



healthwatch
Walsall

Healthwatch Walsall

Annual Work Programme

2024/2025

April 2024 – March 2025

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STATUTORY REQUIREMENTS OF A LOCAL HEALTHWATCH

1. To obtain the views of local residents on health and social care services, to help shape the delivery and improve the quality of the design and commissioning of services.
2. To make recommendations to service providers and commissioners in developing, designing, shaping, and improving the quality-of-service delivery.
3. To support the involvement of local residents in the designing and commissioning of local services.
4. Provide information and advice to inform local residents on choices available to them.
5. To escalate findings to local commissioners and providers and nationally to Healthwatch England along with recommendations for service change.

Introduction

About us

Local Healthwatch organisations were established under the Health and Social Care Act 2012 to be a champion for people using health and social care services.

Healthwatch Walsall is delivered by Engaging Communities Solutions CIC (known as ECS) - a Community Interest Company with a focus on delivering local Healthwatch, Social Research and Advocacy services. (www.weareecs.co.uk)

Healthwatch Walsall will champion the interests of people who use health and social care services and ensure that they have an opportunity to speak out about their concerns and health and social care priorities.

We will ensure that the views of the public and people are considered by those who commission and provide services.

Our responsibilities

By law, all local Healthwatch are required to:

- Provide information and signposting about health and social care services.
- Monitor concerns and complaints.
- Enable people to feed back about their experiences of health and social care services.
- Collate information and compile reports about people's experiences and views.

Local Healthwatch have the benefit of a national umbrella organisation, Healthwatch England, from whom we receive development and support. Healthwatch England collects intelligence from the Healthwatch network, identifying national themes and producing reports on common areas of concern. They can raise issues at a national level. www.healthwatch.co.uk

We will meet our responsibilities by:

Listening to people from all communities in Walsall; helping to involve people in decisions about their care and how it is delivered, giving people information to make choices about their health and care and working in partnership to make change happen.

As Healthwatch Walsall, we will give critical challenge to highlight where improvements can be made, be the voice of the public, show the impact our work can make and work hard to listen to people throughout the Borough.

Strategic Aims

This year, our strategic focus is to:

- To raise the visibility of Healthwatch Walsall to make people aware of our role, and remit and to ensure people know how to feedback on local NHS health and social care services.
- Support more people to have their say and provide clear information and advice to help them take control of their health and care.
- Provide an effective, high-quality local service as Healthwatch Walsall, building local partnerships and networks to achieve change together.
- Work together with professionals, providing useful insight to improve the planning, delivery and support of health and social care throughout Walsall.
- To increase public awareness (and choice) of local services for residents through an enhanced Healthwatch information and signposting service.

Priority areas from April 2024 to March 2025

Healthwatch Walsall will be undertaking the following work projects for 2024/2025.

Priority Project 1: (Q1 – Q2) Patient Experience of Cancer Services at Walsall Manor Hospital

Healthwatch Walsall are wanting to gain an understanding of the patient experience of those who have used cancer services in Walsall. We want to find out about whether service users were happy with the treatment and care they received. We want to find out if people were treated with compassion, felt safe, were listened to and whether they were provided with support and information needed. An overall report will be produced with recommendations included and once finalised and approved this will be shared with stakeholders and partners, together with being published on our website.

Priority Project 2: (Q1 – Q2) Patient Experience of Urology Services at Walsall Manor Hospital

Healthwatch Walsall are wanting to gain an understanding of the patient experience of those who have used urology services in Walsall. We want to find out about whether service users were happy with the treatment and care they received. We want to find out if people were treated with compassion, felt safe, were listened to and whether they were provided with support and information needed. An overall report will be produced with recommendations included and once finalised and approved this will be shared with stakeholders and partners, together with being published on our website.

Priority Project 3: (Q3 – Q4) Unmet social care needs for young carers

Healthwatch Walsall are wanting to gain an understanding of whether young carers in the Borough are aware of the support available and to assess whether they have unmet social care needs. An overall report will be produced with recommendations included and once finalised and approved this will be shared with stakeholders and partners, together with being published on our website.

Intelligence reports (Q2 – Q4)

Healthwatch Walsall will continue to produce intelligence reports on primary and secondary care issues faced by local people. These will be provided on a regular basis to the Walsall Place Black Country ICB.

Information & Signposting (Q1-Q4)

Offering information and advice is a statutory part of our work and Healthwatch Walsall will continue to provide an appropriate response to anyone who contacts us with a health or social care query. We will provide individuals with independent and impartial information about choices available to them. We will promote the information and signposting service to ensure citizens know how we can help them and how they can contact us.

