



Healthwatch Bracknell Forest Forward Plan



Introduction

Healthwatch Bracknell Forest was commissioned in April 2013. The successful bid was a consortium of local community and voluntary organisations, powered by The Ark Trust Ltd. Following a six month implementation period Healthwatch Bracknell Forest is now operational.

The forward plan is a working document that demonstrates how the statutory functions of Local Healthwatch will be delivered - drawn from the vision of the project board management team, the views of the public and issues and developments within the health and social care economy; both locally and nationally.

Areas of development

- Internal Operations
- Public Engagement
- Relationships with Health and Social Care Stakeholders
- Work driven by feedback
- Economic Sustainability
- Work Plan

Internal Operations

- Consortium development
The consortium have identified that a local mental health group is needed as a permanent consortium member. Rethink have been approached. The consortium also has the ability to co-opt members from special interest groups if relevant.
- Staff
Initially it was anticipated that TUPE arrangements would apply for one BFC member of staff. This arrangement never transpired and a project officer was recruited in July 2013. In the interim period staff resources were transferred from The Ark Trust. In addition the project officer has support from a project manager within The Ark Trust and additional administration support. Consortium members whose staff provide operational functions (such as attendance of key meetings) are financially compensated.
- Volunteers
During the first quarter of delivery volunteers will be sought for positions including public members of Project Management Board, Enter & View representatives and Community Champions. These volunteers will be formally recruited and trained in quarter 2 and this will then become an ongoing process.
- Public Project Management Board membership
An individual was co-opted on to the Board during the implementation stage. This has been extended until March 2014. This will allow the planned community engagements, as outlined in the work plan, leading to larger numbers of the community participating in a democratic selection process.



Public Engagement

- Community and Voluntary sector groups
As well as the consortium members we will engage with the wider community and voluntary sector groups forming a “Healthwatch Voices” network.
- Community engagement / Profile raising in Bracknell Forest
In order to raise the profile and awareness of Healthwatch Bracknell Forest we need to attend existing events in the community (carer’s lunches, self-care week etc.) Targeted events for harder to reach sections of the community and events aimed at members of the public not yet accessing health and social care services. We also need to engage with patients in Broadmoor Hospital.
- Social Media
Healthwatch Bracknell Forest established a social media presence early during implementation and these are performing well comparatively with our neighbouring Local Healthwatch. Development of the use of these channels is linked to other types of community engagement.
- Equalities
The consortium membership covers a number of minority or disadvantaged groups such as deaf and hard of hearing, learning disabilities, autism, dementia and physical disabilities. We will be developing our website, which is already W3C AA compliant, so it available in different languages and formats.

Engaging with Health and Social Care Stakeholders

- Health and Wellbeing Board
Healthwatch Bracknell Forest is a member of the Board and has attended all meetings since the start of the contract. It will be promoting the Health and Wellbeing strategy consultation and development.
- Overview and Scrutiny
In September 2013 we agreed in writing how we will work with Overview and Scrutiny. Healthwatch Bracknell Forest attend the Health Overview Scrutiny meetings as an observer and there are arrangements in place to request information. A similar arrangement is needed with Adult Social Care and Housing Overview and Scrutiny and Children, Young People and Learning Overview and Scrutiny.
- Adult Social Care
During implementation Healthwatch Bracknell Forest presented to Adult Social Care Managers Forum. Following this it has given a further presentation to staff within Community Team for People with Learning Disabilities. Members of the consortium already sit on panels and forums such as Autism Partnership Board.
- Children’s Services
This is an area not previously covered by LiNKs. Healthwatch Bracknell Forest needs to arrange presentations with staff.
- Foundation Trusts
Healthwatch Bracknell Forest has agreed to input into 6 Quality Reports. It attends regular meetings with the Berkshire Healthcare Foundation Quality team with the other Berkshire Healthwatch



- **CCG**
Healthwatch Bracknell Forest and the CCG have a memorandum of understanding defining expectations covered by the contract. We are invited to attend many meetings which have to be prioritised. Healthwatch Bracknell Forest, alongside Healthwatch WAM colleagues, fully participated in the tender selection process for Urgent Care provider. We have developed a good working relationship with the CCG Patient and Public representative with weekly contact.
- **CQC**
We receive weekly reports of inspection results in our area and advance sight of Foundation Trust inspection reports. We are beginning to develop relationships with some inspectors where we can share information prior to inspections and this needs to be extended
- **NHS England**
We are invited to attend meetings and briefings but we are having to be selective about those attended due to time and resources.
- **Healthwatch England**
We provide data and information to Healthwatch England. We are also able to access their information hub which is still in early days of development to share information and examples of best practice with other Local Healthwatch. We attend networking meetings, conferences and webinars.

