



*“Health & Social Care That Works For Everyone”*

Healthwatch South Tyneside  
Operations Plan  
2018 - 2021

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*'We will find out what matters to local people and make sure their views shape the support needed'*

## **Background and Introduction**

Healthwatch South Tyneside is the independent champion for people who use health and social care services in the Borough. Promoting and supporting the involvement of local people in the commissioning, the provision and scrutiny of local health and social care services.

Enabling local people to monitor the standard of provision of local health and social care services and whether and how these services could and ought to be improved.

This Plan sets out not only the key priorities and commitments for Healthwatch South Tyneside over the next three years but also links our plan with the ***South Tyneside Partnership*** priorities:

- Promoting independence and enablement
- Healthier People
- Safer stronger families

We do that by:

- Supporting people to have their say
- Obtaining the views of local people regarding their need for, and experiences of, local health and social care services and importantly to make these views known
- Conducting Check the Pulse and Enter and View visits to observe health and social care services are high quality services
- Help people access the care they need

This Plan builds on our acknowledged strengths:

- Flexible and enthusiastic team
- A responsive and innovative service
- Commitment to the delivery of high-quality work
- Exceptional reach into communities, local networks and listening to seldom heard groups
- Volunteers and workers who are “experts by experience” bringing a different range of perspectives to the Health and Social Care agenda
- An organisation which uses its resources effectively

## **National Context and Policy**

Healthwatch South Tyneside’s role is clearly defined in the Health and Social Care Act 2012 with a series of statutory activities designed to give users of health and social care services a voice. We are an independent Community Interest Company (CIC) dedicated to working with local people who are users of health and social care services. We listen to their experiences; identify any issues or problems and work to generate improvements.

We have the power to enter and view services, we are there to influence how services operate and we provide information, signposting and support about local services.

Big changes to health and social care services have taken place since our formation, and more changes are going to take place locally resulting from the further national reorganisation of health and social care services and the emerging local Path to Excellence and the Integrated Care System. In addition, changes in the way services are commissioned, with an increasingly mixed portfolio of providers, increases the importance of our role in challenging Commissioners and making recommendations about the way in which local services can be improved.

We also have an increasingly pivotal role in monitoring the quality, standards and effectiveness of health and social care services, and utilising volunteers (local people) to help undertake “Enter and View” visits to monitor the standard of provision being delivered.

Finally, Healthwatch South Tyneside understands and is ready to meet the challenges of changes in the way in which local people access health and social care services, as well as providing information about those services. Changes in the ICT and other social media platforms for delivery means that not only do we need to respond differently but we also need to ensure that those unable to use these platforms still have a say and that their views are not neglected in the way services are shaped going forward.

All of this means that there continues to be a real need for a strong local voice and the need for communities to have a say on the decisions that affect them, this has never been more important.

## Operational Plan - Priorities

- ***Involving local people*** in the debate around future and existing health and social care provision to make sure their voices are heard and health and social care planners know what matters to people most. We also must ensure we report back to local people
- Develop ***improved ways of working*** to ensure that the correct data is being gathered, understood and reported back to the Board and wider forums, to measure impact, and inform both operational performance, the wide use of resources and future decision-making
- ***Raising the profile to increase the awareness*** of Healthwatch South Tyneside, recognising that we are best placed to make sure local people's views are at the heart of decision making at all levels
- ***Improving the links with key strategic partners*** across South Tyneside to make sure that Healthwatch South Tyneside is fully engaged in strategic health and social care developments
- Making ***better use of the internet/social media*** outlets as well as more traditional methods of information dissemination and engagement, particularly when trying to involve young people

## Involving local people

Priority	What we will do
<p><i>To understand how best to involve local people and young people in the scrutiny, commissioning, provision of local health and social care services.</i></p> <p><i>How best to involve people in reporting and making recommendations to commissioners and providers.</i></p> <p><i>Identifying and articulating the health and social care issues of patients, service users and local people.</i></p>	<p>Use existing involvement forums to listen and understand what the key health and social care issues people care about. Report these widely but specifically to Commissioners, service providers and to the wider public</p> <p>Look at how we can encourage more young people to volunteer with us and support them to share their health and social care experience or make sure their perspective is included in any service review and delivery</p> <p>Make sure seldom heard groups are able to articulate their concerns to reduce health inequalities</p>

## Improved ways of working

Priority	What we will do
<p><i>Maximising opportunities for income generation.</i></p> <p><i>Giving people the tools to monitor how health and social care services are provided and improved.</i></p>	<p>Explore opportunities and models of good practice to undertake activity over and above contracted work to develop additional income streams (outside funding)</p> <p>Providing appropriate training and skills development for both local people and staff to undertake to support the work of Healthwatch South Tyneside</p> <p>Accessible systems that is easy to navigate</p>

## *Raising the profile and awareness of Healthwatch South Tyneside*

Priority	What we will do
<p><i>Leading the public feedback about proposed changes in health and social care and how it affects local people's wellbeing.</i></p>	<p>Present our findings at Council meetings, CCG Engagement Boards, Select Committees and to other bodies such as the CQC</p> <p>Present our Annual Report at a Healthwatch South Tyneside Annual Event, to be used for reporting and feeding back local people's views on key existing and emerging issues that affect them. Inviting Commissioners, service providers, partners and members of the public to attend</p>
<p><i>Emphasise our role representing the views of patients, service users and local people.</i></p>	<p>Repeatedly highlight the importance of "Check the pulse" and any subsequent "Enter and View" visits at South Tyneside Health and Wellbeing Board</p> <p>We will continue to give our concerns the highest media profile</p> <p>Understand South Tyneside Commissioning priorities and seek to be in a position to be involved in responding to emerging commissioning priorities</p>



