

Work Plan 2017 - 18

Healthwatch Islington’s remit is to gather local evidence and engage local people in decision-making about health and care services in order to influence commissioning, provision and delivery of those services. We offer information about services to local residents. We work collaboratively with statutory partners to develop the best services for local needs, and we work closely with the voluntary sector. Our work is funded by the Local Authority and local health partners.

We develop our work plan each year in consultation with local residents. **The key themes are set in March/ April. So the themes for 2017/18 are yet to be confirmed.** However, we will continue to carry out work in the following areas:

Aim	Notes
1. Follow up previous recommendations from 2015/16.	These will include reports on Autism and reasonable adjustments, Accessible Information, Podiatry, LBI’s Access and Advice Service and Interpreting.
2. Train volunteers and local voluntary sector partners in key issues relating to commissioning and community research	Training developed and in the process of being delivered. We wanted to improve our volunteer offer and capacity build the sector by offering training on how commissioning works in our local area, and covering a range of qualitative research methods.
3. Work with London Metropolitan students to gather research to feed in to the Joint Strategic Needs Assessment	Conversations with the university have started. They will now ensure that their health and social care course for 2016-17 includes ‘Community Research’ modules and HWI will provide students with the opportunity to practice these skills.
4. Continue to look for opportunities to work cross-borough with other local Healthwatch	Much of this work is likely to focus on the Sustainability and Transformation Plan and engaging the local community on discussions around this.

Aim	Notes
5. Gather views to inform the commissioning of local services.	We will continue a programme of out-reach within the community to gather views.
6. Keep our local community informed of policy relating to local services	We will continue to host information stalls and workshops on key issues.
7. Provide information on local health and care services to our local community.	Where possible, we will work with local partners to extend the reach of this work.
8. Offer a positive volunteering experience to our team of volunteers	Phase one: Volunteer's week conversations around Learning and Development - we have won an award for the work so far. Phase two: Implement learning from Volunteers Week. Adhere to the principles of Investors in Volunteers.
9. Support the engagement of a more diverse audience in the Pan Islington Patient Group	We hope to continue this work (on behalf of Islington CCG) in 2016-17.
10. Audit 'Bright Beginnings' a new service for pregnant women and new mothers from the Black and Minority Ethnic (BME) community	We will continue to work with local partner Manor Gardens auditing this new service.

We are currently scoping potential future work on:

- Obtaining referrals for secondary care services,
- Mental health and alcohol use for over 65s,

If capacity allows later in the year we may also look at Pharmacy use.