

Healthwatch Brighton and Hove – Workplan [October 2020, update]

5/10/20

David Liley, Chief Officer

Rebecca West, Project Officer

1) Hospital Discharge Wellbeing Project

Programme/Project	Planning	Notes, issues, risks and actions
Proactive wellbeing calls to people discharged from BSUH hospitals to home on care pathways 0 and 1	DL provided a funding proposal for HOPs in March 2020 to the Sussex Commissioners and an update for the continued funding to December, that update was in August 2020	Copy available from DL if required
Timeline	April – Dec'20	
SRO – Senior Responsible officer	David Liley	
Board Level Sponsor	Tba [to be agreed]	
Project Coordinator	Will Anjos	
Media/Promotion Plan	N/A BSUH have a plan promoting the project within the RSCH and BSUH	

	and Sussex Community Trust promote the project to volunteers	
6 month update – April – September to be completed by the 5 th October – DL	<ul style="list-style-type: none"> - Funding secure till end of the 3rd quarter 2020/2021 financial year - Sustainable funding proposal to commissioners in October – funding – DL 	

2) Home Care linked to HOPS

Programme/Project	Planning	Notes, issues, risks and actions
PID – Project Initiation Document	Email exchange with Jess Harper – provides the agreement for this project	
Timeline	June 20 (Quarterly reviewed)	
SRO – Senior Responsible officer	David Liley	
Board Level Sponsor	N/A	
Project Coordinator	Rebecca/Will	
Media/Promotion Plan	N/A	

Impact objectives or Resources Statement	<ul style="list-style-type: none"> - Rebecca to discuss with Will where we are with this, and what has happened to it 	
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3) COVID Updates

Programme/Project	Planning	Notes, issues, risks, actions
PID – Project Initiation Document	N/A	
A timeline	Feb 2020 – continuous	
SRO – Senior Responsible officer	David L	
Board Level Sponsor	Geoffrey B	
Project Coordinator	Alan B	
Media/Promotion Plan	Promote through Healthwatch Network	
Impact objectives or Resources Statement	<ul style="list-style-type: none"> - Reports started as weekly - To be reduced to fortnightly from August and possibly monthly from October 20 - Received very positively - Option planning for COVID escalation in October 	

4) Mental Health Sector Connector

Programme/Project	Planning	Notes
PID – Project Initiation Document	Yes – David	
Timeline	July 20’ – Quarterly meeting onwards - Next forums – October 20, January 2021, April 2021, July 2021	
SRO – Senior Responsible officer	David Liley	
Board Level Sponsor	Neil McIntosh	
Project Coordinator	David	
Media/Promotion Plan	<ul style="list-style-type: none"> - Healthwatch in Sussex Project B&H lead - N/A - Promote to VCS 	
Impact objectives or Resources Statement	<ul style="list-style-type: none"> - First Forums held in July 20, follow up actions: 	

	<ol style="list-style-type: none"> 1. Link to Sussex MH Collaborative, governance, funding and future agenda's DL 2. Establish a Sussex wide oversight group DL 3. Plan required for members to keep in touch and communicate between Forum meetings <ul style="list-style-type: none"> - Plan required for involvement of experts with lived experience DL, Louise Patmore [SPFT] - Link to Care Homes project via Liz Mackie - Link to Lottery/Kings Fund – David leading 	
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5) Restore and Recovery (Roar) Project

Programme	Planning	Notes
PID – Project Initiation Document	Project proposal for funding provided to Sussex Commissioners DL has that for reference if required	
A timeline	June – Nov 20'	

SRO – Senior Responsible officer	Lester	
Board Level Sponsor	David	
Project Coordinator	Lester/Michelle	
Media/Promotion Plan	<p>https://www.healthwatchbrightonandhove.co.uk/report/2020-09-30/preferences-towards-future-health-and-social-care-services-sussex-findings-during-the-coronavirus-pandemic-full-report</p> <p>Impact Promotion Plan – DL produced in October 20</p>	
Impact objectives or Resources Statement	<ul style="list-style-type: none"> - A series of 3 RoaR engagement projects by November 2020: - 1. Digital Consultations [first full report completed – link above]. Impact plan prepared; ‘what it means for decision-makers’ supporting document; analysis of 104 follow-up interviews; and analysis of YHW survey. Supporting further engagements with SPFT, Southdown Housing and The Brighton Station Walk-In Centre. Feeding back to Digital First working groups and (primary care). - 2. Care Homes [PID due from HWES], - 3. Hospital Discharge [separate work HWES and HWB&H needs to be drawn together in line with Sussex CCG’s engagement plans, not yet agreed which local HW will lead]. 	