Work driven by feedback

Feedback from early engagement events, direct enquiries, CQC reports and areas highlighted by Overview and Scrutiny will initially shape the issues and areas Healthwatch Bracknell Forest will focus on. This will be a dynamic ongoing process.

Economic Sustainability

Part of the contract conditions for Healthwatch Bracknell Forest is a commitment to income generation to develop the economic sustainability beyond the initial contract term (2/3 years). The Project Management Board is committed to this but mindful that the initial delivery period is resource intensive. Potential opportunities must be aligned to the work of Healthwatch Bracknell Forest and must not detract from its statutory obligation.

Work Plan

	Action	Progress / Key Dates
Internal Operations	Recruit Rethink to Consortium	February 2014
	All Consortium members able to present "Healthwatch Bracknell Forest" to a variety of audiences	Complete. Presentation reviewed December 2013. Revised version will be available early February 2014



	Volunteer recruitment and training process	Formal interviewing to start in January 2014
	Public meeting for selection of representation on Project Management Board	Public meeting to replace April project management board meeting and this to continue quarterly.
	All Consortium members to be trained on internal CRM system	February/March 2014
	All Consortium members to be trained on the use of social media	February/March 2014
	Enter & View Training for Consortium members and relevant volunteers	Initial group February / March 2014
Public Engagement	All homes within Bracknell Forest to be made aware of Healthwatch.	5000 leaflets already delivered. More to be targeted to coincide with public events (by parish) Use of Town and Country and other public facing publications / venues.
	Establish "Healthwatch Voices"	Work with Raise and BFVA to facilitate first meeting in early March 2014.
	Corporate awareness: target big employers within the borough so information stands can be placed in staff canteens etc.	Initial contact to be made by end of February 2014
	Purchase of integrated software to make Healthwatch Website fully accessible	Different providers investigated. BrowseAloud chosen. Will be integrated by early February 2014
	Arrange a quarterly "Drop In" at Broadmoor Hospital for patients and agree a communication strategy with staff and patients	Memorandum of Understanding to be reached by end March 2014
	Increase Social Media profile	Regular tweeting and targeted networking online.



Relationships with Health and Social Care Providers	Health and Wellbeing Board	Continue to engage. Promote Health and Wellbeing Strategy consultation and input into final document.
	Overview and Scrutiny	Continue to attend as observer and extend to other panels (March 2014)
	Adult Social Care	Input into Local Account (January/February 2014) Consortium partners to identify themselves and present Healthwatch to partnership boards they are already members of.
	Children's Services	Contact Director to arrange attendance at Manager's forum - January 2014
	Foundation Trusts	Contribute to 6 Quality accounts as agreed February - May 2014
	CCG	Revisit Memorandum of Understanding and expectations. Review which meetings must be attended by Project Board members and those which could be delegated to volunteers - April 2014 Continue weekly contact with Patient and Public Representative.
	CQC	Contact to be made with all senior inspectors covering region. February 2014
	NHS England	Attendance at selected conferences and consultations - Ongoing



	Healthwatch England	Regional conference to be attended February 12/13
Work driven by feedback	Work with CCG and practice managers to improve “service” side of GP services and raise awareness of Healthwatch Bracknell Forest.	Annual report to be shared by May 2014 Arrange meeting with Chair of CCG and Patient and Public representative to agree engagement strategy with practice managers - February 2014
	To work with local dentists and the CQC to help improve quality of care particularly in the area of safeguarding.	Work with CQC to schedule Enter & View visits effectively - March 2014 - July 2014
	Promote Health and Wellbeing consultation to public	Include in all engagement events and social media - January - March 2014
Economic Sustainability	Sexual Health Services Consultation	To fully participate in the current consultation process to ensure patient voices are heard, particularly disabled people and young adults Outline proposal drafted. Final Proposal to be submitted for sign off by 30 th January 2014
	Contract to support the PPG forum with the CCG	
	Training for PPG representatives	Initial ideas discussed. Outline proposal to be drafted and submitted March 2014.
	Enter and View “Plus”	To be developed and marketed in next financial year (14/15)

Please note: This document is under constant review and therefore subject to change.
Last updated January 2014



