

Appendix 1. Healthwatch Brent Workplan Overview

Introduction

The Healthwatch Brent (HWB) Workplan of priorities is set by the HWB Advisory Group, made up of:

- 1 trustee from The Advocacy Project Board (Chair of the Advisory Group)
- 2 representatives of the Brent Grassroots Steering Group
- 2 representatives from the Independent Experts Network (different people will be invited to attend as representatives of the network as required by the agenda).
- 4 members of the public
- 2 Healthwatch Brent volunteers
- Healthwatch Manager

The Advisory Group determines which aspects of health and social care will be looked at as a priority each year as set out in our Prioritisation Process; Appendix 3. This group is currently recruiting members of the public through an interview process and electing voluntary and community sector partners who represent a wide variety of community partners. Once the full Group is in place by the end of July, it will then be able to start setting priorities and will have its first full public meeting in September 2021.

In the meantime we have created a draft Workplan 2021/22 to ensure we are responsive to current circumstances. This workplan includes:

Engagement Plan

An ambitious engagement plan has been devised in Quarter 1 to understand the experiences of diverse communities in Brent. Figure 1. sets out the timeframe in which we will be engaging communities to ensure patient and public voice is heard.

Figure 1

Workplan Timeline												
Project	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
Engagement Programme: Stonebridge communities												
Engagement Programme: Harlesden, Willesden Green communities												
Engagement Programme: Wembley Central, Kenton, Queensbury communities												
Engagement Programme: Dollis Hill communities												
Engagement Programme: Barnhill, Fryent communities												
Enter & View Report: Minimal impact from Covid-19												
Enter & View Report: High impact from Covid-19												
Follow up on 2019-20 recommendations												
Follow up on recommendations ongoing												
Health & Wellbeing Board												
Community and Wellbeing Scrutiny Committee												
CCG/ICS Governing Body												
Health & Wellbeing Strategy engagement												

The Healthwatch Service will work with HWB volunteers, Community leaders, Community forums, Service Users and Patient Participation Groups to capture the views of Brent residents. The attached Engagement Strategy will enable us to embed User Engagement and Community Development at the heart of the Healthwatch Service, ensuring Healthwatch is empowering user voices and Patient Voices are heard across the Integrated Care Partnerships structure by improving access to health services, with a particular focus on the poorer and most diverse groups.

The Engagement Strategy; Appendix 2 also utilises council demographic data to identify ethnicities, areas of deprivation and health inequalities so we can target wards and communities for engagement. We are also working with the Voluntary and Community Sector to utilise their knowledge and experience and ensure we are not duplicating. This means we better understand the languages we need to use for materials and the community assets and leaders we need to work with. We are already working on stage 1 see Figure 1. To effectively address multiple barriers, that diverse community groups face we need to understand what those barriers are and co-produce sustainable solutions with affected communities. We will engage with community groups in settings and ways that are convenient to them, rather than inaccessible structures and data collection methods that exclude people.

We want people to be able to tell us what issues are important to them, so we have set up a simple online survey [Tell us your views :: Healthwatch Brent](#) where people can tell us about any experience with any service.

To ensure we are reaching a wide representation across diverse community groups in Brent and the Healthwatch Service is not digitally excluding residents, we will:

- Utilise a range of communication channels like online surveys, digital sessions, social media, video, infographics, phone, drop in or focus groups.
- Develop a community database with tailored information about how each community group wishes to engage with the Healthwatch Service, detailing preferred communication channels to enable them to effectively influence and inform Healthwatch priorities.
- Create Task and Finish groups that target identified groups to ensure the right voices can influence service design and delivery and reduce the barriers in accessing local assets.
- Ensure we have a visible presence within the community - through attendance at meetings, local forums, decision making boards, partnership projects etc.
- Evaluate demographic data to evidence reach, address gaps and ensure diverse representation.

The Healthwatch Service will also use a range of prompts when engaging with people to encourage them to give feedback on relevant issues:

- Impact of Covid-19 and access to vaccinations
- Experiences of delays and backlogs in health and social care
- Mental health services for adults and children

This feedback will build our understanding of the issues faced by the community and help inform future priorities for Healthwatch Brent.

Engagement on the Health and Wellbeing Strategy

We are working with colleagues to deliver focus groups to gather views on the draft health and wellbeing strategy through the next few weeks. This will ensure public participation in defining the aims of the strategy.

Working in partnership with stakeholders

We are actively engaging with existing networks and meetings to ensure we understand upcoming health and social care priorities, represent the wider public, and ensure effective engagement of the public in planning and commissioning. For example:

- Being an active member of the Health and Wellbeing Board, using upcoming meetings to present our Annual Report, project reports and supporting the development of the Health and Wellbeing Strategy
- Working with the Adult Safeguarding Board to investigate concerns about the low rate of safeguarding alerts recorded from diverse communities.
- Working with the Community and Wellbeing Scrutiny Committee looking at GP access and following up on previous Healthwatch Brent recommendations for GP services.
- Working with neighbouring Healthwatch to coordinate input at the North West London CCG Governing Body and Primary Care Co-commissioning meetings to ensure there is effective public engagement in decision making.

Enter & View

We have published two reports following up on Enter & View visits undertaken by the previous HWB provider to understand what has changed during the pandemic.

We have raised the issues arising from the reports with Adult Social Care and the Adult Safeguarding Board.

Previous Recommendations

We want to ensure there is continuity of using intelligence to improve services, previous provider recommendations have been reviewed and the Healthwatch Service is following up on how they have been acted upon.

Some of these are quick wins, for example 'Identifying Young Carers in Substance Misuse Households in Brent' made recommendations that we can check through conversations with the substance misuse providers and carer organisations.

Similarly, The Advocacy Project can give feedback on the recommendations made in 'Cancer Screening for People with Learning Disabilities in Brent' through our user involvement project, My Health, My Choice.

Other recommendations will require undertaking further Enter & Views and will need to be considered by the HWB Advisory Group alongside the other potential priorities.

Gathering intelligence for next set of priorities

We are already working with the community and stakeholders to ensure the most vulnerable and diverse groups, including learning disabilities, mental health, older people and dementia, dual diagnosis, Black, Asian and Minority Ethnic groups and LGBTQ groups are heard. The Healthwatch Service will support diverse communities to speak up, enabling Healthwatch to gather insight and intelligence on people's experiences to tackle inequalities and improve the design and delivery of local health and care services.

In the first Quarter Healthwatch has identify potential new priorities by engaging with Service Users, Patient Voices, HWB Volunteers and Councillors, potential priorities are:

- Safeguarding reporting - helping the Adult Safeguarding Board understand why the vast majority of safeguarding reports are for people that are white British, and so few are from other ethnic backgrounds.
- GP access - understand the positive and negative experiences of people in Brent getting a GP appointment and the type of service they receive.
- Mental Health services - working with existing voluntary sector networks to gather intelligence on good and poor practice in accessing services. This may be GP or community mental health services.
- Access to dentistry - local and national feedback indicates many challenges in getting NHS dentistry treatment.

We are gathering local intelligence to take to the HWB Advisory Group to agree which issues will be confirmed as priorities for this years workplan.

The workplan is a live document that is regularly updated and will be published on the Healthwatch Brent website.