

## Draft Workplan 2019-20

Work Area	Notes	Start	Who	Update
<b>Governance</b>				
Annual Report	By 30th June 2019	May 2019	HWR Mgr	
Summary Report for Annual Meeting	By July 31st 2019	July 2019	HWR Mgr	
Board Meetings	Quarterly, June, Sept, Dec, March		Chair	
Annual Meeting	Sept 2019		Chair	
HWR Contract Monitoring (RCC)	Quarterly	Ongoing	CTCIC CEO/HWR Mgr	
Operations/Planning Group	Every 2 months	Ongoing	HWR Mgr	Meetings in May, July, Sept, Nov, Jan, March

### Engagement & Communications

Marketing/Comms	Poster distribution across Rutland outlets	July 2019	HWR Mgr/ Officer/ volunteers	
Website	Create and populate new website	April 2019	HWR Mgr/CTCIC Comms lead	Go live by June 2019
Newsletter	Monthly	Ongoing	HWR Mgr/CTCIC Comms lead	Monthly except Aug and Dec.
Events	As per Comms Plan	Ongoing	HWR Officer & Volunteers	Future In Mind event April, Rutland Show & Volunteer conference June, Carers Week June, Choice Unlimited Oct
HWR presentations	Patient groups, Parish Councils		HWR Board	
Signposting	Web and telephone	Ongoing	HWO	
Cross Border engagement with other HW		Ongoing	HWR Chair/Mgr	E. Mids HW mtgs May, Aug, Nov, Feb

### Research/Intelligence

Reporting to HWE & CQC	E&V reports & project reports, Continue reporting to HWE via Customer Relationship Management system (CRM)	Ongoing	HWR manager / CTCIC research Lead	
Quality Account inputs		As req	HWR Chair/Mgr	EMAS, LPT & UHL

### Volunteers

Recruitment	Recruit more volunteers and extend Board to increase capacity and expertise to support the workplan	Ongoing	HWR Officer	
Training	As required	Ongoing	HWR Mgr/Officer	

### Projects

Young Healthwatch Rutland	i. Launch at Rutland Show ii. Recruitment iii. Project to scope and report on YP mental health services in Rutland and how YP experience them	i. June '19 ii. Ongoing iii. Starting July	HW Officer	Project will encompass engagement event with YP to help shape LPT CAMHS strategy and survey/report on YPs experiences of mental health services with a specific spotlight on online support such as Kooth
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Work Area	Notes	Start	Who	Update
Armed Forces Survey	Complete and publish report		CTCIC QA Manager	Survey closed 31/3/19, analysis underway
Enter and View	Plan schedule, including RMH	Ongoing	HWR Mgr	
Project : NHS Long Term Plan Engagement	Run HW England "What Would You Do?" campaign including 2 surveys and focus groups	April 2019	HWR Mgr/ Officer/ volunteers	Survey & data collection complete by 13/5/2019, LLR report to be produced by end of June 2019 for publication July. Further Rutland only report to be considered if required
Priority : Primary Care	Perceived loss of "caring" attitudes from staff, continuity of care etc		Ops and Planning members	To be scoped
Priority : Patient Communication	How understandable information is - accessibility, time given to patients to ask questions etc, and getting information in a timely manner		Ops and Planning members	To be scoped

**Importance High, Medium, Low**

**Committees & Meetings**

**Contract meetings**

HWR contract monitoring (RCC)	H		CTCIC CEO & HWR Mgr	
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**Commissioner meetings**

RCC H&WB	H		Chair	
RCC Adult & Health Scrutiny Panel	H		Chair	
RCC Health & Care Board	H		HWR Mgr	
Children's Trust Board	M		HWO	

**Provider/info sharing meetings**

UHL CEO & LHW quarterly	M		Chair/HWR Mgr	
LPT CEO & LHW quarterly	M		?	Need to set up
NWAFI CEO & LHW quarterly	M		HWR Mgr	Shared with Peterboro/Cambs & HWN
LLR Adult Soc Care Info Sharing Group	M		HWR Mgr	
ELRCCG Board Quarterly	M		Chair	
Prim Care Comm. Cttee	L			Only if high importance, no resource
Joint Health Scrutiny	H		Chair	Attend as appropriate
EMAS Quarterly	H		P Hurford	

**STP meetings**

BCT Patient Participation & Involvement Group	H		K McVeigh	
Dementia Programme Board	H		HWR Mgr	
Integ Community Board	H		HWR Mgr	
Primary Care Board	H		Chair	
Mental Health Programme Delivery Board (new)			?	

**Regulator meetings**

Regional Quality Surveillance Group	M		HWR Mgr	Shared with local HW from Lincs, Northants, LL
CQC & LHW Quarterly group	H		HWR Mgr	With HWLL

**Other meetings**

LD Partnership Board	M		J Darlington	
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Carers Delivery Group	M		J Darlington	
Local Dental Network Steering group	L			No representation (resources)
LDN Gerodontology/Special Care, Managed Clinical	M		HWR Mgr	
UHL Joint Patient Group	L			No representation (resources)
HWE E Mids Regional Group	M		Chair / HWR Mgr	
HWE Annual Conference	M		HWR Mgr & Chair	
Maternity Voices Partnership	M		<b>HWO</b>	Alternate meetings