Measuring Impact

Through a detailed activity plan, we have set clear aims and objectives as our delivery targets to achieve throughout the year to ensure we maximise the impact we have, in addition to our priority project work.

Activity		Aims and objectives
Enter and View Programme	<p>The annual programme is determined by intelligence received, follow-up actions from previous Enter and View visits and our standard programme of work.</p> <p>The focus on the Enter and View Programme for 2024/2025 will be care homes and GP practices</p>	<p>Aim: To carry out 12 Enter and View visits from April 2024 to March 2025.</p> <p>We will aim to analyse findings and report within 10 days to the provider and publish our report and recommendations on the Healthwatch Walsall website as soon as possible after the visit has taken place.</p>
Public Feedback	<p>We will continue to encourage the public to feedback their experiences of using local health and social care services. This feedback will form part of our regular reports to the Healthwatch Independent Strategic Advisory Board (ISAB) and be used to identify any themes and trends in local services.</p> <p>This feedback will also form part of reports sent to service providers, commissioners, and stakeholders.</p>	<p>Aim: To collect the experiences of as many people as possible between April 2024 and March 2025 using multiple platforms, including surveys, online engagement, Healthwatch Walsall website, engagement and outreach activities and through working with third-party organisations.</p>
Reporting	<p>Healthwatch Walsall will conduct independent reviews on various health and social care services. Reports will be published based on the intelligence</p>	<p>Aim: To publish intelligence/insight reports on a quarterly basis.</p>

	we receive from members of the public and sent to the relevant Boards, commissioners and contract monitoring officers.	
Promotion	We will ensure our services are widely available and promoted in a range of formats. Our website, Facebook, X (Twitter), Instagram, and other social media platforms will provide live updates on engagement topics, service delivery changes and enable networking with other organisations.	<p>Aim: To see an increase in engagement numbers through Facebook, Instagram, and Twitter followers.</p> <p>To ensure that the website is updated regularly with relevant topics and issues.</p> <p>To create a Tiktok account to meet the needs of the younger population.</p> <p>To create a LinkedIn account.</p>
Strategic Influencing	Healthwatch Walsall is represented on a wide range of Strategic Boards that oversee health and social care including Walsall Health and Wellbeing Board and the Health Overview and Scrutiny Committee. Our remit is to work with these partnerships to ensure the voice of the public, patients, service users and carers are heard, and to provide advice, guidance, and assurance on how to achieve this.	<p>Aim: To ensure Healthwatch Walsall remains a strong public voice in strategic decision making.</p>
Healthwatch Independent Strategic Advisory Board (ISAB)	Develop a well-balanced ISAB with a complimentary skill set and culture that allows collaborative working to enable effective decision making, and a platform in which the ISAB will formally agree and implement a plan of work.	<p>Aim: To grow the number of ISAB members.</p> <p>To ensure the ISAB receives necessary training and support to fulfil its role during the year.</p>
Volunteers	Volunteers play an essential role in the delivery	<p>Aim: To develop a wider range of opportunities for people to</p>

	<p>of Healthwatch Walsall. They add value and support us to achieve our mission and strategic objectives. By having an effective volunteer programme, Healthwatch Walsall will provide opportunities for social inclusion, skills and confidence development and support routes into employment.</p>	<p>volunteer with Healthwatch Walsall, including work experience placements for students and young volunteers.</p>
<p>Additional funded projects</p>	<p>Healthwatch Walsall will look at opportunities to take on additional funded projects or pieces of work that are aligned with our mission and values.</p>	<p>Aim: To generate additional income of 11% of the contract value to help sustain the current contract delivery and enhance the delivery offer.</p>
<p>Community Engagement</p>	<p>Face-to-face: Our staff and volunteers will visit a range of community groups and outreach events to seek patient and public opinions and views. We will ensure our engagement activities focus on Walsall’s diverse communities and continue to earn their respect.</p> <p>We will also continue to seek the views of people, who in the past, have been in the minority in intelligence gathering, e.g., people with learning disabilities and/or autism spectrum disorder (ASD), people living with mental illness and people with sensory impairment.</p>	<p>Aim: Face-to-face: To undertake outreach activities from April 2024 to March 2025.</p> <p>Virtual engagement activities:</p> <p>To undertake a series of virtual focus groups and discussions online from April 2024 to March 2025.</p>