6) Young Healthwatch – Discussion with Gemma

Programme	Planning	Notes
<p>Four projects to be planned over 2020/21 in hand with YMCA – outline plan to be produced in October 20, shortlist under consideration: C&YP Sussex wide review – Foundations for our Future. YP involvement in implementing the report recommendations Toolkit for setting up a Young Healthwatch – HWE Creating a media library and team for monitoring and sharing social media messages International links with Youth VCO's Impact of CIVID on YP in B&H</p> <p>Current work in hand – BAME young people in B&H use of sexual health services, survey of YP in B&H preferences for using digital consultation services, possible expansion Sussex wide</p>		
<p>Timeline</p>	<p>BAME report June/July 20</p>	

	To be published end of August 2020 - currently in hand. Digital consultations – survey being analysed and published October 20	
SRO – Senior Responsible officer	Lester/Gemma	
Board Level Sponsor	David	
Project Coordinator	Elena/Rebecca	
Media/Promotion Plan	<ul style="list-style-type: none"> - Need to integrate with ROAR - Improve communications with HWiS 	
Impact objectives or Resources Statement	<ul style="list-style-type: none"> - Young people survey - Progressing as planned 	

7) Patient Transport Services, re-commissioning engagement

Project	Planning	Notes
PID – Project Initiation Document	Yes – project proposal – David	
A timeline	June 2020- March 2021 Likely deadline for initial desktop research and survey end of October 2020	
SRO – Senior Responsible officer	David	

Board Level Sponsor	Howard	
Project Coordinator	Alan	
Media/Promotion Plan		
Impact objectives or Resources Statement	<ul style="list-style-type: none"> - Previous project now re-emerging COVID R&R issues to be resolved - Agreement with Sussex CCG Commissioners on nature of the engagement required and timeline + cost (RESOLVED 19.8.20) - Support and co-operation with SCAS. Now an issue as SCAS have said no, alternative approaches to engagement identified. - Support and co-operation with other local HW in HWiS (RESOLVED 19.8.20) - Potential: reputational damage – risks need to be carefully monitored and assessed ongoing but feel we have limited any potential damage 	

8) Care Home family and friends – support forums

Project	Planning	Notes
PID – Project Initiation Document	Draft PID available from 10/8 for discussion	
A timeline	June – November	
SRO – Senior Responsible officer	David HWES – Liz Mackie are taking the lead for HWiS	
Board Level Sponsor	Christine D’Cruz	
Project Coordinator	Michelle	
Media/Promotion Plan	Healthwatch East Sussex to produce – Michelle liaison with Liz	
Impact objectives or Resources Statement	<p>Current forum in progress – 10th November (one-off event) - see separate entry for detail.</p> <p>Project started July 20, first support Forum attracted low engagement, but the report produced a strong system wide response:</p>	

	<ul style="list-style-type: none">• SPFT are drawing up a summary of the offers of support they can make for care homes owners, managers, staff, residents, and family members• DL to liaise Care Home Cell meeting B&H, Aug/Sept to discuss the offers of support they are making• DL meeting with Rob Persey ADSS Aug'• MK liaison with HWiS lead and local Care Home system + CQC<ul style="list-style-type: none">- HW East Sussex are leading Liz Mackie the contact.- HWES are scoping different options for taking the project forward and a timeline.- The prep' work is likely to take most of August 20.- But all local Healthwatch will be having their own initiatives over that time including the current project with MK	
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	<ul style="list-style-type: none"> - Report produced includes feedback from F&F & care homeowners and managers <p>The Care Home Support Project is now part of the RoaR Programme.</p> <p>LC & RW to pursue pre-existing project with Speakout, related to Care Home issue – to be picked up at a later date</p>	
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9) Care Home Webinar plan for 10th November - Liz Mackie – East Sussex - Lead

Project	Planning	Notes
PID – Project Initiation Document	Drafted by Liz Mackie	
A timeline	November 10 th (one off event)	
SRO – Senior Responsible officer	David Liley	
Board Level Sponsor	Fran McCabe	
Project Coordinator	Michelle Kay	
Media/Promotion Plan	David/Michelle	
Impact objectives or Resources Statement	Michelle to support Liz with comms.	

