

**Healthwatch Brighton and Hove
Workplan**

**Projects underway with release dates, and
potential future projects**



Updated: March 2022

- Ongoing projects
- Recently completed projects
- Potential future projects
- Projects paused due to Covid-19
- Internal projects

1. ONGOING PROJECTS

Project title	Supporting information	Likely release date
Hospital discharge well-being project (HOPS)	<p>Proactive wellbeing calls to people discharged from BSUH hospitals to home on care pathways 0 and 1. To provide support for recently discharged people by signposting to relevant services. Interim reports produced, quarterly. Started March 2020 and is ongoing until March 2021. Follow-up phone calls planned.</p> <p>Funding from B&H City Council secure at £13,000 a year. NHS Funding at £33,000 per year uncertain after June 2022. Clarification is being sought.</p> <p>SRO - David Project Coordinator - Will.</p>	<p>Ongoing until at least June 30th 2022 - Interim reports available.</p> <p>Funded £46,000 per year</p>
COVID Enquiry Line	<p>Supporting the CCG running a helpline for the public to ask questions about vaccines.</p> <p>SRO - David Project Coordinator - hadi@hwbh.co.uk</p> <p>Project Coordinator - Alan</p>	<p>Regular monitoring of activity and query types, with monthly reports sent to CCG</p> <p>No funding implications</p>
Home care linked to hospital discharge	<p>19 people contacted about their home care to date with a case study report.</p> <p>SRO - David Project Coordinator - Will.</p>	<p>Ongoing</p> <p>No funding implications</p>

Project title	Supporting information	Likely release date
COVID-19 updates	<p>Regular updates have now been largely incorporated into the HW monthly newsletter. Ad hoc bulletins are issued as required to reflect changes, urgent updates and information about the COVID-19 vaccination and booster roll -out.</p> <p>Specific reports previously delivered:</p> <ol style="list-style-type: none"> 1. The impact of COVID-19 on Brighton and Hove: a statistical evaluation (July 2020). 2. The role and impact of Healthwatch Brighton and Hove during the coronavirus pandemic: three activity reports published covering January to April 2020; May to June 2020 and July 2020 to February 2021. <p>No future reports are planned as this is now classed as a business as usual activity (but see Vaccine Enquiry line above).</p> <p>SRO - David Project Coordinator - Alan</p>	<p>Ongoing</p> <p>No funding implications</p>
Mental Health Sector Connector	<p>Sector connector is a way for non-NHS organisations (the Sector) to engage and influence the Sussex Health and Care Partnership Mental Health Programme. The Sector Connector project has been developed over the last year by voluntary and community sector organisations across Sussex. Healthwatch in Sussex have agreed to coordinate, convene, and enable the project. The Project has been developed through the SHCP Mental Health Programme Board and it is within that governance structure that the Forums will exist and report.</p> <p>Only 2 from 4 forums delivered in 2021/22, as NHS was in business continuity. Catch up required for 2022/23</p> <p>SRO - David Project Coordinator - David / Michelle</p>	<p>Ongoing - most recent meeting December 3rd 2020. Next one being planned for May / June</p> <p>£6,000 a year funding from NHS. To be renegotiate for 2022/23</p>
Digital exclusion Engagement / Roar	<p>An engagement project working in collaboration with a GP practice in Whitehawk and East Brighton PCN. Includes survey data and interviews. Sussex-wide application to be reviewed.</p>	<p>Ongoing.</p> <p>£10,000 NHS funding Received 2021/22. Similar available for 2022/23</p>

