



Chief Executive Department  
Town Hall, Upper Street, London N1 2UD

Report of: **Healthwatch Islington**

Meeting of	Date	Agenda Item	Ward(s)
Health and Wellbeing Board	16 September 2015	Item C1	All
<b>Delete as appropriate</b>	Non-exempt		

## **SUBJECT: Update on Healthwatch Islington's work plan for the current year**

### **1. Synopsis**

This paper provides an update on Healthwatch Islington's (HWI) work plan for the year 2015/16.

### **2. Recommendations**

That the work plan be noted.

### **3. Background**

Each year in May/June, HWI sets its work plan based on health and care issues raised within the local community. The Steering Group then oversees the progress of this work. This update is presented for information.

### **4. Implications**

#### **4.1. Financial implications**

None Identified. This paper provides an update only.

#### **4.2. Legal Implications**

There are no legal implications in relation to the work plan for the current year. However, legal implications will be provided in relation to any report as and when provided.

#### **4.3. Resident Impact Assessment**

The council must, in the exercise of its functions, have due regard to the need to eliminate discrimination, harassment and victimisation, and to advance equality of opportunity, and foster good relations, between those who share a relevant protected characteristic and those who do not share it (section 149 Equality Act 2010). The council has a duty to have due regard to the need to remove or minimise disadvantages, take steps to meet needs, in particular steps to take account of disabled persons' disabilities, and encourage people to participate in public life. The council must have due regard to the need to tackle prejudice and promote understanding.

As this report only provides an update on the work of Healthwatch, no resident impact assessment is required. HWI works to ensure that it is reaching out across the borough to gather views from the local community.

#### **4.4. Environmental Implications**

There are no significant environmental implications associated with the work plan, although there are some minor implications related to transport and office use (e.g. energy usage).

### **5. Conclusion and reasons for recommendations**

This report is an update and for information only. The Health and Wellbeing Board are asked to note the work plan.

**Background papers:** None

**Attachments:** Healthwatch Work Plan 2015-16

#### **Final Report Clearance**

<b>Signed by</b>	Emma Whitby	8 September 2015
	.....	.....
	Chief Executive, Healthwatch Islington	Date
<b>Received by</b>	.....	8 September 2015
	.....	.....
	Head of Democratic Services	Date

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## Work Plan 2015-16

Healthwatch Islington's remit is to gather views, report views, visit services and engage people in decision-making about health and care services in order to influence commissioning, provision and delivery of those services. We also offer information about services to local residents. We aim to work collaboratively with statutory partners to develop the best services for local needs, and we work closely with the voluntary sector.

Aim	Status	Notes
1. Investigate experience of mental health services for young adults.	In progress	Report to be published autumn 2016.
2. To support the development of community-informed Equality Objectives with Islington CCG	Complete	Hosted a joint session with local community organisations and CCG to discuss equality issues.
3. Raise awareness of Joint Strategic Needs Assessment to increase community input.	In progress	Co-hosted an event with Islington Refugee Forum and Public Health and encouraging local organisations to submit data to the 'Call for Evidence'.
4. Gather the views and experiences of home care service users.	To be started	To gather case studies telling us about the experiences of those currently using home care services - most likely by developing a series of case studies of experiences.
5. To gather experiences of 'personalisation' within a range of care settings including nursing homes and sheltered housing.	In progress	First round of visits completed, further visits planned for November.
6. Raise awareness of on-line booking at GP appointments and find out about user's experiences of this.	In progress	On-line survey of local people's experiences of on-line booking, to be followed by a report in early autumn.
7. Mystery shop services in relation to Healthcare Travel Costs	In progress	Initial planning meeting held, 'shopping' to take place in September and October.
8. Investigate Integrated Care from the service users' perspective.	Complete	We spoke to CCG partners and delivered a report of semi-structured reviews with users of this service.
9. Develop models for cross-borough working with other Local Healthwatch.	In progress	Delivered training to Deaf residents across 13 North East Central London boroughs which have resulted in service visits across this area. A report on the findings from the visits is to follow soon.

Aim	Status	Notes
10. Develop a model for effective engagement of children and young people.	In progress	Discussing a potential plan for joint working with London Borough of Islington to ensure robust, supported involvement.
11. Keep our local community informed of policy relating to local services	In progress	Hosting a meeting on Whittington Health and hosted a meeting on the pilot programme to extend GP opening.
12. Look for opportunities to develop joint work with local voluntary sector partners.	In progress	Great input from local partners on our interpreting and mental health work and now leading a bid with nine local partners to gather views on access to primary, planned and unplanned care.
<b>Follow up on previous work:</b>		
13. Improve access to interpreting services within primary care.	In progress	Report on lack of access to interpreting published. Working with GP practices and the CCG to improve uptake.
14. Assess customer service in GP receptions.	Completed	Visits carried out showed positive feedback from our mystery shoppers, both adults and young people.
15. Making a complaint about services offered at local GP practices.	Completed	Some improvement in the information available at practices. Healthwatch has disseminated a leaflet on making complaints about health services to local libraries, community centres, voluntary organisations and health services.
16. Clearer information for Deaf patients in local hospitals using British Sign Language.	In progress	Still chasing up actions from one local provider and have raised this with Care Quality Commission.