10) End of Life Care - Project Completed – Impact follow up required

Project	Planning	Notes
PID – Project Initiation Document - none		
A timeline	Published – end of September 20	
SRO – Senior Responsible officer	David	
Board Level Sponsor	Fran	
Project Coordinator	Fran/Cristine	
Media/Promotion Plan	<ul style="list-style-type: none"> - The report received very immediate attention from the press with a request for an interview by BBC TV and radio but they needed a family member to interview= this was not possible. 	For the future all project must include people and their families being routinely asked if they will participate in media interviews, case studies, proactive gathering of contact details, short statements, interviews made for media library.
Impact objectives or Resources Statement	<ul style="list-style-type: none"> - Has shared with B&H CCG, Sussex CCG Commissioners, B&H ADSS 	HOSC – Fran HWB – David L Sussex Commissioners, DASC + D of PH – DL

		Project Coordinator required to ensure recommendations are followed through and lessons from the report impact the 'Dying Well' aspect of the BHCC Health and Wellbeing Strategy
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11) Complaints Review – Delayed long term by COVID, on pause

Project	Planning	Notes
PID – Project Initiation Document	No	
A timeline	Picking up on briefing report, work undertaken last year, report published July 2020	
SRO – Senior Responsible officer	David	
Board Level Sponsor	TBC	
Project Coordinator	Alan	
Media/Promotion Plan	None at present	
Impact objectives or Resources Statement	- Revive findings/work subject to capacity. Likely that this will happen as the system restores,	

	<p>with an expected hike in complaints due to long delays etc.</p> <p>-Potential to propose a pan-Sussex complaints service</p>	
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12) Hospital Audits and PLACE – ON PAUSE FOR THE MOMENT

Project	Planning	Notes
PID – Project Initiation Document	No. Ongoing project since 2013	
A timeline	Ongoing. Currently on hold due to restrictions on being able to physically visit RSCH. Last annual report successfully published in July 2020	
SRO – Senior Responsible officer	David	
Board Level Sponsor	Fran	
Project Coordinator	Alan	
Media/Promotion Plan	None	
Impact objectives or Resources Statement	Work very positively received by Trust, seen as crucial mechanism for ongoing improvements. Work to be re-established once COVID	

	restrictions permit. Consider potential for virtual visits.	
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13) Dental

Project	Planning	Notes
PID – Project Initiation Document	Kat is preparing	
A timeline	Continuous	
SRO – Senior Responsible officer	Kat (West Sussex) has taken the lead to coordinate a pan-Sussex approach to dental	
Board Level Sponsor		
Project Coordinator	Michelle/ (Alan)	
Media/Promotion Plan		
Impact objectives or Resources Statement	<ul style="list-style-type: none"> - Brighton and Hove Dental Survey currently in circulation (MK) - CCG are not willing to address issues (don't commission these services, need to take these to NSHE) to MPs and HWE – David 	

14) Brighton Walk - in Clinic future use survey – On pause

Project	Planning	Notes
PID – Project Initiation Document	Came out of ROAR project	
A timeline	June – August 2020	
SRO – Senior Responsible officer	Lester	
Board Level Sponsor		
Project Coordinator	Lester	
Media/Promotion Plan		
Impact objectives or Resources Statement	Project in planning stages	

15) BAME COVID Impact - two aspects, YHA report already in the system, Sussex Commissioners new work being commissioned

Project	Planning	Notes

PID – Project Initiation Document		Brighton and Hove Commission – Sexual Health Services – Steve Nicholson Sussex NHS Commissions BAME engagement project – David and Jane Lodge
A timeline	June – Sept 2020	
SRO – Senior Responsible officer	David	
Board Level Sponsor		
Project Coordinator	David	
Media/Promotion Plan		
Impact objectives or Resources Statement	<ul style="list-style-type: none"> - ICS & CCG’s are Commissioning work on this HW Sussex wide have offered to help at no additional cost - DL has been asked to sit on the Sussex wide advisory group. 	

16) Healthwatch B&H tender preparation

Project	Planning	Notes
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PID – Project Initiation Document	3 phases, documentation and policies, HWE format self-assessment/review, draft tender + tender preparation Plan available from DL/Steve I	Plans and timelines for each phase of work available from Steve I Added value – opportunity to review: Board and business continuity planning Board recruitment Partnerships with VCS Decision making and prioritising future work
A timeline	June 20 – January 2022	
SRO – Senior Responsible officer	David	
Board Level Sponsor	Fran, K Barford	
Project Coordinator	Steve Inett	
Media/Promotion Plan		
Impact objectives or Resources Statement	Steve I fees agreed by the Board	

17)HWE Engagement

Project	Planning	Notes
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PID – Project Initiation Document	This project is to escalate issues to HWE and CQC + other national decision-making bodies – the subject matter changes continuously	Current focus on hospital discharge – we are being used as a national exemplar by HWE in a paper they are producing Dental Issues ICS development YHW development
A timeline	Continuous	
SRO – Senior Responsible officer	David	
Board Level Sponsor		
Project Coordinator	David L - project co-ordinator required	
Media/Promotion Plan	Hospital Discharge workstream presentation NHS Confederation blog – completed	
Impact objectives or Resources Statement	<ul style="list-style-type: none"> - DL arranging a national HWE interest group – local HW in high performing ICS areas. - May share this or hand over to another local HW in Sussex 	

