



Annual plan 2018/19

Our principles

Healthwatch Hampshire designs its work in line with these four principles:

1. We make a difference:

1. to the person who turns to us for help, by empowering them to find the best route to the best service for them
2. to the wider community, by changing processes and services
3. to communities who are least heard, by reaching out to them and supporting them to have a voice.

2. Our information, advice and sign-posting services must be:

1. trustworthy
2. known
3. accessible in many ways (drop-in, phone, internet, text, Facebook, Twitter)
4. accessible for as many hours as possible
5. accessible across Hampshire
6. tied into Hampshire organisations and networks.

3. Our advice must be high quality, including:

1. assisting people to diagnose their problem and what to do
2. dealing holistically with the underlying problem, not just a quick reply giving information first asked for
3. being joined with advocacy for people who want/need to make a complaint.

4. We are structured and managed to:

1. base our priorities and recommendations on evidence
2. provide value-for-money
3. be independent from providers and commissioners
4. be resilient and flexible in the face of change
5. have robust independent governance from our Board and independent external quality assurance accreditation: we're regulated by the Financial Services Authority, with the Information Standard, Advice Quality Standard and the Advocacy Quality Performance Mark.

Our strategic business plan sets these main themes for our work:

1. Influence service delivery and impact or change on behalf of patients, communities and the public.
2. Provide evidence based recommendations.
3. Speak up on behalf of seldom heard and hard to reach groups and individuals.
4. Be a critical friend and challenge service redesign on behalf of patients.
5. Remain independent from health and social care services.
6. Use our position and statutory powers to greatest effect on behalf of service users.



The Board sets priorities after discussions informed by:

1. trends from the data in our record (CRM) system.
2. our engagement activity and feedback from our champions and volunteers.
3. knowledge and understanding of stakeholder priorities (see page 6 for details).

Criteria

It is essential that we focus our time and resources on the things that matter most. To put the interests of the people of Hampshire first, we consider these questions when we set our priorities:

1. How much evidence is available about this issue?
2. Is the issue going to impact on lots of people?
3. What is the impact on people and communities who suffer high inequalities in health and who are seldom heard or easily ignored?
4. Does the issue help us to make an investment in future health and care for the people of Hampshire?
5. Does the issue align to the joint health and wellbeing strategy?
6. Is the issue already being dealt with effectively by someone else?
7. If not, can we make an impact in the light of other people's or organisations' timetables?
8. Can we add value to the current situation?

2018/19 Plan

This plan is made up of three sections as follows:

SECTION ONE: Core Healthwatch role: This section covers our statutory duty funded by Hampshire County Council, outlined by Healthwatch England in their 'Quality Statements' as informing people, ensuring community voice and influence, making a difference locally, developing strategic relationships and maintaining a strong link to Healthwatch England (more here: <http://www.healthwatch.co.uk/quality-statements>).

SECTION TWO: Other work to achieve our aims: Healthwatch Hampshire is accountable to local people and to the intelligence and evidence gathered from local people. Our independence means that we are not bound by the priorities or messages of the NHS and local authorities. Where we may add value to health and social care services through projects not funded by our core contract with Hampshire County Council, we may accept commissions to deliver bespoke pieces of work, whether by Hampshire County Council, CCGs or other bodies. Commissioned work is delivered with the same independent approach as core Healthwatch Hampshire work. Such commissions to Healthwatch Hampshire do not replace the CCGs' statutory obligation to engage and consult.

SECTION THREE: Running an effective organisation: This section details how we monitor and develop our performance to ensure accountability and effectiveness.

The financial year runs from 1st April 2018 - 31st March 2019 and much of our project work runs to quarterly plans. The timelines in the plan may change.

