

## Work Plan 2016 - 17

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.

Aim	When		Notes
1. Report the views of home care service users	July 2016	G	We started to gather views in December 2015 and will report these in July 2016.
2. To assess provision of reasonable adjustments for patients with Autism and share good practice	March 2017	A	First phase - speak to patients and carers to devise a checklist Second phase - visit services, co-ordinate with Ambitious about Autism Third phase - report.
3. Gather and report views of extended hours GP practice model (IHUB)	June 2016	G	Interviews completed, report to follow.
4. Train parent researchers to carry out peer research (researchers will then carry out work for council's SEN services)	May 2016	G	Training developed and in the process of being delivered.
5. Support the engagement of a more diverse audience in the Pan Islington Patient Group	March 2017	G	Preparation is underway for a new model for the patient group. We will work with local partners to carry out additional discussion groups and a community-based meeting.
6. Work with London Metropolitan students to gather research to feed in to the Joint Strategic Needs Assessment	March 2018	G	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.
7. Continue to look for opportunities to work cross-borough with other local Healthwatch	Ongoing	A	Options are limited by resources and locally determined work plans. We are working together to represent local views at a regional level within health and will continue to seek out other opportunities to work together.

Aim	When		Notes
8. Gather views to inform the commissioning of mental health day services	Oct 2016	G	Phase one - service visits, to report by 1 <sup>st</sup> July 2016 Phase two - community meetings with presentations from LBI Phase three - community involvement in specification and procurement.
9. Develop an auditing tool for new service 'Bright Beginnings' which will assess provision of services to pregnant women and new mothers from the BME community	March 2019	G	Phase one: Develop tool, Phase two: Measure progress and produce interim report (2017)
10. Accessible Information Standard - following the introduction of this standard we want to assess how local providers are making information more accessible	July 2016	A	Phase one - audit our own information, Phase two - focus on accessibility of information on key areas and advise on maximising accessibility
11. Keeping our local community informed of policy relating to local services	Ongoing	G	We will continue to host information stalls and workshops on key issues.
12. Offer a positive volunteering experience to our team of volunteers	Ongoing	G	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.
13. <b>NEW:</b> Mystery shopping the council's Advice and Access service and Social Workers' telephone lines.	March 2016	A	Phase one: Draft scenarios to test. Phase two: Mystery shopping the services in September/ October and again in February. Phase three: Reporting on findings with recommendations.

In addition, based on feedback from our local community, we will be scoping potential future work on:

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

We will liaise closely with partners at the Islington Personal Budgets Network on the roll out of personal budgets in health and social care.