18)Annual Report & Performance reporting

Project	Planning	Notes
Annual report format provided by HWE Performance reporting format provided by and negotiated with BHCC Commissioners, John Reading	Annual report June each year Performance reporting – October half year, May – full year	‘Lay assessors’ is a separate contract administered and reported through the Trust for Developing Communities [TDC] Other projects, spot funded e.g. HOPs, RoaR and Sector Connector are individually performance reported to NHS and/or BHCC Commissioners
A timeline	June 2020	
SRO – Senior Responsible officer	David	
Board Level Sponsor		
Project Coordinator	Will and Team	
Media/Promotion Plan	Published end of June 20 and publicised. Task complete – issues. actions going forward: <ul style="list-style-type: none"> • Integrate with performance reporting 	

	<ul style="list-style-type: none"> Align with HWE annual survey questions Prepare for a more social media/easy to read/access report next year <p>Case studies needed for HWE annual conference October/Nov 2020 – virtual conference</p>	
Impact objectives or Resources Statement		

19) Relationship with NHS – System wide and locally

Project	Planning	Notes
Notes are made from most meetings, others in email exchanges	New liaison meetings established during CIVID lockdown	<p>Weekly now fortnightly meetings with 3 HW Chief Officers and Adam Doyle, Sussex CCG CEO and SRO for the Sussex ICS</p> <p>Weekly meetings with Jane Lodge, Associate Director Comms and Engagement, Sussex Commissioner+ Healthwatch in Sussex [HWiS] CO's</p> <p>Weekly HWiS liaison meeting with HW CO's</p>

		Fortnightly liaison meeting HWBH CO and Lola Bankoko, MD B&H CCG and Rob Persey, DASC B&H
A timeline	Continuous	
SRO – Senior Responsible officer	David	
Board Level Sponsor		
Project Coordinator		
Media/Promotion Plan	- Learning shared from Volunteers survey, Stakeholder Survey and EIA	
Impact objectives or Resources Statement		

20) Press and PR

Project	Planning	Notes
Press and media planning – checklist required		Project coordinator required
A timeline	Continuous	
SRO – Senior Responsible officer	David	
Board Level Sponsor		
Project Coordinator		

Media/Promotion Plan	<ul style="list-style-type: none"> - Possible regular interview/broadcast slot with Latest TV - DL to follow up with GB. Report to October HW Board? 	Rebeca W to initiate Social Media promotion plan – PID or equivalent required [end of October 2020]
Impact objectives or Resources Statement		

21)VCS Engagement and mutual support –HWE self-assessment tool

Project	Planning	Notes
PID equivalent to be provided to October HWBH Board	HWE self-assessment plan – Steve I VCS engagement plan – David L	
A timeline	July – November	
SRO – Senior Responsible officer	David	
Board Level Sponsor	Fran	
Project Coordinator	Steve Inett	
Media/Promotion Plan		
Impact objectives or Resources Statement	<ul style="list-style-type: none"> - Include with tender/recommissioning work - Board members will take the lead 	

	- Various team members to support	
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22) Programme and Project management – David to update

Project	Planning	Notes
Business Plan x 3 years Business continuity Plan x 3 years Workplan x 18 months, updated by the team x 6 months in line with performance reporting	BP needs to be updated BCP needs to be drafted Workplan last update October 2020	
A timeline	Continuous	
SRO – Senior Responsible officer	David	
Board Level Sponsor		
Project Coordinator	Rebecca and Lester	
Media/Promotion Plan	-	
Impact objectives or Resources Statement	- Emerging need for project office support for the HWB&H workplan.	

	<ul style="list-style-type: none"> - RW to be given responsibility, under LC and DL supervision for this work. DL to have strategic lead. RW to have training to Prince 2 level to assist with this work. 	
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23) Finance and Contract Review

Project	Planning	Notes
Board reports – qtrly		
A timeline	Continuous	
SRO – Senior Responsible officer	David	
Board Level Sponsor	Bob D	
Project Coordinator	Ruth and Bob	
Media/Promotion Plan	Not applicable – entry in Annual report	
Impact objectives or Resources Statement	<ul style="list-style-type: none"> - Several temporary funding sources now in place. Budget revisions and monitoring required 	

COMPLETED PROJECTS WITH POTENTIAL FOR FUTURE DEVELOPMENT:

Cancer Webinar – Completed – future webinars/projects to look at: changing services, Primary Care, Hospital Care, Hospital Discharge, Emotional and Mental Health Support, NHS Phase III planning [return to pre COVID levels of activity], Vision 2025, people supported by direct payments/self-funders