Project title	Supporting information	Likely release date
<p>Patient transport Services</p>	<p>The CCG commissioned HW to conduct a series of reviews and data collection to inform the recommissioning and service specification for the patient transport services (PTS) across Sussex. A literature review, final report and public facing report were all delivered in Jan 2021 (together with a press release). Follow-up meetings have been held with CCG and SCAS. A revised timeline for the new contract means that procurement is now in 2022, with contract starting 2023.</p> <p>Since the reports, HW is now working closely with current provider of PTS, SCAS. They presented at our June HW Board meeting (HW in Sx attended) and fed back on our findings and recommendations. We helped SCAS deliver a patient forum in Oct 2021 and are supporting a further one for bariatric patients in the new year.</p> <p>A HW one-year on report was published in October 2021: “Patient Transport Services - how your views are helping to reshape services”. This describes how our findings fed into a national NHS review of PTS (their report published Sept 2021), and other impacts such as our closer working with SCAS. The NHS review has delayed recommissioning of the Sussex-wide PTS due to plans to issue a model service spec and standardised eligibility criteria for all PTS services.</p> <p>We are now (winter 2021/22) supporting the CCG via our HOPS questionnaire to gather more info on patients who’ve experienced problems with PTS journeys as part of their unplanned discharge.</p> <p>SRO - David Project co-ordinator - Alan</p>	<p>Commissioned Project completed January 2021.</p> <p>Follow-up activities ongoing:</p> <ul style="list-style-type: none"> - One year on report published Oct 2021 - SCAS/HW/CCG patient forums - CCG meetings <p>NHS funding received 2021/22. Legacy work as yet Unfunded. Further unspecified funding may be available for future work but would need to be negotiated.</p>

Project title	Supporting information	Likely release date
End of life	<p>End of Life report on LGBTQ+ - following Fran's one-year on report, HW were contacted by UHS's LGBT network lead. We met with reps 16/6 and took a joint proposal to UHS's PEEG 21/6 where we secured support for a further project. HW has conducted a review of existing EoL LGBTQ specific guidance and produced a draft report with recs. We met with the Trust in Nov who welcomed the report and agreed to conduct further internal research with outcomes to be presented at April PEEG. Our report is seen as catalyst for wider change on inclusion and will be shared with EoL Steering Grp, Mortality Brd and non-exec directors. Further impact to be monitored in conjunction with UHS. Nov 21: awaiting input on draft recs from Trust before publishing report</p> <p>End of Life Webinar involving Marian Messih and CCG. Write-up and taking the work forward started in the EoL Reports (below). SRO - Frances.mccabe@icloud.com Project co-ordinator - Michelle</p> <p>A review of patients' and Families' Experiences of End of Life Care - Healthwatch B&H talked to 15 people and their families with a focus on how discharge from hospital worked for patients and their families. The review reflected on recommendations from our 2019 review on hospital discharge and whether these were being implemented within the end of life discharge process. Second report 'one year on' report (April) published to coincide with Dying Matters Week, May 2021.</p> <p>SRO - David Project co-ordinator - Frances.mccabe@icloud.com supported by Alan and Michelle</p> <p>Third report regarding end of life for LGBTQ led by Alan</p>	<p>COMPLETED - LEGACY FOLLOW-UP</p> <p>No funding implications</p>
Eating disorders	<p>Not started SRO - Nicola Harvey</p>	<p>Not started YHW</p> <p>No funding implications</p>
Digital exclusion and young people	<p>Met with Citizen's online but mainly older people. Considering more work with younger people. SRO - Nicola Harvey</p>	<p>Ongoing YHW</p> <p>No funding implications</p>

Project title	Supporting information	Likely release date
Foundations for our Future	<p>Thrive model' (replacing CAMHS tiers) based on feedback from young people, looking for research evidence what everyone's doing, flexibility and accessibility of services, led by Natasha Cummings, possible youth panel, links to Ready Steady Connect (mental health support online), Jane Lodge commissioned an animation, ties to next Sector Connector event (estimated March) linking into the Strategy release (devised by Natasha Cummings / NHS commissioners). Also Privacy film.</p> <p>SRO - Nicola Harvey</p>	<p>Ongoing YHW</p> <p>No funding implications</p>
Neuro diverse services for young people	<p>Young Healthwatch consultation of service options for neuro diverse young people. includes a recent podcast on a young person's perspectives, further podcast and e-wellbeing website information materials..</p> <p>SRO - Nicola Harvey</p>	<p>Ongoing YHW</p> <p>No funding implications</p>
Community Diagnostic Hubs (CDH)	<p>In April 2021, HW were alerted to upcoming NHSE/I national guidance around CDHs. Subsequent contact led to a rapid 3-week project, with HW engaging with marginalised groups and case study collation around diagnostic journeys (LGBT, BAME, complex needs, young people). Report completed late April and shared with NHSE/I who have used it to inform national guidance to be issued later this year. HW now in contact with CCG leads and we have shared report ("gold dust"). Report published with NHSE/I & CCG response in June. Report shared with CCG, & Trust who have welcomed it. HW has now agreed with CCG to continue working with them to deliver co-design of CDH.</p> <p>Last CCG meeting held in Sept. Stage one for CDHs started in Oct ('rebadge' and additional capacity at existing sites), Stage two is planned for Dec (marks start of 'one stop shop' model but full model roll out has a 2-5 year plan). Meeting with CCG again in November.</p> <p>Findings relate to other projects: Outpatients' Transformation/booking hub, MSK, Planned Care and patient communications.</p> <p>SRO - Fran@healthwatchbrightonandhove.co.uk Project co-ordinator Alan</p>	<p>Report delivered April 2021, published June 2021</p> <p>Follow up meetings with CCG - new contractors being assessed.</p> <p>No funding implications</p>

