

Priority	Lead officer	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25
Community engagement	Engagement Officer	Ongoing engagement programme – target 2 events	Ongoing engagement programme – target 2 events	Ongoing engagement programme – target 2 events	Ongoing engagement programme – target 2 events	Ongoing engagement programme – target 2 events	Ongoing engagement programme – target 2 events
Adult Social Care: engagement	Healthwatch Manager	Independent review of customer experience – Monthly feedback report	Independent review of customer experience – Monthly feedback report	Independent review of customer experience – Monthly feedback report	Analysis of key themes throughout the six-month review (Feb – June) and report writing	Follow up with stakeholders to discuss findings	Report published
Pharmaceutical Needs Assessment (PNA)	Healthwatch Manager	Support the work of the Public Health team with the Pharmaceutical Needs Assessment (PNA) – due to be published in October 25 – including raising awareness, engagement etc					
Pharmacy first		Review the level of awareness residents have of the services offered by our local pharmacists			Follow up with stakeholders to discuss findings	Analysis of data identifying key themes and recommendations	Report published
GP access / complaints process	Service Manager	Continue to gather data on 1. GP access 2. Raising complaints 3. ICB same day access plans Via community engagement / webforms/ Enter and View and an online survey				Follow up with stakeholders to discuss findings	Analysis of data identifying key themes and recommendations
GP services - Enter and View (E&V)	Projects and Outcomes Officer	Online survey and in person engagement (ongoing) E&V undertaken with a focus on access and complaints management				Follow up with stakeholders to discuss findings	Analysis of data identifying key themes and recommendations
Attend / participate in key Health and Care meetings	Healthwatch Team	Key meetings include Co-production / Patient experience / disability / GP access. Aim to align efforts, share information and support the best outcomes / impact for residents.					
Health awareness / tackling inequalities	Healthwatch Team	Support a variety of Health and Care services raise awareness in the community of their services where we have 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 Officer	Ongoing engagement programme – target 2 events	Ongoing engagement programme – target 2 events	Ongoing engagement programme – target 2 events	Ongoing engagement programme – target 2 events	Ongoing engagement programme – target 2 events	Ongoing engagement programme – target 2 events
Adult Social Care: engagement	Healthwatch Manager	Feedback to community groups / residents on findings Follow up with stakeholders to identify any additional work needed				Follow up with stakeholders to ensure changes have been implemented	
Pharmacy first / Pharmaceutical Needs Assessment (PNA)	Healthwatch Manager	Support the PNA as appropriate	Feedback any relevant information to community groups / residents	Key information about the PNA published on HW website			
GP access / complaints process	Healthwatch Manager	Report published	Feedback to community groups / residents on findings	Continue conversations with patients and ICB – monitor progress		Follow up with stakeholders to ensure changes have been implemented	Report published
GP services - Enter and View (E&V)	Projects and Outcomes Officer	Report published	Feedback to community groups / residents on findings				
Attend / participate in key Health and Care meetings	Healthwatch Team	Key meetings include Co-production / Patient experience / disability / GP access. Aim to align efforts, share information and support the best outcomes / impact for residents.					
Health awareness / tackling inequalities	Healthwatch Team	Support a variety of Health and Care services raise awareness in the community of their services where we have identified a need from the residents or health inequality. Starting with Safeguarding and Breast Screening.					