



### HEALTHWATCH BARKING AND DAGENHAM - WORKPLAN 2013/14

WORKSTREAM/ TASK/LEAD	REASON	METHOD	OUTCOMES	DATE FINALISED	DATE TO HEALTH & WELLBEING BOARD
Complete the Healthwatch Barking and Dagenham Workplan  Lead Officer: Richard Vann	It is a duty of the local Healthwatch to produce a work plan that reflects accountability to the local community, the local authority and Healthwatch England.	The Healthwatch Board met on 9 <sup>th</sup> July 2013 and agreed a programme of projects to be undertaken during the current operating year.	Experiences of local people using health and social care services will be heard and they will know where to go to raise concerns about health and social care services. The public will influence decisions about local services. Scrutiny of health and social care services will be improved.	12 <sup>th</sup> August 2013	17 <sup>th</sup> September 2013 (to be with the Board administrator by 12 <sup>th</sup> August 2013)
Childrens Diabetes Services Consultation  Lead Officer: Manisha Modhvadia	Diabetes is a priority in the Barking and Dagenham Health & Wellbeing Strategy. Healthwatch want to look at Diabetic services for young people and children and how those services are meeting their needs.	Healthwatch will undertake research, 1 to 1 interviews, group discussions and a survey with local young people and children.	Produce and publish a report with any appropriate recommendations. This will be shared with the public and stakeholders.	7 <sup>th</sup> October 2013 (to Healthwatch Board 30 <sup>th</sup> September 2013)	5 <sup>th</sup> November 2013 (to be with the Board administrator by 8 <sup>th</sup> October 2013)

**APPENDIX A**

<p>Hospital In-patient Services - Frail &amp; Elderly People (Enter &amp; View)</p> <p>Lead Officer: Richard Vann</p>	<p>With the increasing population of older people and the likelihood of an increasing need for in-patient hospital services, Healthwatch wants to look at the quality of services being provided.</p>	<p>Healthwatch will carry out Enter &amp; View visits on hospital wards for elderly and frail people. We will gather the views of patients and their relatives.</p>	<p>A report will be produced and published. This will be made available to the public and stakeholders.</p>	<p>7<sup>th</sup> October 2013 (to Healthwatch Board 30<sup>th</sup> September 2013)</p>	<p>5<sup>th</sup> November 2013 (to be with the Board administrator by 8<sup>th</sup> October 2013)</p>
<p>Dental Care Services for Children</p> <p>Lead Officer: Manisha Modhvadia</p>	<p>Healthwatch want to find out about Dental services for children in the borough.</p>	<p>Healthwatch will carry out 1:1 interviews, group discussions and a survey to gather information about patient and parent experience of services.</p>	<p>A report will be produced and published. This will be made available to the public and all stakeholders.</p>	<p>7<sup>th</sup> October 2013 (to Healthwatch Board 30<sup>th</sup> September 2013)</p>	<p>5<sup>th</sup> November 2013 (to be with the Board administrator by 8<sup>th</sup> October 2013)</p>
<p>Services for Young People with Special Needs (post education)</p> <p>Lead Officer: Manisha Modhvadia</p>	<p>Healthwatch want to find out from young people with special needs what their experiences of using services are - what is and is not working well.</p>	<p>To carry out 1:1 interviews, group discussions and a survey to gather patient experience of services.</p>	<p>A report will be produced and published. The report will be made available to the public and will be shared with all stakeholders.</p>	<p>11<sup>th</sup> November 2013 (to Healthwatch Board 4<sup>th</sup> November 2013)</p>	<p>10<sup>th</sup> December 2013 (to be with the Board administrator by 12<sup>th</sup> November 2013)</p>

**APPENDIX A**

<p>Urgent Care Appointments</p> <p>Lead Officer: Richard Vann</p>	<p>Barking and Dagenham CCG have agreed to deliver a minimum of an additional 25,000 GP appointments from August 2013. Healthwatch want to ask patients for their views on the impact the additional services have made.</p>	<p>Healthwatch will undertake a survey to ask patients for their views and to give feedback about their experiences of existing services.</p>	<p>A report will be produced and published. The report will be made available to the public and will be shared with all stakeholders.</p>	<p>13<sup>th</sup> January 2014 (to Healthwatch Board on 7<sup>th</sup> January 2014)</p>	<p>11<sup>th</sup> February 2014 (to be with the Board administrator by 14<sup>th</sup> January 2014)</p>
<p>Discharge of Patients from Hospital Stroke Services (Enter &amp; View)</p> <p>Lead Officer: Richard Vann</p>	<p>Healthwatch would like to find out from stroke patients, their experiences of using discharge services from hospital.</p>	<p>Healthwatch will carry out an Enter &amp; View visit to find out patients' experiences of this.</p>	<p>A report will be produced and published. This will be made available to the public and stakeholders.</p>	<p>13<sup>th</sup> January 2014 (to Healthwatch Board on 7<sup>th</sup> January 2014)</p>	<p>11<sup>th</sup> February 2014 (to be with Board administrator by 14<sup>th</sup> January 2014)</p>
<p>Discharge of Elderly Patients (Enter &amp; View)</p> <p>Lead Officer: Manisha Modhvadia</p>	<p>Healthwatch wants to find out the experiences of elderly patients who use the discharge service from hospital and from those using the new services being provided in Barking and Dagenham.</p>	<p>Healthwatch will carry out an Enter &amp; View visit to look at the discharging service and engage with patients to gather their views about using existing and new services.</p>	<p>A report will be produced and published. This will be made available to the public and stakeholders.</p>	<p>24<sup>th</sup> February 2014 (to Healthwatch Board on 17<sup>th</sup> February 2014)</p>	<p>25<sup>th</sup> March 2014 (to be with Board administrator by 25<sup>th</sup> February 2014)</p>

**APPENDIX A**

<p>Duty of Candour (Enter &amp; View)</p> <p>Lead Officer: Richard Vann</p>	<p>People expect their concerns over services to be acted upon and that any complaint is dealt with in an open, honest and sensitive manner. Healthwatch want to find out how well this works in the borough.</p>	<p>1:1 interviews and group discussions with service users and staff to ascertain how confident people are to report concerns about services. Undertake Enter &amp; View visits to health and social care providers.</p>	<p>A summary report will be produced and published using feedback from service users and staff of In-patient, social care and community services. This will be made available to the public and stakeholders.</p>	<p>24<sup>th</sup> February 2014 (to Healthwatch Board on 17<sup>th</sup> February 2014)</p>	<p>25<sup>th</sup> March 2014 (to be with Board administrator by 25<sup>th</sup> February 2014)</p>
---	---	--	---	--	---