Quarter One (Q1) - April-June 2018

Quarter Two (Q2) - July - September 2018

Quarter Three (Q3) - October - December 2018

Quarter Four (Q4) - January - March 2019



SECTION ONE - Core Healthwatch role

KEY	Q1 April - June 2018	Q2 July - September 2018	Q3 October - December 2018	Q4 January - March 2019	Allocated Capacity
<p>Quality Statements:</p> <p>INFORMING PEOPLE</p> <p>COMMUNITY VOICE AND INFLUENCE</p> <p>MAKING A DIFFERENCE</p> <p>STRATEGIC RELATIONSHIPS</p> <p>RELATIONSHIP WITH HEALTHWATCH ENGLAND All project work is shared with Healthwatch England.</p>	<p>ENTER & VIEW PROGRAMME - Enter & View is a statutory power granted to every local Healthwatch which allows authorised representatives to observe how services are being delivered, to collect the views of service users at the point of delivery, and to collect the views of carers and relatives of service users from a lay person's perspective. Healthwatch Hampshire has developed a robust process for carrying out observational visits using a bespoke audit tool. Our programme of visits is currently focussed on care for people living with dementia, looking at both the physical and social environment. Close relationships with both Hampshire County Council and the Care Quality Commission ensure that we target visits in a way that can assist improvements. Alongside a programme of visits throughout the year we will also report on overarching themes, learning and findings later in the year. More information and examples of reports and provider responses can be seen here: http://www.healthwatchhampshire.co.uk/enter-and-view</p> <p>VOLUNTEER DEVELOPMENT PROGRAMME - Healthwatch is more influential and powerful if people support us, join us, work with us and take part in our activities. Volunteers carry out roles from supporting us at events and enter and view visits to administration and representing us at meetings. This year Healthwatch Hampshire plans to develop our volunteer programme further with training to give volunteers the skills and resources to carry out presentations on our behalf, we will also recruit and train more Enter and View volunteers. We also hope to establish a network of 'Liaison Champions', people already embedded within local communities or third sector organisations who provide us with regular updates from their service users and staff regarding the issues affecting them. More information can be found on our website: http://www.healthwatchhampshire.co.uk/content/join-us</p>				60%
RESEARCH AND DEVELOPMENT	<p>KEEPING WELL AT HOME AND OUT OF HOSPITAL Community Care and its interface with hospital discharge and (re)admissions. Many people give feedback to Healthwatch Hampshire about their experiences of discharge from hospitals throughout the county, their experiences after discharge in the community and the importance of good integration between health and social care services. With a drive to treat more people in the community and keep them out of hospital we would like to better understand the progress being made throughout the County explore the experiences of those who have recently been discharged from hospital and celebrate good practice and new ways of working that are making a positive difference to the health of local communities.</p>		REPORT PUBLICATION		
	<p>DATA SHARING AND ANALYSIS - Every year we receive more and more requests for our feedback data. The use of Care Opinion is making this easier and significant development of our CRM system is also planned for this year. We will develop report formats that allow us to provide CCGs, key providers and other key stakeholders (including CQC), with regular updates, key themes and issues that we are aware of. Improved use of our own systems and possible collaborations with CQC/NHS England/Complaints teams/STP team could lead to enhanced knowledge and scope to identify issues at an earlier stage.</p>				
	<p>STRATEGIC INFLUENCING - The role of Healthwatch Hampshire as an independent critical friend is essential. Our relationships with Hampshire's five CCG's, Hampshire County Council and key health and social care providers is key if we are to effectively influence service provision. With the joining of Four CCGs under one Chief Officer we will need to change our focus accordingly but we will attend relevant meetings, engagement committees and arrange and carry out relevant public engagement in their defined area. This approach ensures that we are aware of ongoing commissioning intentions and that we are able to act on behalf of patients and the public and advise on good practice for patient and public engagement. This work will be supported by our Board and Champions. We will also use our role on the Health and Wellbeing Board to highlight concerns, areas for improvement and areas of good practice.</p>				
	<p>COMMUNITY CASH FUND - Since 2014 we have supported the work of over 35 projects. The fund is designed to encourage applications from projects that explore new ideas that help inform Healthwatch Hampshire of people's experiences of local health and care services and improve wellbeing in local communities. This year we will be running the fund again and will be particularly keen to receive requests for funding to support projects that support traditionally seldom heard groups. For more information on past projects please visit our website: http://www.healthwatchhampshire.co.uk/healthwatch-hampshires-community-cash-fund</p>				



	<p>COMMUNITY CASH FUND 2017/18 FOLLOW UP - Continued support for each of the Community Cash Fund projects from last year to ensure impact. This is likely to include sharing of recommendations and facilitation of meetings between projects and commissioners providers.</p>				
<p>PUBLICITY AND AWARENESS RAISING - We will continue to focus on exploring new ways of reaching people through our networks and volunteers. We will also continue to develop our social media and web presence through continued development of our website. We will also be working closely with our partners at Citizens Advice (CA) Hampshire to establish greater use of the CA offices throughout the county to engage with the public and increase our feedback. This awareness work includes ongoing publicity for all of the above projects as well as local and national health, care and wellbeing campaigns. We will continue to publish a monthly newsletter for stakeholders and volunteers.</p>					10%
<p>UNEXPECTED ISSUES, OPPORTUNITIES & INVITED PARTNERSHIP WORK - This is likely to be invitations from CCGs, CQC, NHS England or local providers to be involved in their work to redesign services. We will respond to requests for our involvement in NHS/Social care engagement projects if we have capacity and can influence service improvement. From feedback and engagement we learn of concerns where positive impact is likely from our intervention. These opportunities often require quick action and result in positive outcomes.</p>					15%



