Healthwatch Brent workplan Q1 – Q2

Priority	Lead officer	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24
Maternity	Service Manager	Report published and disseminated to local services	Meeting with Northwick Park service providers	Check in with Brent infant feeding team	Ongoing – promotion of postnatal services	Ongoing – promotion of postnatal services	Ongoing – promotion of postnatal services
Adult Social Care: Enter and View	Projects and Outcomes Officer	Visits begin to care homes	Visits continue	Analysis of key trends	Report writing	Report shared with key stakeholders	Discussions with stakeholders
Adult Social Care: engagement	Service Manager	Phase one engagement: dementia	Phase one engagement: dementia	Phase one engagement: dementia	Analysis of key themes and report writing	Report published Phase two engagement: autism and learning disability	Phase two engagement: autism and learning disability
GP access	Service Manager	Online survey and in person engagement Online event	E&V reports published (from previous FY) Online survey and in person engagement (ongoing)	Online survey and in person engagement (ongoing)	Online survey and in person engagement (ongoing)	Analysis and report writing	Report published Communicate outcomes
Adult Social Care: mystery shopping	Healthwatch Manager				Planning/ preparation	Planning/ preparation	Training with volunteers
Pharmacy first	Healthwatch Manager						Planning/ preparation
Community engagement	Engagement Officer	Ongoing engagement programme – target 4 events	Ongoing engagement programme – target 4 events	Ongoing engagement programme – target 4 events	Ongoing engagement programme – target 4 events	Ongoing engagement programme – target 4 events	Ongoing engagement programme – target 4 events

Healthwatch Brent workplan Q3 – Q4

Priority	Lead officer	Oct-24	Nov-24	Dec-24	Jan-24	Feb-24	Mar-24
Maternity	Service Manager	Check in with family hubs	Ongoing – promotion of postnatal services	Ongoing – promotion of postnatal services	Ongoing – promotion of postnatal services	Ongoing – promotion of postnatal services	Ongoing – promotion of postnatal services
Adult Social Care: Enter and View	Projects and Outcomes Officer	Report published				Follow up with stakeholders to ensure changes have been implemented	Publish update
Adult Social Care: engagement	Service Manager	Phase two report due Phase three engagement: young carers	Phase three engagement: young carers	Phase three report due	Coordinate with ASC team to plan further engagement		
Adult Social Care: mystery shopping	Healthwatch Manager	Mystery shopping phase one: phoneline	Mystery shopping phase one: phoneline	Findings shared with ASC team; report produced	Mystery shopping phase two: website	Mystery shopping phase two: website	Findings shared with ASC team; report produced
GP access	Service Manager	Continue conversations with patients and ICB – monitor progress	Continue conversations with patients and ICB – monitor progress	Continue conversations with patients and ICB – monitor progress	Continue conversations with patients and ICB – monitor progress		
Pharmacy first	Healthwatch Manager	Planning/ preparation	Communication with key stakeholders – agree aims and approach	Engagement	Engagement	Engagement	Report published
Community engagement	Engagement Officer	Ongoing engagement programme – target 4 events	Ongoing engagement programme – target 4 events	Ongoing engagement programme – target 4 events	Ongoing engagement programme – target 4 events	Ongoing engagement programme – target 4 events	Ongoing engagement programme – target 4 events