

## Healthwatch Brent Operational Priorities 2018-19



Projects				
Priority area	Motivation	Alignment to JSNA 2018	Alignment to Brent Health and Social Care Plan (STP)	Alignment to HWBB Strategy
<p><b>Capturing the direct experience of people living with poor mental health and how they self-manage themselves with non-statutory community support</b></p> <p><b>Focus:</b></p> <ul style="list-style-type: none"> <li>• understanding what community resources people use to stay well</li> <li>• Trying to understand the scale of need</li> <li>• Capturing what resources are available</li> </ul>	<p>Regular requests from local voluntary sector organisations about the types of non -statutory community resources available including service availability which can both improve and increase signposting and information.</p> <p>In addition, we have been promoting SIBI as many of the residents we engage with are still unfamiliar with it.</p>	<p>Mental Health continues to priority amongst both health and social care commissioners and providers.</p>	<p>Ensure that mental health and wellbeing has the same focus as physical health and wellbeing:</p>	<p>Improving mental wellbeing throughout life</p>
<p><b>Working with CCG partners to communicate the transformation of primary care</b></p> <p>Focus on the Standardisation of</p>	<p>Many Brent residents are still struggling to understand primary care transformation and how it will improve and increase both their choice and access to</p>	<p>No explicit reference</p>	<p>The NHS Brent CCG Primary Care Commissioning Committee continues to implement a range of</p>	<p>Ensuring safe, modern, effective and accessible services</p>

GP practices via a new steering group and task groups	services. HWB is using its independent role to facilitate conversations between GPs and residents		measures to improve patient access to the right Primary Care services at the right time.	
<b>Capturing the patient experience of hospital discharge experience when using the new frailty pathway</b>	This patient experience report was provided to Brent CCG and attached as an appendix to its Frailty Pathway business case. Our report was welcomed by the Urgent Care Commissioner.	No – but linked to the Better Care Fund programme	Yes - Prevention and Self-Care, which reflects the need for a step change in behaviour across the system to manage demand	Working together to support the most vulnerable adults in the community
<b>Engagement</b>				
<b>Priority area</b>	<b>Motivation</b>	<b>Alignment to JSNA 2016</b>	<b>Alignment to Brent Health and Social Care Plan (STP)</b>	<b>Alignment to HWBB Strategy</b>
<b>Capturing the experience of accessing adult social care assessments</b>	<p>This priority is based on consistent feedback from residents and carers who say they struggle to navigate this process or to understand what they might be entitled to.</p> <p>We will work with Adult Social Care teams to identify areas where clearer information may be helpful, e.g. where any parts of the process are unclear to residents, or why packages of care may change.</p>	No explicit reference	<p>Achieving better outcomes and experiences for older people.</p> <p>Eliminating unwarranted variation and improving long term condition management.</p>	<p>Provide high quality, personalised and responsive services that are convenient and easy to access</p> <p>Develop community-based provision</p> <p>Are delivered in partnership to provide joined-up services.</p>

<p><b>To capitalise on our role as independent consumer champion for health and social care we will conduct regular visits to NWLUHCT wards and departments to record the patient experience at points of care.</b></p>	<p>Hospital out-patient and in-patient services are widely used by Brent residents. We hear from only a small number of residents about their experiences, so we address this by visiting wards and hospitals to listen to patients, report to the Trust, and follow up action points through regular liaison meetings.</p>	<p>Implicit expectation within the JSNA</p>	<p>Forms the central platform for the Brent Health and Social Care Plan</p>	<p>Aligns to all the priorities within the Health and Wellbeing Strategy</p>
<p><b>Continue to provide statutory partners and local communities intelligence about the health and social care experiences of Brent residents and staff – through reports and outreach</b></p>	<p>This will include the specific projects laid out in this document to other issues raised by residents and their supporting organisations as they arise.</p> <p>For example – We invited the head of Brent Council complaints team to our Advisory Board to address concerns of carers. This matter is now being progressed between the Council and Brent Carers Centre.</p>	<p>Our findings can be used to inform the JSNA</p>	<p>Requirement to engage</p>	<p>Requirement to engage</p>