Information and Advice services and NHS Complaints Advocacy

INFORMATION AND ADVICE SERVICES

Healthwatch Hampshire will continue to provide information and advice services for Hampshire residents. this is available in two forms:

- our helpdesk telephone service is available during working hours Monday-Friday. the trained staff that operate the service can provide information, advice and signposting to health and social care services throughout Hampshire. it is also possible to give feedback about services over the phone using the same number.: 01962 440 262
- Our partners at Citizens Advice offer a walk-in service at any of their offices throughout Hampshire.

NHS COMPLAINTS ADVOCACY

Healthwatch Hampshire will continue to operate the NHS complaints advocacy service to 30 June 2018 and we hope to win the tender to continue for the rest of 2018/19. The service is available for Hampshire residents who are unable to take forward a complaint on their own, or for people involved in a complicated complaint. The service is free, confidential and independent. For further details please visit: www.healthwatchhampshire.co.uk/nhs-complaints





SECTION TWO - Other work to achieve our aims: commissioned partnership work

Healthwatch Hampshire is ultimately accountable to local people and priorities reflect the intelligence and evidence gathered from local people. Our independence means that we are not bound by the priorities or messages of the NHS and local authorities.

Where the skills and experience of Healthwatch may be able to add value to health and social care services in the county on projects not covered by our core contract with HCC, the organisation may agree to be commissioned separately to deliver bespoke pieces of work. Commissioned work is delivered with the same independent approach as core Healthwatch Hampshire work.

Such commissions to Healthwatch Hampshire do not replace the CCG’s statutory obligation to engage and consult.

KEY	Q1 April - June 2017	Q2 July - September 2017	Q3 October - December 2017	Q4 January - March 2018	Allocated Capacity
Quality Statements: INFORMING PEOPLE COMMUNITY VOICE AND INFLUENCE MAKING A DIFFERENCE STRATEGIC RELATIONSHIPS RELATIONSHIP WITH HEALTHWATCH ENGLAND All project work is shared with Healthwatch England.	<p>WESSEX VOICES - The five local Healthwatch organisations in Wessex (Dorset, Hampshire, Isle of Wight, Southampton and Portsmouth) came together with NHS England Wessex in 2015 to form "Wessex Voices", an initiative that aims to make sure local people are involved in designing and commissioning health services. We have produced a toolkit to support patient and public involvement in commissioning and we have now extended this collaboration to focus on supporting several patient engagement projects across the Wessex region. Where appropriate, Healthwatch Hampshire will carry out funded work to support patient engagement in the commissioning process.</p> <p>HAMPSHIRE AND ISLE OF WIGHT/FRIMLEY SUSTAINABILITY AND TRANSFORMATION PLAN (STP) SUPPORT - Autumn 2016 saw the release of Hampshire and Isle of Wight's and Frimley's Sustainability and Transformation Plans (STP). These plans have been developed by health and care organisations from across their respective areas in response to the increasing challenges facing the local system. The plans build on existing programmes of work taking place throughout the county and are changing the way that health and care is provided in many ways. Where appropriate, Healthwatch Hampshire will carry out funded work to support patient engagement in projects related to STPs. In some cases, this will fall into the 'Invited partnership work' category above and would not be funded. Commissioned work is delivered with the same independent approach as core Healthwatch Hampshire work.</p>				Extra capacity funded from commissioned work