Project title	Supporting information	Likely release date
MSK services	<p>Healthwatch West Sussex leading on this.</p> <p>In September 2021, HW began working with CCG on MSK services. Existing contracts are due to be renewed in 2023 Sussex-wide so this marked an opportunity for HW to influence the recommissioning process. HW has attended a series of planned workshops Sept- Dec, feeding into design proposals and flagging patient concerns/considerations.</p> <p>We have used results from our outpatient's referral survey (see above) and CDHs to feed into this work.</p> <p>SRO - Kat Broadhill (West Sussex) Project co-ordinator - Alan</p>	<p>HW attending regular meetings with CCG.</p> <p>HW attending workshops Sept-Dec</p> <p>HW survey results fed in (Oct)</p> <p>HWBH contributed comments - report drafted</p> <p>No funding implications</p>
CQC Bid Continuous Engagement Opportunity	<p>HW won a CQC commissioned bid for the delivery of a continuous programme of engagement to hear the experiences of people accessing a named health and/or social care service - LGBTQ.</p> <p>The project timeline is Dec 2021 - April 2022: Engagement Jan-March 2022 Report delivery: April 2022</p> <p>SRO - Lester Project co-ordinator - Alan</p>	<p>April 2022</p> <p>£7,945 funding received from CQC in 2021/22</p>
Mental Health and Housing	<p>Competitive tender won by HW. Involves questionnaires, interviews and group discussion with people with mental health, their families and professionals - to help inform the B&H Mental health and Housing Plan.</p> <p>SRO - Lester Project co-ordinator - Michelle</p>	<p>June 2022</p> <p>£11,250 funding From NHS billed in 2021/22 but Will apply to 2022/23 financial year as that is when the work will be completed</p>

2. RECENTLY COMPLETED PROJECTS

Project theme	Supporting information	Possible release date
Primary Care Work	<p><u>New Larchwood</u> reduced hours - Residents' Association unhappy. Healthwatch meeting with RA and NL Practice manager has lead to a survey covering patient feedback of service with new opening hours.</p> <p>Main contact: Michelle</p> <p><u>Albion Street</u> - Merger with St Peter's Surgery. Healthwatch invited to Residents' Forum where subject will be discussed. May lead to survey or further patient engagement around feedback on merger and eventual loss of local surgery.</p> <p>Overall: SRO - David Project co-ordinator - Michelle</p>	<p>COMPLETED - MINOR RESIDUAL WORK</p> <p>No financial implications</p>
Dental	<p>Dental queries are the second biggest reason why people contact HW (since December 2020). Using this fact we have:</p> <p>Completed a dental survey of 56 people during the pandemic.</p> <p>Reviewed OOH services (webpages and phone messages) of 43 dental practices in B&H and produced a report "Accessing dental services under COVID-19" published 29.3.21. A press release was picked up by local press.</p> <p>In June, we raised concerns affecting migrants and refugees which generated a response for NHSE commissioner. We are also continuing to signpost and support the public.</p> <p>Working as Healthwatch in Sussex we produced a detailed patient guidance, working also with LDC, Foundation dentist and others. This was published in Sept, and reproduced by other HW teams.</p> <p>Nov: we completed a ring round of all practices discovering that none were offering NHS treatment to new patients. We've shared with Caroline Lucas MP (who has previously asked Parliamentary Qs using our data) and are determining what to do next working as HW in Sussex</p>	<p>PROJECT WORK COMPLETED - ONGONG POLICY WORK</p> <p>No financial implications</p>

