

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.	Complete	Report published 2 nd October 2015.
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.	Complete	Co-hosted an event with Islington Refugee Forum and Public Health and encouraged small 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 (care homes), further visits planned for November (mental health day services) and January (supported housing).
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 November.
7. Mystery shop services in relation to Healthcare Travel Costs	In progress	Initial planning meeting held, 'shopping' to take place in September and October, report to follow in November.

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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.	On-going	Delivered training to Deaf residents across 13 North East Central London boroughs which have resulted in service visits and recommendations across this area. Further training underway.
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. Healthwatch Islington devising a training plan.
11. Keep our local community informed of policy relating to local services	Ongoing	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.
Follow up on previous work:		
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.

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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.