

# Healthwatch Slough Work Plan

April 2017- March 2018

This document sets out our operational plan to deliver Healthwatch services in Slough during 2017/18

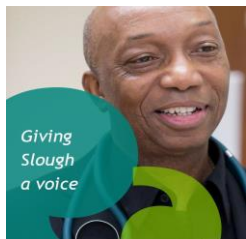
## Our Vision

Our work plan is based on our newly revised vision:

- **Healthwatch Slough is the respected, trusted and credible champion of the consumer for health and social care in Slough.**
- Our influencing is based on sound evidence, knowledge and insight.
- As a social enterprise we have secured a growing and sustainable future.
- We will work in partnership with stakeholders across East Berkshire wherever possible

We will achieve this by:

- Building good relationships and feeding back to commissioners and providers of services, as well as our Healthwatch colleagues in East Berkshire. We will seek to influence change and decision making through our constructive relationships as a critical friend.
- Building our evidence base and improving our capacity to handle and analyse data
- Becoming experts in outreach and engagement, by understanding what matters most to Slough Citizens. Our engagement will be targeted and have a focus on capturing experiences from those that are not always heard.



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## Our Values

### Inclusive

- We work for everybody (children, young people and adults)
- We work across both health and social care

### Independent

- We are independent and act on behalf of all Slough Citizens
- We listen to what people tell us and speak on their behalf
- We challenge those in power to deliver better health and care services

### Credible

- We seek out data and intelligence to challenge assumptions with facts
- We celebrate and share good practice

### Collaborative

- We work in partnership with Slough Citizens
- We work with local organisations, the voluntary and community sector
- We are happy to share good practice and what works

## Strategic Priorities

In order to deliver on our vision during 2017-18 our Strategic Priorities are;

1. Undertake outreach and engagement around Service Change (e.g Frimley Sustainability & Transformation Partnership (STP), Slough Borough Council's Asset Based Social Work model, Urgent Care Centre at Wexham, future of Walk In Centre at Upton, mental health service development etc.)

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2. Understand carers experiences of accessing support
3. Explore what children and young people from deprived backgrounds know about their health & wellbeing
4. Revisit our work around extended hours access to Primary Care (PMCF)

## 1. Undertake outreach and engagement around Services Change

There is a need to change the way in which health and care services are delivered. Rising demand on services means there is a need to make significant changes to ensure you continue to have high-quality safe care.

The NHS and Slough Borough Council have legal duties to involve Slough citizens in plans for changes to services. Significant changes to services mustn't happen without people being involved. And that involvement should be from the beginning - meaning people are involved in developing the proposals for change, not only in commenting on proposals that have already been drawn up.

Healthwatch Slough can support organisations to clearly explain STP proposals to their communities in clear, accessible language.

STP proposals taking into account the needs of, and ensure equality of access for, disadvantaged groups. Healthwatch Slough can play a specific role in helping the NHS talk to seldom heard communities.

Healthwatch Slough can hold organisations to account to make clear to people how their views have been used.

This priority will be met through;

- Being involved in the East Berkshire CCG Communications Toolkit Group - looking at how information is shared across the Frimley Footprint as well as what it means for each locality
- Developing some principles of good practice when it comes to consulting with the public about service change
- Publishing a factsheet on all the changes taking places and what this means for the health of Slough Citizens

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## 2. **Understanding what it is like to be a carer in Slough**

Work is underway, being led by Medical Director Dr Lalita Lyer, around improving the experience of carers accessing primary care. A letter is being drafted, surgeries are looking at flagging carers and prioritising their need for appointment.

We will undertake a call for evidence asking carers what support they get if any and what difference this makes to their caring role. We will use lots of channels to get responses and want to hear from as many people as possible

This priority will be met through;

- Using our seat on the Carers Partnership Board to understand carers issues
- Understand and promote the incentives for individuals to come forward and identify themselves as carers (pathways)
- Working in partnership with the Social Wellbeing Prescriber based at Farnham Road Surgery

## 3. **Exploring & celebrating the food cultures in Slough and raising awareness on health for children and young people**

Slough has a high proportion of young people that are obese. Figures show over 20% of reception year children are overweight or obese. The figure rises to over 30% of Year 6 children are overweight or obese.

Healthwatch Slough wants to look into 3 elements that may contribute to this epidemic

### 1. Food in the Home

Better understanding and celebrating food cultures in Slough. Understanding of ethnicity does have a link to obesity and raising awareness around nutrition. Poss partner with Eat4 Health

### 2. Food in the Town

Do an audit of the food outlets across Slough - looking at location of fast food outlets and healthier options

### 3. Exercise

Understanding the opportunities for young people to get active in Slough. Looking at the cost of taking part in organised activities such as the gym or a club/class and exploring possible discounts that can be offered to young people

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This priority will be met through;

Delivering the Little Blue Book of Sunshine to all secondary schools within Slough prior to exams commencing.

Holding focus groups on health and wellbeing in deprived areas of Slough

#### 4. Revisit our work around extended hours access to primary care (PMCF)

With a lot of focus on the future it is important not to take our eye off what is happening now. We want to understand the experience of people trying to access primary care appointments.

5. **Enter and View visits** will be scheduled if there is a need to hear the experiences of those using the services.

### In summary this year our work will....

**Empower** and explore the voice of carers

**Investigate** the views of children young people

**Ensure** that service change incorporates the views of diverse and varied Slough Citizens

**Improve** the experience of making a GP appointment

### One off emerging or unexpected issues

We must build in capacity within the team to respond to emerging issues and to respond to request from stakeholders to work with them (e.g. co-design/service redesign/transformation work), where this fits with our vision statements and goals.

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