**Healthwatch Sandwell Work plan 2024-2025**

**The ???? Programme**

The ???? Programme will shape the direction of our work and provide a forum for the residents of Sandwell have their say about health and social care services.

The ???? Programme has been developed from information received from Sandwell residents via a number of means and as an independent organisation this is important.

The ???? Programme highlights the work that will be delivered as part of our core statutory duties but does not include any commissioned work which Healthwatch Sandwell may undertake.

The ???? Programme has been agreed by our Healthwatch Advisory Board which is in line with governance procedures.

**Introduction**

The information in this document highlights the key workstreams Healthwatch Sandwell will undertake in 2024/2025. This year we aim to have a positive impact for the communities and the people of Sandwell. We aim to strengthen partnerships with providers and commissioners of services, further increase our public engagement, and raise and escalate these issues to decision makers to affect change. We will design our work to ensure impact for service users. We will use the feedback we receive to make recommendations for future improvements for the people of Sandwell.

Having service users, relatives, or clients at the heart of decision making around their care is a fundamental consideration. Not only is it ethically right but has many other benefits including:

* Increased self-worth and confidence:
* New sense of purpose
* Better health and wellbeing:
* Increased engagement and trust
* Higher levels of satisfaction with and awareness of services

**Project focus for 2024/5**

This year we aim to have a **positive impact for the communities and the people of Sandwell**. We aim to **strengthen partnerships with providers and commissioners of services**, further increase our public engagement, and **raise and escalate these issues to decision makers to affect change**. We will design our work to ensure **impact for service users**. We will use the feedback we receive to make recommendations for future improvements for the people of Sandwell.

Exploring Integrated Health, Care (and support) Partnership intentions - are they working for Sandwell residents?

To continue a focus of work resources on continuing development of relationships, embedding insight and partnership contribution to service improvements relating to diabetes services in Sandwell, including a focus on ethnic community needs.

To focus efforts on engaging with under representative groups in Sandwell.

To gather the experiences of carers from underrepresented groups including young children with SEND.

**Enter and View Programme**

Taking into consideration the rationale and criteria for visits the Enter and View programme for 2024/25 will visit:

**Discharge Lounges** within the Sandwell and West Birmingham NHS Trust:

* Newton 1 Ward at Sandwell General Hospital Hallam St, West Bromwich B71 4HJ
* Acute Medical Unit 1 at Birmingham City Hospital, Dudley Road, Birmingham, B18 7QH.

The aim of the visits is to find out:

* review the service provided by discharge lounge teams
* about patient experiences of care during the stay at hospital
* the effectiveness of discharge to home/care facility
* whether the discharge was co-produced

HWS believe that is essential that all hospital discharges are well planned and co-produced with the patient to promote their recovery. The Care Act 2014 is a one of the first pieces of UK legislation to include the concept of co-production in its statutory guidance.

**Enter and View reports**

The programme of visits will provide a report of the visits. The report will be shared with providers, regulators, the local authority, and NHS commissioners and quality assurers, the public, Healthwatch England and any other relevant partners based on what was found during the visits. They will be published on all our social media platforms.

**Communication**

Effective communication and marketing are vital to delivering this workplan. We will continuously develop and promote Healthwatch Sandwell, its brand and independence to all residents and communities of Sandwell. We will communicate the impact of Healthwatch Sandwell work and activities to stakeholders and the public

Promotion of Healthwatch – social media Our Facebook, Instagram and Twitter accounts have grown considerably and help us expand our reach, network with other organisations, and provide live updates on our engagement activities, local health news and national campaigns. It also makes us more accessible, as people can message us at any time to seek advice or information, and we can quickly signpost them to other organisations. Healthwatch Collaboration

**Volunteering**

Volunteers recruited to support the Healthwatch Sandwell work are recognised as a valued resource, key to our ability to deliver the annual workplan.

**Information and Signposting**

Offering information and advice is a statutory part of our work. We will:

* Provide an appropriate response to anyone who contacts us with a health or social care query. Contact can be made by telephone, post, social media or in person when we are at an engagement event.
* Provide individuals independent and impartial information and support about choices available to them. •
* Promote the information and signposting service to make sure citizens know how we can help them.

**Community Engagement**

To enable Sandwell residents to share their views and experiences of health and social care services, our Community Outreach Lead works closely with communities in the six towns of Sandwell and health and social care establishments. We proactively engage with and respond to the different communities in the Borough to understand and help meet their health and social care needs, adopting the following principles of engagement.

* Work in collaboration with others – we will work with partners across all sectors to make the most of our capacity for engagement and involvement.
* Engage in person - we will continue to try and reach all local people of different ages and different demographics across all locations in Sandwell.
* Plan engagement – to help us listen to what the residents of Sandwell are telling us about what matters to them.
* Engage digitally – we will continue to develop our digital activity.
* Information and Signposting – to make the public aware of their rights and what health and care they should receive. Also, to signpost as necessary
* Involve Volunteers – to provide a variety of volunteer roles to add value to our engagement.

**Target engagement**

* Housing Associations across all sectors raising awareness of what Healthwatch do and give opportunity to residents to voice their opinions of health and social care matters.
* Children and young people within school and college settings, youth groups and specialist provision
* Cancer support groups - to raise issues that people with cancer are currently negotiating.

**Dedicated Focus – GP showcase**.

The aim is to capture what are surgeries doing to improve the patient experience, as this will help:

* Inform patients about improvements the surgeries are making
* Build relationships with Practice Managers and Patient Participation Groups (PPG)
* Promote PPGs

Alongside experience gathering there will also be targeted engagement that is linked to priority projects

**Strategic Influencing**

Healthwatch Sandwell has built up a good working relationship with a number of strategic level organisations and committees. These include the Health and Wellbeing Board, Social Care and Health Scrutiny Committee, Sandwell Health and Care Partnership, Sandwell Adults Safeguarding Board and the Black Country Integrated Care Board. Our remit is to work with these partnerships to ensure the voice of the public and patients are heard, and to provide advice, guidance, and assurance on how to achieve this.

**Healthwatch Collaboration**

We recognise that we will benefit people by working collaboratively and in partnership with others. We aim, to do this by:

* Working with other local Healthwatch to manage our collective resources to engage effectively with wider partnerships.
* We may set joint priorities and work with other Healthwatch where this will produce better outcomes. • Working and supporting Healthwatch England campaigns.
* Taking on commissioned work relevant to our role

Alexia Farmer

Healthwatch Sandwell Manager

April 2024