SECTION THREE - Running an effective organisation

KEY	Q1 April - June 2017	Q2 July - September 2017	Q3 October - December 2017	Q4 January - March 2018	Allocated Capacity
Quality Statements: INFORMING PEOPLE	BOARD - Healthwatch Hampshire is a Community Interest Company established by a partnership of Help & Care and Citizens Advice Hampshire. The Board meets quarterly to manage performance and set plans and priorities for the future. A Board Business Manager supports the Board to do this.				15%
COMMUNITY VOICE AND INFLUENCE	FINANCE - The Healthwatch Hampshire finance committee meets quarterly to monitor financial progress. Our operational budget is monitored monthly by the Healthwatch Hampshire Manager.				
MAKING A DIFFERENCE	PERFORMANCE MANAGEMENT - Planning, evaluation and impact tracking ensure that we are spending time looking back at our impact and the changes that result from our work. This may include follow up to ensure our recommendations lead to results.				
STRATEGIC RELATIONSHIPS	RISK - The Healthwatch Hampshire Board keeps a risk register. We check all feedback weekly for safeguarding concerns and escalates these as required to the Care Quality Commission, Hampshire County Council or Healthwatch England.				
RELATIONSHIP WITH HEALTHWATCH ENGLAND All project work is shared with Healthwatch England.	STAFF TRAINING - Staff development including our volunteers. This includes Enter & View training for staff and volunteers.				
	CRM DEVELOPMENT - Continuous development and integration of our feedback database ensures we continue to use the information in the most effective and influential ways.				
	VOLUNTEERS - Volunteers carry out roles from supporting us at events and enter and view visits to administration and representing us at meetings. Our Volunteer Development Programme (see page 2) ensures we provide volunteers with good management, training and support so that they continue to provide effective support.				
	ONGOING REPRESENTATION AT STRATEGIC MEETINGS - Members of the Healthwatch Hampshire team, including board members and 'senior' volunteers, represent Healthwatch Hampshire at key strategic meetings throughout the year to provide insight, local information and patient feedback. These meetings include the Hampshire Health and Wellbeing Board, CCG Engagement committees, Hampshire Safeguarding Adults Board, and key provider and Healthwatch England meetings. Healthwatch Hampshire Board members take responsibility for some representation throughout the year.				



KEY DATES	Q1 April - June 2018	Q2 July - September 2018	Q3 October - December 2018	Q4 January - March 2019	Allocated Capacity
Healthwatch Hampshire Board	4 th May	10 th August	9 th November	8 th February	Key dates and meetings attended by Healthwatch Hampshire representatives
Health and Wellbeing Board	15 th March, 7 th June	10 th August	11 th October	20 th February	
Safeguarding Adults Board	12 th June	13 th September	4 th December	March tbc	
Healthwatch Hampshire Annual Review published	30 th June 2018				
Healthwatch England Annual Report published			Mid-October 2018		
Healthwatch England Annual Conference			October 2018		

Reflecting priorities of others

The strategies and plans of health and social care providers and commissioners affect the priorities of Healthwatch Hampshire, in what they do and in what they omit, and of course in the impact of their changes on service users and their families and carers. In setting Healthwatch Hampshire priorities, the Board took note of these documents:

Joint Health and Wellbeing Strategy

1. Starting Well

- a. Supporting children with disabilities to have the best health outcomes and for them to achieve their full potential
- b. Better transition from child focused care services to adult services
- c. Better coordination of children's services to deliver better care

2. Living Well

- a. Helping people make better health choices such as avoiding smoking and drinking to avoid preventable early deaths.
- b. Better targeted information about health choices

3. Ageing Well

- a. The ageing population will have access and control of high quality services with good information about their choices.
- b. More joined up and integrated care services
- c. Preventing falls and giving better care when falls occur
- d. Better support for early dementia diagnosis

4. Healthier Communities

- a. Reduce health inequalities
- b. Better coordinated advice and information to those groups that need it most on issues such as fuel poverty and financial hardship
- c. Better coordinated support for families with complex needs
- d. Better support to groups and communities in most need of support



CCG's - Common areas in strategies (and STP plans)

- Improving preventative services (specific focus in mental health and for those with long term conditions)
- Improving mental health services and services for the learning disabled
- A focus on increasing services in the community
- Improving outcomes for the frail and elderly with long term conditions
- Encouraging better health choices amongst key groups

JSNA Headlines for Hampshire

- Increasing older population with less informal support and multiple illnesses, needing more social care and health care.
- The ageing population is associated with increasing mental frailty.
- Increasing birth-rate
- Continuing large proportion of under 20s and an increasing number of vulnerable children and young people.
- Importance of wider determinants of health: housing, education, employment
- Continuing reduction in resources
- Acknowledge the changing technology and communication expectations

Healthwatch England identified priorities

1. Improving public involvement in changes to local services
2. Using people's experiences of leaving hospital as a way of measuring how well services are working together
3. Demonstrating how learning from feedback is improving care
4. Increasing focus on the evaluation of mental health services
5. Shifting the focus of NHS targets to take greater account of people's experiences
6. Tackling access issues in NHS dentistry

Hampshire County Council

- Ensure children and young people in Hampshire thrive and achieve their full potential
- Promote and support healthy choices for all, reducing the difference between those with the best and worst health
- Help people to manage their health conditions, giving them choice and maintaining their independence

Associated Healthwatch Hampshire Documents

1. Business Plan
2. Communications Strategy
3. Volunteer Strategy

