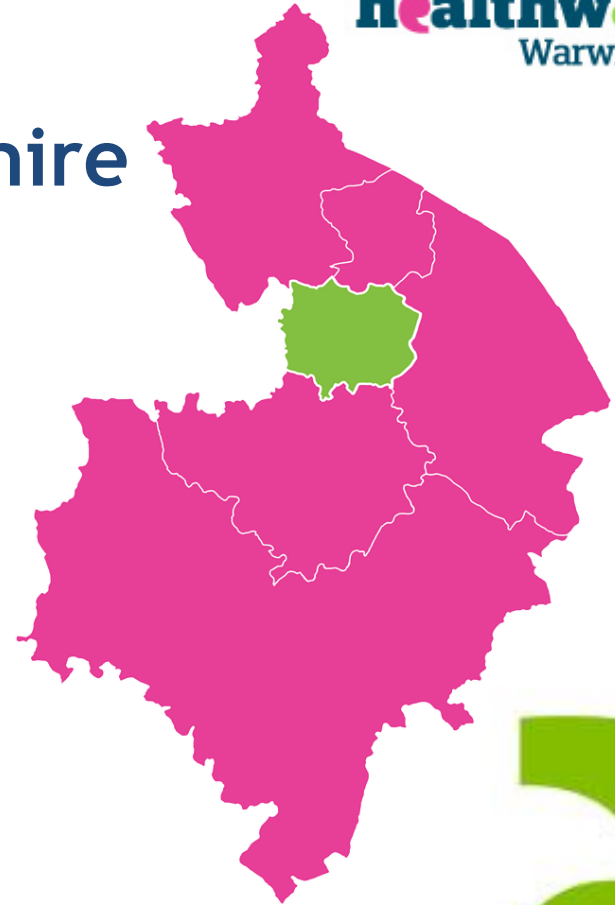


Healthwatch Warwickshire

Interim workplan 2020

This plan sets out what we are here to do, our engagement work and what we would like to achieve as a result of our work during the COVID-19 period



Who we are


You need services that work for you, your friends and family. That's why we want you to share your experiences of using health and care with us – both good and bad. We use your voice to encourage those who run services to act on what matters to you.

Health and care that works for you

The mission of Healthwatch Warwickshire is to ensure that the lived experiences of patients and public in Warwickshire make a real difference in the planning and delivery of health and care services in the County.



As well as championing your views locally, we also share your views with Healthwatch England who make sure that the government put people at the heart of care nationally.




Healthwatch Warwickshire needs to fulfil a range of contractual obligations and statutory duties which are managed by our Board of Directors and monitored by Warwickshire County Council.

Seven functions of a local Healthwatch:

1. Gather views and experiences of patients and the public
2. Make these views known, both locally and nationally as appropriate
3. Promote and support involvement in commissioning of health services and provision of care services
4. Recommend investigation or special review of services via Healthwatch England or directly to the Care Quality Commission (CQC)
5. Provide advice and information about access to services and support for making informed choices
6. Make known the views and experiences of people to other local Healthwatch organisations and Healthwatch England and provide a steer to help it carry out its role as a national champion
7. Access and refer customers to NHS Complaints Advocacy Services

In addition to this we have been asked by our commissioners to:

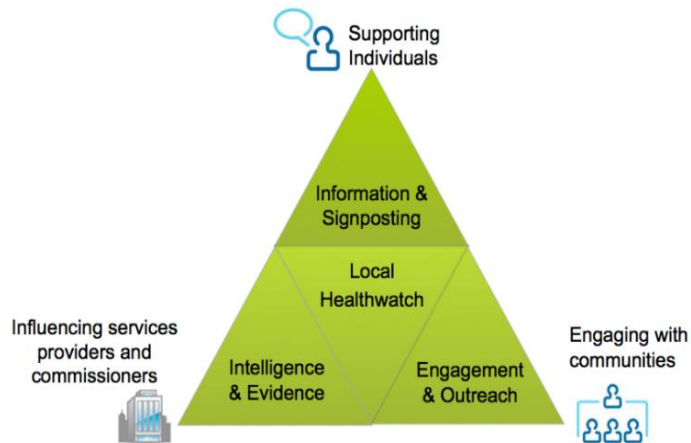
1. Provide an Enter and View function that is reactive to local health and social care intelligence that has been validated by other partners including WCC Quality Assurance and Improvement Team and CQC
 2. Provide an outward facing service which is aligned to WCC hub/place-based approach and PPGs
 3. Strengthen our relationship with Healthwatch England
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COVID-19 how we have changed as a Healthwatch

We have had to adapt some of our services to ensure the safety of the public, our staff and our volunteers.

Our engagement objectives during this period:

1. To develop and maintain consistent and pro-active two-way channels of communication with key stakeholders*
2. To provide appropriate channels for patients and public to continue to inform HWW about their lived experiences
3. To communicate up to date COVID-19 guidance as provided by Public Health Warwickshire, Warwickshire County Council and other stakeholders to patients and the public
4. To communicate changes in service provision from key stakeholders to patients and public
5. To signpost individuals to the most appropriate service or information source



We have stopped all face-to-face work with the public and key stakeholders. We will continue to gather intelligence and report appropriately on people's experiences in care homes but we will not be conducting any visits. This will be reviewed in accordance with Government guidance.

