

## Paper 4a: Draft Workplan to March 2019

Work Area	Notes	Start	Who	Update
<b>Governance</b>				
Annual Report	By 30th June 2018		Rutland First CIC	In progress
Board Meetings	Quarterly (TBA)	July 2018	Chair	
Annual Meeting	Sept 2018	Sept 2018	Chair/HWR Mgr	
HWR Contract Monitoring (RCC)	Quarterly	Ongoing	Chair/CTCIC CEO/HWR Mgr	
Operations/Planning Group	Every 2 months	May 2018	HWR Mgr	

### **Engagement & Communications**

Marketing Strategy/PR/Comms	Leaflet drop across Rutland outlets, volunteer support required	July 2018	HWR Mgr	Plan to be drafted for next Ops/Planning mtg
Website & Social Media	Develop & publicise Feedback Centre	Ongoing	HWR Mgr	
Newsletter	Twice per month	Ongoing	HWR Mgr	
Events	Develop Engagement Plan, volunteer support required for events	Ongoing	HWR Mgr & Volunteers	
HWR presentations	Revisit Parish Councils when STP update published	Ongoing	HWR Mgr & Volunteers	
Signposting	Web and telephone	Ongoing	HWR Mgr	
Cross Border engagement with other HW	To be agreed with new HW LL & Lincs	Ongoing	E & V steering group	
HWR newsletter distribution & social media following	Increase	Ongoing	HWR manager	

### **Research/Intelligence**

Reporting to HWE & CQC	E&V reports & project reports	Ongoing	HWR manager / CTCIC research Lead	
Quality Account inputs	UHL/LPT/EMAS	May 2018	HWR manager / CTCIC research Lead	

### **Volunteers**

Investing volunteers	Align policies and procedures for leverage of CTCIC accreditation	May 2018	HWR Mgr / CTCIC	
Volunteer strategy	<b>Support</b> Current volunteers & recruit more	May 2018	HWR Mgr / CTCIC	

Work Area	Notes	Start	Who	Update
Volunteers cont..	<b>Training</b> needs analysis & training programme delivery	May 2018	HWR Mgr / CTCIC	
	<b>Recruit</b> via targeted campaign to increase capacity to support the agreed work programme	May 2018	HWR Mgr / CTCIC	

### **Projects (Task Groups)**

STP/BCT	Engagement & consultation once timetable known	?	?	
Young Healthwatch Rutland	Create and support YHWR with helps from HWN and volunteer support	July 2018	Esther Stimpson	
Long Term Conditions	BCF funded project under the previous contract. Determine any future projects arising from the findings	Ongoing	CTCIC CEO	
Adult Mental Health	A) Continue to raise issues identified in 2017 PC Survey B) Support Dementia Delivery Board & input to 2018-19 LLR Dementia Strategy	Ongoing	A) ? B) HWR Mgr	A)Rutland MH Forum disbanded in favour of RCC H&WB task group B)Moved from Watching Brief
Patient Transport	Emergency - continue to monitor EMAS access standards	Ongoing	Phil Hurford	
	Non-Emergency - Continue to challenge access & eligibility issues and produce guidance for the public	Ongoing	HWR Mgr & Phil Hurford	

### **Working Groups**

Enter and View	Rebuild E&V team and set up new steering group to plan & implement visits to GP surgeries both in county & out-of-county with local HW	Ongoing	?	
Accessible Information	Scope local Trust's policies to inform next steps	Ongoing	Judith Phillips	

### **Other Issues (watching brief)**

Military		Ongoing	Alf Dewis?	Armed Forces Officer JD created & officer hired
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Carers	A) Support Carer's week in 2018, B) possibility of offering training to identify young carers	Ongoing	A) HWR Mgr B) Jacqui Darlington	
GPs	Liaise with GP PPGs	Ongoing	Christine Stanesby	
Dental	Volunteer needed to attend LDN & Gerodontology Group	Ongoing	?	
Care Homes	Update to be produced following 2017/18 E&Vs	Ongoing	E&V steering group	
Dementia		Ongoing	?	
Pharmacy		Ongoing	Brian Godfrey	
Services for people with Learning Disabilities		Ongoing	Jacqui Darlington	
Physical Disability	A) Working with RCC on Changing Spaces. B) Watching sensory issues such as hearing impairment.	Ongoing	A) HWR Mgr B) Christine Spark	
Continuing Healthcare	Continue watching brief on national challenge to Settings of Care Policy	Ongoing		Moved from 'projects'

***Future project when resources permit***

Maternity	Capture views and experiences of Rutland users of maternity services & link in to local Maternity Voices Partnership			On Hold
Rutland survey of community nursing services	Needs funding & volunteers			On Hold
Specialist Equipment/Wheel Chair needs survey	Possibility of cross-border with other HW			On Hold
Survey on 111 services in Rutland				On Hold
Complaints Procedures	Review provider's complaints procedures with view to improvement suggestions - other local HW had some success			On Hold
Transfer of Care	Any possible follow-up from 2017 report?			Moved from Watching Brief On
End of Life	In partnership with National Centre for Palliative Care			Moved from Projects

***Committees & Meetings***      **Importance High, Medium, Low**

**Contract meetings**

HWR contract monitoring (RCC)	H		CTCIC CEO	
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**Work Area****Notes****Start****Who****Update****Provider/statutory meetings**

RCC H&WB	H		Chair	
RCC Adult & Health Scrutiny Panel	H		CTCIC CEO	
RCC Integration Executive Gp	H		CTCIC CEO	
Joint Strategic Needs Assessment	H		HWRMgr	
Children's Trust Board	M		HWO	

**Provider/info sharing meetings**

UHL CEO & LHW	M		?	
LPT CEO & LHW	M		?	
NWAFT CEO & LHW	M		?	1 LHW nominated
LLR Adult Soc Care Info Sharing Group	M		HWR Mgr	
ELRCCG Board (monthly)	M		CTCIC CEO	
EMAS Quarterly	H		P Hurford	

**STP meetings**

BCT Patient Participation & Involvement Group Multi Agency Group	H		C Stanesby	
Urgent Care Review	H		HWR Mgr	
Dementia Programme Board	H		HWR Mgr	
Carers Delivery Group	H		J Darlington	

**Regulator meetings**

Regional Quality Surveillance Group	M		CTCIC CEO	
QSG TASL Risk Review	H		P Hurford	
CQC & LHW Quarterly group	H		HWR Mgr	

**Other meetings**

Local Dental Network Steering group	L		HWR Mgr	
LDN Gerodontology/Special Care, Managed Clinical Network	L		HWR Mgr	
UHL Joint Patient Group	L		J Underwood	
LLR Autism Board	?		?	
Learning Disability Partnership Board?	?		?	
ROPE	H		HWR Mgr	
HWE E Mids Network Group	M		HWR Mgr	
HWE Annual Conference	L		CTCIC CEO	