

DRAFT Work Plan - April 2018 - March 2019 PAPER F

This workplan is to be read in conjunction with the Healthwatch Rutland Strategy 2018 - 2021.

Healthwatch Rutland has five strategic priorities:

1. To deliver our statutory functions
2. To champion the views of all people who live in or use health, social or wellbeing services in Rutland including under-represented and 'hard to reach' groups
3. To work for improved health and social care outcomes for adults and children
4. To work closely with other local Healthwatches to identify opportunities for joint engagement, information sharing and representation
5. To recruit and develop staff and volunteers in Rutland to continue to build the capacity of Healthwatch Rutland as an independent consumer champion of health and social care

This work plan comprises the current forecast work for 2018/19 as at March 2018, and as approved by the HWR board. This will be reviewed on an ongoing, regular basis.

In the event that during the year either new or unanticipated work arises, and/or any piece of currently identified work extends in volume, time and resource commitment, and which change or addition HWR and CT CIC determines to be of a higher priority than the work described in this work plan, then HWR and CT CIC reserves the right to revise the agreed 2018/19 work plan and deliverables as might be appropriate.

The application of new resources as may be made available by commissioners or third parties to be applied to such new or extended tasks would of course be considered in the process of routine work plan review. Such matters will be considered and discussed as part of routine quarterly review meetings with RCC.

Work area	Notes	Strategic Priority	Start date	Who responsible	Status/Impact	Update
General governance/strategic						
Annual report	To be completed by 30 June 2018	1	April 2018	Chair/CEO		
HWR Board meetings	Bi-monthly	1	Ongoing	Chair	Strategic Direction	
HWR Annual meeting	September 2018	1	Ongoing	Chair/CEO		
HWR Audit Committee	Quarterly	1	Ongoing	Chair of Audit Committee	Oversight Compliance	
HWR Contract Monitoring (RCC)	Quarterly	1	Ongoing	CEO/KH		
Operations Group	All volunteers To support work plan	1,5	Ongoing	CEO		

Work area	Notes	Strategic Priority	Start date	Who responsible	Status/Impact	Update
Representation on Committees/Groups/Meetings						
RCC: HWBB Adult Scrutiny Childrens Scrutiny IEG LD Partnership Board Children's Trust Children's Safeguarding Board	Quarterly	1,2,3 1,2,3 1,2,3 1,2,3 2,3 2,3 3	All Ongoing	Chair Chair Chair CEO JD AW SP		

Work area	Notes	Strategic Priority	Start date	Who responsible	Status/Impact	Update
ROPE H&SC Hub		2,3		CEO		
ELRCCG: Main Board LLR Autism Board		1,2,3 2,3		Chair JD		
STP: ELRPPI Group/PPI MAG		2,3		JF/CS		
Urgent Care Review		2,3		CEO		
Dementia Programme Board		2,3,4		CEO		
Carers Delivery Group		2,3,4		JD		
Young People's Mental Health (various)		2,3		AW		
Providers: UHL CEO Mtgs LPT CEO Mtgs NWAFT CEO Mtgs	Discussions to take place with the new HWLL provider re meetings with UHL/LPT. Joint working already in place for meetings with NWAFT with HWN, HWP&C and HWLincs	2,3,4 2,3,4 2,3,4		CEO CEO CEO		

Work area	Notes	Strategic Priority	Start date	Who responsible	Status/Impact	Update
NWAFT Public Mtg		2,3		(Volunteer support required)		
UHL JPG		2,3		Chair (poss volunteer?)		
EMAS Quarterly Meeting		2,3		Chair/CEO/PD		
Regulators: Regional QSG	Quarterly	1,2,3,4		CEO		
Risk Summits A/R	Currently TASL	2,3,4		Chair/CEO/PD		
Regional CQC	Quarterly	2,3,4		CEO		
LLR ASC Info		2,3,4		CEO		
Sharing Group						
HWE: EMids Network Group	Quarterly	4		Chair/CEO		
Annual Conference		4		Chair/CEO		
Annual Committee Meeting		4		Chair/CEO		
LHW Meetings	As required	4		CEO		
Local Dental Network: Steering Group	Quarterly	2,3,4		CEO (Volunteer support required)		
Gerodontology	Quarterly	2,3,4		CEO (Volunteer support required)		

Work area	Notes	Strategic Priority	Start date	Who responsible	Status/Impact	Update
Engagement/Communications						
Marketing strategy/ PR/Comms	Volunteer support required Leaflet drop across Rutland outlets.	2,3,5	Ongoing	CEO/OM		
Website, social media	Develop feedback centre on website. Develop Find a Service feature.	1,2,3,5	Ongoing	CEO/OM		
Newsletter	Continue bi-monthly	1,2	Ongoing Bi-monthly	CEO		
Events	Volunteer support required To include Rutland Show (June)	1,2,3	Ongoing	Chair/CEO		
HWR Presentations	Volunteer support required Consider re-visiting parish councils when STP published	2,3	Ongoing	Chair/CEO		
Signposting	Web and telephone service	1,3	Ongoing	CEO/OM		
Engagement with seldom heard groups	Including the following groups:	1,2,3	Refugees ongoing	CEO		

Work area	Notes	Strategic Priority	Start date	Who responsible	Status/Impact	Update
	Refugees (already contacted) Travellers Young Carers Sensory Impairment (through RAG) Carers					
Cross border engagement in partnership with other LHW	To be agreed with other LHW, to include cross border events	2,3,4	Ongoing	E&V Steering Group		
HWR Membership	Increase membership	2	Ongoing	CEO/OM		

