Priority	Lead officer	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25		
Community engagement	Engagement	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing engagement		
	Officer	engagement	engagement	engagement	engagement	engagement	programme – target 2		
		programme –	programme –	programme –	programme –	programme –	events		
		target 2 events	target 2 events	target 2 events	target 2 events	target 2 events			
Adult Social Care:	Healthwatch	Independent	Independent	Independent	Analysis of key	Follow up with	Report published		
engagement	Manager	review of	review of	review of	themes	stakeholders to			
		customer	customer	customer	throughout the	discuss findings			
		experience –	experience –	experience –	six-month				
		Monthly feedback	Monthly	Monthly	review (Feb –				
		report	feedback	feedback	June) and				
			report	report	report writing				
Pharmaceutical Needs	Healthwatch	Support the work of the Public Health team with the Pharmaceutical Needs Assessment (PNA) – due to be							
Assessment (PNA)	Manager	published in October 25 – including raising awareness, engagement etc							
Pharmacy first		Review the level of	awareness reside	Analysis of data	Report published				
		Review the level of awareness residents have of the services offered by our local pharmacists Follow up with stakeholders				identifying key			
				themes and					
				recommendations					
GP access / complaints	Service	Continue to gather	data on	Follow up with	Analysis of data				
process	Manager	 GP access 		stakeholders to	identifying key				
		Raising com	discuss findings	themes and					
		3. ICB same day access plans recommendations							
		Via community engagement / webforms/ Enter and View and an							
		online survey							
GP services - Enter and View	Projects and	Online survey and i	n person engager	Follow up with	Analysis of data				
(E&V)	Outcomes	E&V undertaken wit	th a focus on acce	stakeholders to	identifying key				
	Officer			discuss findings	themes and				
							recommendations		
Attend / participate in key	Healthwatch	Key meetings include Co-production / Patient experience / disability / GP access. Aim to align efforts, share							
Health and Care meetings	Team	information and support the best outcomes / impact for residents.							
Health awareness / tackling	Healthwatch	Support a variety of Health and Care services raise awareness in the community of their services where we have							
inequalities	Team	identified a need from the residents or health inequality. Starting with Safeguarding and Breast Screening .							

DRAFT - Healthwatch Brent workplan Q3 - Q4

Priority	Lead officer	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26		
Community engagement	Engagement	Ongoing	Ongoing .	Ongoing .	Ongoing .	Ongoing	Ongoing engagement		
	Officer	engagement	engagement	engagement	engagement	engagement	programme – target 2		
		programme –	programme –	programme –	programme –	programme –	events		
		target 2 events	target 2 events	target 2 events	target 2 events	target 2 events			
Adult Social Care:	Healthwatch	Feedback to community groups /				Follow up with			
engagement	Manager	residents on findings				stakeholders to			
		Falla	al (ala al al a va Aa			ensure changes			
		Follow up with st				have been			
		identify any additional work needed				implemented			
Pharmacy first /	Healthwatch		Foodbook ony	Key information					
Pharmaceutical Needs	Manager	Support the PNA as	Feedback any relevant	about the PNA					
Assessment (PNA)	Manager	appropriate	information to	published on					
Assessment (FNA)		арргорпасе	community	HW website					
			groups /	11W WODOILO					
			residents						
GP access / complaints	Healthwatch	Report	Feedback to	Continue conversations with		Follow up with	Report published		
process	Manager	published	community	patients and ICB – monitor		stakeholders to	···		
		·	groups /	progress		ensure changes			
			residents on			have been			
			findings			implemented			
GP services - Enter and	Projects and	Report	Feedback to						
View (E&V)	Outcomes	published	community						
	Officer		groups /						
			residents on						
			findings						
Attend / participate in key	Healthwatch	Key meetings include Co-production / Patient experience / disability / GP access. Aim to align efforts, share							
Health and Care meetings	Team	information and support the best outcomes / impact for residents.							
Health awareness /	Healthwatch	Support a variety of Health and Care services raise awareness in the community of their services where we have							
tackling inequalities	Team	identified a need from the residents or health inequality. Starting with Safeguarding and Breast Screening.							
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