board		M	Vice Chair
Carers Delivery Group		M	Vice Chair
Local Dental Network Steering	No resource at present	M	
LDN Gerodontology/Special Care, Managed Clinical Network		M	HWR Manager
HWE E Mids Regional Group		M	Chair / HWR Manager
HWE Annual Conference		M	As appropriate
Rutland Dying Matters	Attend as appropriate		Chair

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)

Activities 2020-21

Digital

- Monthly newsletter via Mailchimp (excluding August and December)
- Post reports, meeting dates and meeting minutes as soon as approved
- Post regular news items to website

Promotional materials

- Review and update printed promotional materials as required
- Order additional promotional materials for Young Healthwatch Rutland including wristbands and banner
- 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

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 at least 3 times per week each 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 2020[3]

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