

Healthwatch Islington Work Plan 2018-19

| | What we aim to do | RAG* | Progress | How this helps |
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| | Signposting | | | |
| 1 | Continue to deliver the signposting service to at least 200 residents reflecting the diversity of the borough (success is diversity not a high total). | Green | On track in first quarter. | People we reach have complex needs. We improve their access to services. We seek out opportunities through all our work to inform residents of their rights. |
| 2 | Inform people with disabilities and their carers of our rights under the Accessible Information Standard (AIS) | Yellow | Stalls at Moorfields to promote awareness. We've previously visited a range of services to assess how the standard is being implemented. | Helps makes patients more aware of their right to communication via a method that works for them, and should result in better user experiences (and better outcomes for services). |
| 3 | Digital Inclusion (externally funded). We have secured funding and in-kind support from a range of partners to enable us to support residents who are digitally excluded to access health and care information safely on-line. | Green | On track. Phase one, reached 140 BME older residents with at least two long-term health conditions. Second phase for Clarion residents starting soon. | Though delivered through external funding, but strengthens HWI's skills, increases our reach and is capacity building voluntary sector partners. Supports self care agenda. |
| | Gathering and reporting views to influence commissioning | | | |
| 4 | Devise a co-signed statement in response to the Camden and Islington Estates Strategy | Green | Aimed to host a discussion but had to cancel. Instead liaised with voluntary sector colleagues to submit a response across a range of partner organisations. | Increases participation in the discussions. |
| 5 | Support resident engagement in Mental Health Day Centre Specification design and procurement | Green | Awaiting further info from LBI - attending a series of events with council during the summer. | Increases user involvement in the process. |
| 6 | Set up a time limited working group to consider mental health 'transition' for young adults. | Yellow | Group set up. Transitions proposal drafted. Liaising with LBI to ensure it fits borough strategy. | Should help to develop a model for supporting 18-25 year olds better. Limited chances to obtain external funding though. |
| 7 | Set up a programme of information stalls linked to protected characteristics and other vulnerabilities to seek out community views on services | Green | In summer we went to carers week, refugee week, Manor Gardens Well-Being festival, Cally Festival. We are visiting stay and plays and talking to a range of BME partners. We'd like to forge links with ILDP. | Ensures we are hearing a range of voices. This information is also shared with commissioners and can inform commissioning. |
| 8 | Work with our consortia 'Diverse Communities Health Voices' to gather the views of Black and Minority Ethnic residents on primary care, providing signposting support and advice where needed. | Green | Work started and we are on track. First phase of report written. | This will inform commissioning. |
| 9 | Deliver two Islington Patient Group meetings on key topics of relevance to residents. These will be supplemented by e-surveys and community conversations. (CCG funded) | Green | Dates set - first meeting to focus on walk in centre - supplementing with interviews/ conversations at community events. Next meeting is November. | This will inform commissioning. |
| 10 | Feed in Islington views to the Orthopaedic services review | Green | Hosted a small coffee afternoon at St Luke's Community Centre. | This will inform service re-design. |
| 11 | Feed in to key consultations from NHEngland and the Green Paper on Social Care funding. | Green | Have responded on prescribing, and responding on 'clinically effective procedures'. Green Paper postponed until autumn. | This will depend on the nature of the consultation. |
| | Monitoring services | | | |

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| 12 | Enter and View Care Homes for older people to find out about resident's experiences of life in the homes | | These will take place in the autumn and focus on access to suitable activities. | Supports contract monitoring of services. |
| 13 | Carry out visits to Moorfields Eye Hospital to review impact of changes made since their CQC visit, and measure responsiveness to patient communication needs. | | Visits completed and report to follow soon. | Will help to highlight areas of good practice and areas for improvement. |
| 14 | Visit Whittington Health to gather views on services and see how the Accessible Information Standard is being implemented. | | Visits being co-ordinated for end of year. | Will help to highlight areas of good practice and areas for improvement. |