	<p>SRO - Lester Project co-ordinator - Michelle</p> <p>Links with work across Sussex- Main contact: Katrina.Broadhill@healthwatchwestsussex.co.uk</p> <p>Leaflets being produced to guide patients across Sussex. Project Coordinator - Alan</p>	
Equipment survey	<p>Postal and online survey sent to 1500 B&H residents who have received equipment or minor home adaptations to support their independent living at home. SRO - Lester</p>	<p>COMPLETED</p> <p>Reported March 2022.</p> <p>B&H City Council funding received 2021/22</p>
Prescribers survey	<p>Those prescribing the equipment (above) surveyed. SRO - Lester</p>	<p>COMPLETED</p> <p>Reported March 2022.</p> <p>Funded - part of the above</p>
Community services in East and central Primary Care Network	<p>SRO - Lester</p>	<p>COMPLETED</p> <p>Reported March 2022.</p> <p>No funding implications</p>

3. POTENTIAL FUTURE PROJECTS

Project theme	Supporting information	Possible release date
Brighton station Walk-in centre	Approached to evaluate the service - ongoing discussions.	NHS funding to be negotiated
Digital strategy - pan sussex	Proposal sent to NHS Commissioners who wish to find out how to improve digital inclusion as well as people's attitudes to data sharing. Pan-Sussex project in collaboration with HW East and West Sussex.	Decision 9/4/22 Likely to be funded by

		2022/23 NHS ROAR funds = £10,000 but yet to be negotiated.
A&E Enter and View	Under discussion - a Sit and See exercise at RSCH A&E, tentatively planned for late April early May 2022 SRO: David L	No funding implications
Regional Healthwatch NHS NHS conference	A conference to explore Healthwatch and the NHS, new ICS/ICB's working in collaboration across Sussex and the SE Region. Louise Ansari, Healthwatch England National Director, secured as key note speaker. Planned date 28/ June, 2022 or 14 th July 2022. SRO: David L	£2,000 funding from Healthwatch England. Further funding may be secured from the NHS, to be negotiated
HOPS Follow Up	Pilot a follow up to assess how those previously called by HOPS volunteers have fared and how helpful the support provided was. SRO - David Project Coordinator - Will .	Pending No funding implications
91-Day	Follow up calls for BHCC residents discharged from SPFT community services, to check if patients have returned home after 91 days. Will incorporate wellbeing checks as per the HOPS project. SRO - David Project Coordinator - Will .	Pending DPIA No funding implications

4. PROJECTS PAUSED DUE TO COVID-19

Project theme	Supporting information	Possible release date
Complaints review	Exploring the potential to propose a pan-Sussex complaints service.	Not started - on pause No funding implications
Hospital audits and PLACE	<p>Hospital environment audits and Patient-Led Assessments of the Care Environment require face-to-face assessments and have been paused due to COVID-19.</p> <p>At June PEC, Trust highlighted plans to deliver PLACE last this year involving physical visits.</p> <p>SRO - David Project co-ordinator - Alan</p>	<p>On pause. Potential for PLACE to happen Autumn 2021</p> <p>No funding implications</p>
Lay Assessors	<p>Interviewing residents with home care service fully or partly paid by BHCC, and reporting back anonymously to BHCC and service providers.</p> <p>SRO - David Project Coordinator - Will.</p>	<p>On hold.</p> <p>Linked to £13,000 City Council funding currently shifted from Lay Assessors to HOPs</p>

