

Work Programme 2017-2018

Healthwatch Dorset has an agreed process for agreeing its annual priorities and work programmes, which can be found on our website [here](#). Our priorities reflect the feedback received from local people about the health and social care services provided for people in Dorset - this is recorded in our Customer Relationship Management (CRM) system. We also take into account:

- Local priorities agreed by the two Health and Wellbeing Boards, as well as the priorities of the commissioners and providers of local health and social care services and those of other relevant local bodies and organisations; and
- National priorities identified by Healthwatch England, the Care Quality Commission, NHS England, Public Health England and/or other relevant national bodies/organisations.

A prioritising process is used to prioritise issues identified as potential priorities, which involves the weighted scoring of each issue against the following criteria:

1. Evidence available
2. Our ability to impact within required timescales
3. Whether the issue is already being dealt with effectively by another organisation
4. Likely impact on the community
5. Whether Healthwatch Dorset can make a difference
6. Alignment with the priorities of other relevant local and/or national organisations
7. Likely impact on people experiencing health inequalities, people with “protected characteristics” and people who are seldom heard or easily ignored.

The process for agreeing our annual priorities and work programmes also considers whether there are any existing pieces of work that need to be carried forward from the previous financial year.

Descriptions of each proposed priority area are set out below.

Updated May 2017

Topic	Activities	Timescale	Status	Notes
Emotional Health and Wellbeing (particularly children and young people)	<ol style="list-style-type: none"> 1. Continuation of “Be Yourself” project: <ol style="list-style-type: none"> 1.1.Event in April 2017 to launch “Be Yourself” report. 1.2.Submission of report to commissioners, with request to respond 1.3.County-wide tour of exhibition 2. Production of video about young people’s mental health awareness 	<p>April-December 2017</p> <p>Spring, Summer 2017 Video to be completed for World Mental Health Day 10/10/17</p>		<p>Workshop with young people held on 9/5/17.</p>
Access to primary care	<ol style="list-style-type: none"> 1. Mystery shopping exercise to identify: <ol style="list-style-type: none"> 1.1.How practices register patients and what guidance they give to patients on the need for ID when registering. 	April 2017		Mystery shopping exercise completed. Report to be published June 2017.

	<p>1.2.Current waiting times for routine and urgent appointments.</p> <p>1.3.Current practice around opening times and the availability of extended opening hours.</p> <p>1.4.What guidance is offered by practices on how to access support out of hours.</p> <p>2. Building closer links with GP practices' PPGs (Patient Participation Groups), initially by offering training and support.</p> <p>3. Monitoring the progress of any proposals arising out of the Primary Care Commissioning Strategy and working to make sure that local people are involved and consulted.</p>	<p>From summer 2017</p>		<p>Training module devised and initial discussions under way with Dorset CCG.</p>

Social Care	<ol style="list-style-type: none"> 1. Arising from visits Healthwatch Dorset made to care homes in 2016 - an investigation into problems around access to primary care services (GPs, dentists, opticians, etc.) in care homes. 2. Joint research project with Bournemouth University into the experiences of older (80+) male carers. 	<p>April - December 2017</p> <p>To be completed by 11/7/17 showcase Festival of Learning event.</p>		<p>Interviews carried out in April/May 2017. Filming in June 2017.</p>
Dorset Clinical Services Review and STP (Sustainability and Transformation Plan)	We will continue to work closely with Dorset Clinical Commissioning Group around the development and implementation of the Clinical Services Review and with the CCG and our Local Authorities around the implementation of the Dorset Sustainability and Transformation Plan. In	2017 -		

	particular, we will work to ensure that local people are engaged, involved and consulted.			
Community Investment Projects	Our Community Investment Projects involve us working closely with local voluntary and community groups to hear the experiences of people and communities who we might otherwise not hear so much from. In particular, those with “protected characteristics”. We are currently working on 12 projects and aim to publish a report on what we’ve heard at the same time as we publish our Annual Report in the summer of 2017.	April - July 2017		
On-going				
Wessex Community Voices	Collaboration between 5 Wessex local Healthwatch and NHS England.			
Health and Wellbeing Boards (2)				

Health Overview and Scrutiny Committees (3)				
Quality Surveillance Group				
Road shows and community engagement/outreach				
Champions' recruitment and support				