

## Healthwatch Islington Work Plan 2014 -15

This work plan focuses on the themes that HWI has identified to work on in the year 2014 - 15. For information on the organisation's strategic plan, please see **our web-site**. We are currently working on the vision and mission statements for our organisation.

Healthwatch Islington's remit is to gather views, report views, visit services and engage people in decision-making about health and care services in order to influence commissioning, provision and delivery of those services. We also offer information on services to local residents.

There are many issues that HWI could tackle. When setting our work plan we consider whether an issue is being considered already by others in the borough and how we could add value to that; who is affected by the issue (not just the numbers of people affected but how vulnerable those service users may be); and whether there is a chance of actually being able to make an impact on the service area. Local individuals and organisations can present ideas to us which, where capacity allows, we will then scope. We also aware of issues of concern through comments people give us, signposting queries that local people raise, local data sets and information we are made aware of at the Health and Well-Being Board and through our conversations with key local partners.

The following plan outlines our aims for 2014 - 15.

### **1. Gathering views of Children and Young People on a health strategy for the borough**

- **Impact we want to achieve:** Increase the involvement of children and young people in HWI activity.
- **How we want to achieve that:** Working with the CCG to carry out focus groups with local young people and children gathering their views on health services.
- **How we will know we have had an impact (short-term):** The views collected will directly inform the borough's strategy.
- **How we will know we have had an impact (long-term):** Services will better meet the needs of young people - but we need to consider how we can measure this.
- **Completion date:** June 2015

## **2. Improving access to interpreting services within primary care**

- **Impact we want to achieve:** Improved access to interpreting services within primary care for people whose first language is not English. We will work with the Clinical Commissioning Group to complement their work on interpreting and advocacy.
- **How we want to achieve that:** Speak to primary care practitioners about the barriers to using Language Line. Look for examples of good and poor practice. Gather evidence from mystery shopping and discussions with local community organisations.
- **How we will know we have had an impact (short-term):** A base line of evidence will demonstrate the issue and create an incentive for change.
- **How we will know we have had an impact (long-term):** All primary care providers will be offering interpreting services consistently, measured by a follow up mystery shop.
- **Completion date:** December 2015

## **3. Mental health access and advocacy**

- **Impact we want to achieve:** People with mental health needs get support as early as possible
- **How we want to achieve that:** Map the services on offer, discuss with local organisations any pressure points within systems, gather views from users on barriers to access.
- **How we will know we have had an impact:** Data will show increase in uptake of earlier support through mental health services.
- **Completion date:** December 2014

## **4. Gathering the views and experiences of home care service users**

- **Impact we want to achieve:** Home care services that are informed by the needs and experiences of local service users.
- **How we want to achieve that:** Carry out service user interviews to gather views on what works well about services and what can be improved.
- **How we will know we have had an impact:** Our research will result in robust recommendations which are then implemented by local commissioners.

- **Completion date:** March 2015

## 5. Customer service in GP receptions

This follows on from work we started with the Clinical Commissioning Group (CCG) last year in which HWI and local organisations agreed an Equality Objective for the CCG of ensuring that front-line staff in GP practice treat patients holistically and are mindful of our needs such as Learning Disability, carer, mental health need.

- **Impact we want to achieve:** Evaluate the impact of recent training on GP reception staff.
- **How we want to achieve that:** Mystery shopping practices to assess attitudes of reception staff to specifically people with Sensory Impairment and also to Children and Young People.
- **How we will know we have had an impact (short-term):** Reports show that attitudes are positive.
- **How we will know we have had an impact (long-term):** Rolling programme of training for front-line staff will be adopted and continue.

## 6. Measuring ‘user friendliness’ of local safeguarding procedures

- **Impact we want to achieve:** Identify potential barriers to reporting a Safeguarding alert for voluntary sector organisations and members of the local community.
- **How we want to achieve that:** Develop some case studies based on local experiences of reporting.
- **How we will know we have had an impact (short-term):** Procedures for raising Safeguarding alerts will be clear to those reporting and followed consistently by those receiving alerts.

## 7. Meetings to discuss key issues such as care.data in July and three further ‘theme-based’ meetings (Sept & Nov 2014 and Jan 2015)

- **Impact we want to achieve:** Local people are more informed about national policy issue.  
Other items for consideration (to be confirmed): Impact of the Care Bill, Impact of the Children and Families Bill, Preventative Health Measures (may need to be a different format), Employment Commission.

- **How we will know we have had an impact (short-term):** Feedback from event will show that people feel more informed about issues discussed.

## 8. Further issues to scope

- a) How we embed questions about Mental Capacity and Deprivation of Liberty Standards in our Enter and View visits,
- b) Access to health care for those being discharged from prison,
- c) Uptake of cancer screening programmes, to be discussed with Cancer Research UK,
- d) Supporting GPs to identify and signpost carers, to be discussed with Carer's Hub and Centre 404,
- e) Gathering feedback from children and young people on specific services targeted at them, such as weight management programmes, Child and Adolescent Mental Health Services (CAMHS) and children with disabilities.

## 9. Local systems and processes

We also aim to feed in to the following processes with local commissioners and NHS providers wherever possible:

- Equality Delivery System - annual scheme for rating how NHS commissioners and providers meet their duties under the Equality Act.
- Quality Accounts - annual report from Trusts which can include commentary from Healthwatch Islington (if we have collected data to share on this).
- Joint Strategic Needs Assessment/ Health and Well-Being Strategy

We will also continue our programmes of targeted and general out-reach within the local community to gather views and signpost local people. We will continue to seek out opportunities to raise our profile so that more service users can reach us. We will hold an annual Fair in June 2014 to celebrate our achievements so far.

Although this is an annual plan where capacity permits we may be able to undertake other areas of work. Please feel free to contribute issues to Emma Whitby, Chief Officer at HWI. It would be helpful if you can also provide any information to support these contributions.