5. INTERNAL PROJECTS

Project theme	Supporting information	Possible release date
Healthwatch activity	<p>Recording, on a monthly basis, HW activity including meetings, reports, media work, social media etc. Feeds into 6-month and annual reports to John Reading.</p> <p>SRO - Lester Project Coordinator - Alan</p>	Ongoing
Data Storage & Archive System	<p>Complete the process of organising data storage and usage across the system, including;</p> <ul style="list-style-type: none"> • updating/merging digital folders • archiving old data • Scanning and shredding paper data where possible • Apply consistent mapping to all users - remove Sharepoint, switch to synced OneDrive and set local desktop and documents backup (all users data private). <p>Provide training to staff and directors on Microsoft 365, including;</p> <ul style="list-style-type: none"> • OneDrive • document and data sharing • Teams <p>SRO - David Project Coordinator - Will.</p>	Ongoing
Data Sharing / DPIA	<p>Put in place data sharing agreement with other organisation for collaborations.</p> <ul style="list-style-type: none"> • Work with BHCC/BSUH to put a DPIA in place to cover the data storage, use and retention of personal data relating to the HOPS project. • As a prelim to working with SPFT on the 91-Day project, set up a data sharing agreement or DPIA. <p>SRO - David Project Coordinator - Will.</p>	Ongoing, hope to complete Jan 2022

Project theme	Supporting information	Possible release date
Cyber Essentials Certification	<p>Get NCSC Cyber Essentials certification to remove obstacles to data sharing other organisations, including BHCC and trusts, as well as improve our tender offer.</p> <p>Including;</p> <ul style="list-style-type: none"> • Ensuring all equipment is secure and managed, no admin on local machines. • Putting in place data security policies including for equipment, passwords, remote access, data sharing. • Process for allocating and logging licenses and data access. <p>Will require a board member to confirm policies in place and as part of the certification.</p> <p>SRO - David Project Coordinator - Will.</p>	<p>Completed</p> <p>To be reviewed and renewed annually</p>
Data Security	<p>Monitor system and devices using Microsoft InTune to ensure continued integrity and security.</p> <p>SRO - David</p> <p>Project Coordinator - Will.</p>	Ongoing
Project prioritisation and decision-making process	<p>Process updated and implemented.</p> <p>SRO - Lester</p>	COMPLETED
New Chair Recruitment	<p>Recruit a new Chair and directors, including a Finance Director.</p> <p>SRO - David</p> <p>Project Coordinators - Will.</p>	<p>Potential directors (inc finance) recruited, but no chair.</p> <p>Paused to reconsider approach in Jan 2022</p>

Project theme	Supporting information	Possible release date
Volunteer Process	<p>Put in place an agreed process to recruit, induct, train and support volunteers.</p> <p>Part 1: Data Storage / Online Forms</p> <ul style="list-style-type: none"> • Use SharePoint Lists to store personal records, documents and monitor progress/status. • Online application form linked to list, application approval approval/transfer • System monitoring requirements for DBS. <p>Part 2: Automate Process</p> <ul style="list-style-type: none"> • System monitoring requirements for safeguarding & data governance training, references, verification, etc • New enquiry application form and reference requests invites. • Induction invites, volunteer handbook, policies and. • Induction presentation general, and project-based sections. • Train team on use <p>SRO - David Project Coordinator - Will.</p>	<p>Part 1 completed</p> <p>Part 2 ongoing</p>
Switching from office to rented desk and home working arrangements	<p>Giving up the Community Works office space and moving to a rented desk solution. Retaining access to all Community Base services such as post, phone number, access to rooms and community spaces.</p> <p>Need to agree terms, including desk, small filing cabinet for financial papers, and a hot desk computer.</p> <p>(June) Community Works agreed to rent HW a desk from their main offices, hoping for new arrangement to start from 1st July.</p> <p>SRO - David Project Coordinators - Alan, Will.</p>	<p>Completed</p> <p>Working from home workspace assessments completed.</p> <p>£3,500 approx. Unfunded Equipment Expenditure implications</p>

Contact information

Healthwatch Brighton and Hove:

Healthwatch Brighton and Hove
Community Base
113 Queens Road,
Brighton
BN1 3XG



Share your experiences of health and social care services with us:

- office@healthwatchbrightonandhove.co.uk
- 01273 234040
- @healthwatchbrightonandhove
- @HealthwatchBH

Website: www.healthwatchbrightonandhove.co.uk