

Healthwatch Islington Plan 2019-20 - progress to date

Theme	Numbers to engage	Aims of this work	Activity	Measures/ Indicators	Partners	Equality and Diversity - key groups	
Dementia	25 - 30	Healthwatch has a better understanding of people's experiences of dementia services.	Workshops with residents to share information and discuss what's needed.	Attendees highlighted that although they had worries about dementia (themselves or for family member) they weren't aware of pathway.		Arachne, Islington Somali Community	Multiple deprivations, BME, low income, caring roles, limited English, disability and/or long term health conditions
	50 - 150	Residents know more about dementia, the diseases, the causes, the ways to prevent some types of dementia. What can we capture on groups knowledge building from this. Linking in with University College Researchers and Dementia Friends at Alzheimer's Society.	Workshops with residents to share information and discuss what's needed.	So far residents report having learned about the condition and its causes.		Arachne, Islington Somali Community, Islington Bangladesh Association, UCL Research Partners, Alzheimer's Society	Multiple deprivations, BME, low income, caring roles, limited English, disability and/or long term health conditions
	25 residents and 5 staff (at least)	See how the oral health needs of residents with dementia are met. Promote the borough's oral health offer.	Visit homes and speak to staff, residents and carers to gather a picture of provision.	A report that offers insight or recommendations/ Feedback from commissioners		Care home providers and council	Care home residents (older people/ disabilities)
Inform the Long-Term Plan consultation	130 (so far)	Healthwatch has a better understanding of people's experiences and attitudes to healthcare (note that social care is excluded).	Visits to GP surgeries - to connect with people who may not be part of organised groups. We also hosted a patient group meeting on this subject.	A report that offers insight or recommendations/ Feedback from commissioners.		Local GP practices	Self-selecting depending on who is using the service that day.
Building Design and Organisational Culture - informed by the views of young people	15	Commissioners and providers are more informed about young people's views when planning new developments (in particular Camden and Islington Foundation Trust and Moorfields).	Surveys, service visits, interviews with healthcare professionals	Feedback from commissioners and providers/ Service specifications/ Building plans.		City and Islington College	16 - 18 year olds, primarily from refugee and migrant communities.
Social Prescribing - find out about awareness of NHS social prescribing and experiences of NHS social prescribing	150 residents	Residents are more aware of their rights, Healthwatch and commissioners have a better understanding of needs. We hope to inform the model for social prescribing as this is upscaled through Primary Care Networks	Series of focus groups and workshops (9 of each).	Outputs and ToC indicator on what changed.		Diverse Communities Health Voices (DCHV)	People from BME backgrounds
Provide timely, relevant, accurate information about health and care services to local residents.	400 residents	Deliver phone-based service to at least 200 residents . Develop out-reach programme of presentations to local community groups to a) signpost and b) capacity build partners knowledge. Continue to door knock with Help On Your Doorstep (reach at least 200 more residents).	Phone-based signposting and series of presentations in a range of settings.	Satisfied users/ empowered partners.		HOYD, DCHV and a wide range of new partners (will develop further partnerships when we recruit)	Open access (though we aim to reach people who are likely to need more support)
Whittington Health Estates Strategy - the Trust is running a pre-consultation and we aim to inform this discussion	100	Increase Whittington's understanding of community needs.	Gather views to inform the pre-consultation stage of the Whittington's Estate Strategy consultation.	Outputs/ range of partners and ToC indicator on what changed.		Elfrida, Manor Gardens, Community Language Support Services, Arachne, Disability Action in Islington	People who are likely to experience more barriers.
GP Access - (primary care, what's available, what's new, how is on-line booking working for those that have used it)	100	Residents are more able to navigate services.	Series of small events - still in design phase as waiting for update on some commissioned services.	Participants report having a better understanding of key themes presented.		CCG (for up-to-date information on the offer)	

Digital Inclusion - increase access to digital skills for local community	90 residents (Cloudesley) and 40 residents (Clarion)	Residents are better able to access information and to self-care	Series of sessions with local partners aimed at families covering phone/ internet use for improved well-being and also to use basic school apps.	Participants show increased skills and confidence in internet, and awareness of local services		Diverse Communities Health Voices (DCHV)	BME families (sick and in poverty for Cloudesley, Clarion tenants for Clarion).
Evaluating local projects, how they meet need, what they have learned	In discussion	Increase understanding of potential unmet need in the borough.	Series of focus groups and interviews.	Learn about the experience of vulnerable groups using specific, temporarily funded services (because their needs are not met elsewhere)		For Cloudesley with Maya Centre, Centre 404	People with mental health needs, people with Learning Disability and/ or Autism, Carers

Other partnerships

Islington Borough User Group - Service User Voice		Increase capacity of partners who promote service user voice (base on the DCHV model)	Deliver a bespoke training programme and hand over a training package.	Participants feel more confident to represent the user voice in statutory service meetings.		IBUG	People with mental health needs
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On hold due to staffing changes/ recruitment and/or funding

The needs of Children and Young People - learning more about what this group needs	To re-consider when all staff back in post.	Healthwatch Islington has a better understanding of community need.	Staff and volunteers meet key partners to scope needs. Build on the work of QMUL.	To discuss once scoping completed			
Mental Health Transition - supporting a partnership to develop a pathway for young adults with mental health needs	Looks unlikely we will get funding.	Develop a model to improve care and support for 18 - 25 year olds with Mental Health Needs	Monitor and evaluate a pilot project delivered by key regional partners.	Young people with mental health needs stay better engaged during transition to and beyond adult mental health services.		IBUG, LAWRS, IBAL	18 - 25 experiencing MH needs