COVID-19 survey and how it will inform our work

This survey has been designed with Healthwatch England and will go out over Warwickshire and Coventry

[Take the survey](#) and tell us about your experiences of health and care

Your experiences of NHS and Social Care during the coronavirus pandemic

Introduction

The NHS and social care services have had to change the support they offer the public, in response to Covid-19 (also referred to as coronavirus). It is therefore important to understand how these changes are working for people.

It's our job at Healthwatch Warwickshire and Healthwatch Coventry to listen to people's experiences and share their views with those who can do something about it, so everyone can continue receiving high-quality and safe support.

The survey should inform us about:

1. Access to services during COVID-19 and any subsequent changes
2. Mental health - how it has been affected and access to services
3. Communication issues - if there have been any barriers to those with additional communication requirements

The findings of the survey will be collated in a report that will go:

1. To the Health and Care Partnership, Health and Wellbeing Board, Health Overview and Scrutiny Committee, Warwickshire and Coventry Quality Surveillance Group, Warwickshire County Council, MPs and others
2. To local networks and groups such as Equality Network, Parish councils etc.
3. Back to the public - so they can see the collective response

Volunteers and Board Directors

Our volunteers are at the heart of everything that we do



Currently, we have **ten active volunteers** who are essential to the work that we do. In order to **increase our offering and support our project work we would like to undertake a recruitment drive in order to add to our volunteers as well as offering new opportunities for volunteers.** New roles could include; community engagement, researchers, and a reading panel. A strategy and recruitment pack will be developed with our volunteers to ensure that it reflects the ethos of the organisation.

[Contact us](#)
today to find
out more about
volunteering

Board Directors of Healthwatch Warwickshire

We have **seven active Board Directors** who are volunteers and essential for the strategic management of the organisation. This year the Board will:

- Review and prepare our recruitment for replacing the current Chair of the Board
- Attract new board directors to lead the organisation and champion our work ensuring that the board is representative of the people who live in Warwickshire
- Look at how we continually improve to ensure that we are in the best position to fulfil our contract and our role in sharing patient experience
- Ensure that as an organisation we are robust in order to adapt to new ways of working

Partnership working

Healthwatch Warwickshire understands that to make effective changes we need to work together



Partnership working between health and care services and the public is key in ensuring services work for the people that use them and our work is integral to understanding what is happening locally and sharing those experiences.

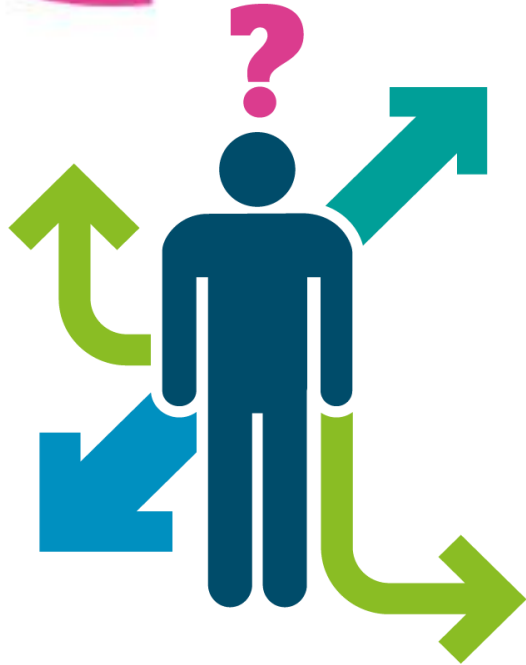
We understand that partnership working can achieve greater outcomes than individuals or organisations working alone. Partnerships can achieve greater benefits because they share expertise, skills and resources. These benefits can include:

- ✓ A better understanding of issues affecting health and care across Warwickshire
- ✓ More efficient resourcing and less duplication of effort
- ✓ Better policy development and service design at an organisational and local level

We would like to continue to work and strengthen our relationships with partners such as:

Warwickshire County Council peer review service	NAPP and the patients association	Healthwatch England, Healthwatch Coventry and other local Healthwatch
VoiceAbility	Age UK Coventry and Warwickshire	Equality Reference Network
EQuIP	Mind	WCAVA

How we will move forward



Our plans and ways of working have had to adapt and change to ensure the safety of the public and our staff but we will continue to review these in line with Government guidance. In the meantime we will:

- Look at the reintroduction of services locally and how those are communicated to the public
- Identify gaps in the local health and care system where service needs are not being met and raise this to the appropriate levels
- Strengthen our engagement work with the public, ensuring the patient voice and experience is used in the design and review and improvement of services
- Ensure that views captured are representative of the people who live and use health and care services in Warwickshire

To find out more about our work visit our [website](#)



Volunteer at Healthwatch Warwickshire

If you would like more information on becoming a volunteer at Healthwatch Warwickshire please contact us today for more information:

01926 422823

info@healthwatchwarwickshire.co.uk

For more information on any of the items covered in this document please call: 01926 422823 or email: info@healthwatchwarwickshire.co.uk

healthwatch
Warwickshire