Work area	Notes	Strategic Priority	Start date	Who responsible	Status/Impact	Update
Research/Intelligence						
Intelligence reporting to HWE and CQC	E&V reports Project reports	1,2,3	Ongoing	CEO		
Quality Account responses	UHL/LPT/EMAS	1,2,3	Late April/May 2018	CEO		
Volunteers						
Investing in Volunteers	With CTCIC support - work towards accreditation	5	May 2018	CEO/OM/Volunteers		

Work area	Notes	Strategic Priority	Start date	Who responsible	Status/Impact	Update
Volunteer strategy	Support current cohort of volunteers and maintain current level of capacity	5	May 2018	CEO/OM/Volunteers		
Volunteer training	Maintain timely availability to ensure maintenance of capacity	5	Ongoing	CEO/OM/Volunteers		
Volunteer recruitment	Ensure targeted recruitment to sustain existing capacity and increase if possible to ensure the availability of the right mix of volunteers to support the agreed work programme	5	Ongoing	CEO/OM		

Work area	Notes	Strategic Priority	Start date	Who responsible	Status/Impact	Update
Projects (Task Groups)						
BCT/STP	Despite there still not being a final timetable	2,3,4	Ongoing	JF/CS		

Work area	Notes	Strategic Priority	Start date	Who responsible	Status/Impact	Update
	for engagement and consultation, it looks likely to happen during this financial year.					
End of Life	In partnership with NCPC, chaired by SF	2,3	Ongoing	Working Group inc CEO		
Long Term Conditions	In partnership with BCF Ensure findings from 2017/18 project are understood by commissioners and providers. Public report to be produced. Possibility of additional projects to come out of this, funded by BCF	2,3	Ongoing	CEO		
Young Healthwatch Rutland (YHWR)	With support and advice from HWN create a YHWR. Volunteer support required	2,3	May 2018?	CEO/OM/Volunteers/s TBI		
Adult Mental Health	Rutland Mental Health Forum	2,3	Ongoing	?		

Work area	Notes	Strategic Priority	Start date	Who responsible	Status/Impact	Update
	To continue to address issues raised in 2017 PCS					
Patient Transport	EMAS - continue to monitor access standards TASL - Continue monitoring access /eligibility issues and produce guidance for the public	2,3	Ongoing	Chair/CEO/PD		
Primary Care Survey	To continue to address with commissioners and providers issues raised in the 2017 PCS	2,3	Ongoing	CEO		
Continued Healthcare (CHC)	Continue to work in partnership with CHC Alliance to challenge ELRCCG Settings of Care Policy	1,2,3	Ongoing	Chair		
Projects (Working Groups)						
Enter and View	Re-visit NRU Programme of visits to GP surgeries inc	2,3,4	April 2018 (Report for 2017 project with	Steering Group		

Work area	Notes	Strategic Priority	Start date	Who responsible	Status/Impact	Update
	those outside the county used by Rutland residents in partnership with other LHW		Care Homes produced May 2018)			
Accessible Information	Initially scoping local trust's policies - to inform ongoing work	2,3,4	Ongoing	CEO/JP		
Projects (Listen and Watch Groups - suggest change to 'Other Issues')						
Military	In partnership with RCC, CAB, RBL support bid for Rutland Armed Forces Officer	2,3	Ongoing	Chair/CEO/AD		
Carers	Offer to support RCC through BCF with changes to LA Carers support. Support Carers Day 2018 Offer training to others on identifying young carers (CEO and	2,3	Ongoing	CEO/JD		

Work area	Notes	Strategic Priority	Start date	Who responsible	Status/Impact	Update
	JD trained to provide this)					
GPs	Liaise with GP PPGs	2,3	Ongoing	CEO/JD/CS		
Dental	Support to LDN and Gerodontology workgroup	2,3		Volunteer support required to free up staff resources		
Care Homes	Report following 2017/18 E&V project to be produced. Ongoing work with RCC 'Improving Quality of Life of Rutland Care Home Residents'	2,3	Report April 2018 Other ongoing	CEO		
Dementia	Support LLR Dementia Delivery Board including input to 2018-21 LLR Dementia Strategy	2,3	Ongoing	CEO/MD/JD		
Pharmacy		2,3	Ongoing	BG		
Services for people with LD		2,3	Ongoing	JD		
Physical Disability	Work also with RAG.	2,3	Ongoing	CEO/BGH CSpark re Hearing Impairment		

Work area	Notes	Strategic Priority	Start date	Who responsible	Status/Impact	Update
	Ongoing work with RCC on Changing Spaces Includes sensory issues					
Transfer of Care	In partnership with BCF, ensure findings of 2017 report are taken forward. Possible follow up report Q3.	2,3	Ongoing	CEO		
Projects (Future - if resources become available)						
Maternity	To capture the views and experiences of people in Rutland using maternity services	2,3 poss 4				
Rutland Survey of Community Nursing services	Requires considerable volunteer input. Also additional funding required if hard copies required.	2,3				
Specialist Mobility Equipment/Wheel chair Needs	Possibility of cross border	2,3,poss 4				

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	working with other LHW					
Survey on 111 services in Rutland	Quick Poll was conducted on getting through to 111 - other issues raised that could be looked at in greater detail	2,3				
Complaints procedures	Work by other LHW has shown that HW are in a position to assist providers in improving their complaints procedures	2,3,poss 4				