Community Chest				
Priority area	Motivation	Alignment to JSNA 2016	Alignment to Brent Health and Social Care Plan (STP)	Alignment to HWBB Strategy
<p><b>Capturing the experience of people with sensory impairments to access health and social care services using interpreters</b></p> <p>This follows on the work Healthwatch Brent undertook on the Accessible Information Standards in 2017/18.</p> <p>We may learn of other more pressing concerns once we liaise with groups.</p>	<p>Nationally, access to interpreters has been cited as a significant concern for people with SIs. We have not been able to undertake any significant work involving people from this protected group.</p> <p>We have established working relationships with the Asian People's Disability Alliance, and are reaching out to Harrow and Brent Deaf Group.</p> <p>We await the outcomes of the AIS report before proceeding to avoid the risk of duplication.</p>	<p>Not explicitly – but forms part of a wider narrative about increasing access to primary care and GP based services.</p>	<p>Primary care: wide variation in clinical performance; Brent is in the worst quartile nationally for patient experience of GP services.</p>	<p>Empowering communities to take better care of themselves</p>
<p><b>Prostate cancer – part 2</b></p> <p><b>Increasing awareness of prostate cancer</b></p>	<p>A number of factors led us to raising awareness of prostate cancer in Brent.</p> <p>GP referral rates are low in Brent,</p>	<p>Not explicitly highlighted within the JSNA.</p>	<p>Cancer: Brent is in the second lowest quartile nationally in terms of GP referral to treatment for cancer and worst quartile</p>	<p>Working together to support the most vulnerable adults in the community</p>

<p>with Black African and Black Caribbean men</p> <p>Working with community groups to increase early presentation to GPs regarding prostate cancer</p>	<p>Brent's demographic includes a high number of Black African and Black Caribbean men who have double the risk rate of other men, research from expert organisations like Orchid Cancer Appeal show that men in general are less likely to visit their GP or to talk about their health.</p> <p>Following on from our successful work with Brent GPs, Orchid Cancer will work with local organisations with the inventive approach.</p> <p>We will continue to liaise with Brent CCG regarding this project.</p>		<p>in terms of cancer patient experience.</p> <p>Prostate cancer has now become of the cancer priorities for the NWL CCGs.</p>	
<p><b>Advertise the Community Chest small grants programme</b></p>	<p>Residents benefit from our small grants to small grass roots organisations. It offers capacity to allow them to undertake activities that improve resident wellbeing at the same time as allow us to gather the health and social care experiences from a wider range of local communities.</p>	<p>We are committed to align the activity of the Community Chest to the JSNA priorities</p>	<p>We are committed to align the activity of the Community Chest to the Brent and Social Care priorities</p>	<p>We are committed to aligning the activity of the Community Chest to the Health and Wellbeing Strategy</p>

<b>Enter and View</b>				
<b>Priority area</b>	<b>Motivation</b>	<b>Alignment to JSNA 2016</b>	<b>Alignment to Brent Health and Social Care Plan (STP)</b>	<b>Alignment to HWBB Strategy</b>
<p><b>Use our Enter and View programme to report the experiences of residents in Sheltered Housing</b></p> <p>Report on 6 Enter and View visits.</p>	<p>Following discussions with CQC and the Healthwatch Network we agreed this setting allows the team to listen to the experiences of residents who receive care in their own home – and plays to the strength of our independence.</p>	<p>Older people is a key focus within the JSNA</p>	<p>Achieving better outcomes and experiences for older people.</p>	<p>Working together to support the most vulnerable adults in the community</p>
<b>Strategic relationships</b>				
<b>Priority area</b>	<b>Motivation</b>	<b>Alignment to JSNA 2016</b>	<b>Alignment to Brent Health and Social Care Plan (STP)</b>	<b>Alignment to HWBB Strategy</b>
<p><b>Continue to work with NHS Brent CCG and Brent Council in relation to the implementation of the Brent Health and Social Care</b></p>	<p>This remains a key part of our work.</p>	<p>Broader contribution to partnership working.</p>	<p>With patients and residents – We have developed a programme of traditional town hall style meetings and other face to face events across the eight boroughs. In addition to these local meetings, we will also be holding a pan NW London event, with at least one being held in the inner boroughs and one in the outer boroughs.</p>	<p>Supports the whole system integration of health and social care</p>