## Improving links with key strategic partners

Priority	What we will do
<p><i>Developing direct links with key strategic leaders/partners.</i></p>	<p>Co-Chairs will meet with Council Cabinet portfolio lead members and with the Chair of the CCG outlining the future role of Healthwatch South Tyneside and establish its vital role in the health and care system</p> <p>Maximise opportunities for Healthwatch South Tyneside attendance and contribution at South Tyneside Strategic level meetings such as Health and Well Being Board and Alliance Leadership Team using our skills and knowledge to emphasise the importance of the local voice and wider engagement</p> <p>Invite rotating Commissioning leads to quarterly open meetings to establish dialogue with Board</p>
<p><i>Working with partners locally, nationally and regionally to identify the evidence base for the importance of local people involvement.</i></p>	<p>Engage in national initiatives to establish the economic and quality benefits result from involving people in shaping the services that support them</p> <p>We will feed this work into the emerging “co-production” approach to commissioning and service development being introduced by South Tyneside partners</p> <p>Expand our reach into the Regional Quality Surveillance Group, South Tyneside and Sunderland Trust, Regional Healthwatches and Healthwatch England meetings</p>

**Better use of the internet/social media**

Priority	What we will do
<p><i>Identifying new and innovative ways of collecting and disseminating information.</i></p> <p><i>Systematic approach to collection, recording and reporting of information.</i></p>	<p>Discuss with our client groups how they want to be engaged with, what are the best methods of communication</p> <p>Determine future investment needed to improve the website to enable information to be easier to disseminate. Under GDPR guidelines review our current collating of data, looking at models of good practice used across the area. Utilise all opportunities around social media to collect “soft” intelligence about emerging health issues and review our current internal feedback system to share across the team and the Board</p> <p>Review the amount of resources available for increased advertising and promotion of Healthwatch ST via specific targeted flyers and hand-outs, local press and other media interventions</p>
<p><i>Work with partners to identify and adopt best practice from national, regional and local work.</i></p>	<p>Work closely with national organisations, regional and local organisations to be aware of emerging initiatives to extend our reach and feedback using new media methods</p> <p>Work closely with Council for advice and support to assist with change</p>

**Making it happen – Healthwatch South Tyneside Work Plan which covers the priorities set for 2018 -2021**

<b>Improving links with key strategic partners</b>					
<b>Working locally and nationally to maximise opportunities to establish a role with the health and social care system</b>					
	<b>Objective</b>	<b>How</b>	<b>Outcome</b>	<b>Lead</b>	<b>Timescale</b>
<b>C O R P O R A T I O N A L</b>	Board Members Engagement	Training Recognising skill sets Utilise skills	Strong/Diverse/Proactive Board	Co-Chairs	April 2019
	To be the trusted organisation for information and signposting for the public/commissioners and service providers	Improve our current systems of collating and sharing information Redesign website	User friendly and easy to navigate website Up to date systems	Staff Team	April 2019
	Make available and share information about the work of Healthwatch South Tyneside	Public Meetings Healthwatch South Tyneside Annual Event Annual Report Social Media	Raise the awareness of Healthwatch South Tyneside	All	Review April 2019
	To represent Healthwatch at strategic, local and regional levels	Attending local and regional meetings and events	Learning opportunity Sharing information Aware of changing provision	All	Review April 2019
	To undertake a business and financial review of the Organisation	Write a Terms of Reference, set up a Review Team, progress report to Board	Optimal arrangement of Staff Team and use of Budget to discharge Operational Plan	Nominated team/board member(s)	End February/start March 2019
	Form contacts and build alliances to inform our work	By networking with others and using information to establish key contacts and build alliances	Build knowledge and expertise which provides a basis for collaborative working either together with or alongside our partners. Enabling the Plan to be refreshed with new aims	All/PB	Review April 2019

**Involve local people in the scrutiny, commissioning and provision of local health and social care services  
Presenting our findings and recommendations to Commissioners and service providers**

<b>E N T E R R  A N D  V I E W</b>	<b>Objective</b>	<b>How</b>	<b>Outcome</b>	<b>Lead</b>	<b>Timescale</b>
	Adult Mental Health Services	Project Brief to Board Present a Profile Check the Pulse	Check the Pulse Report Understanding of how Mental Health Services work. Identifying any gaps	LG	April 2020
	South Tyneside Extended Primary Care Service	Project Brief to Board Present a Profile Check the Pulse	Check the Pulse Report Public awareness raised Information shared with the Commissioner	LG	July 2019
	Domiciliary Care	Project Brief to Board Present a Profile Check the Pulse	Check the Pulse Report Understanding of how Service is delivered	LG	December 2019
	Local issues or concerns raised by the public	Enter and View Check the Pulse	Responding to public intelligence	LG	April 2021
	Pharmacy First	Project Brief to Board Present a Profile Check the Pulse	Ask “Are the public using Pharmacy First” Report shared with Commissioner	LG	May 2019
	Revisit South Tyneside Urgent Care Hub	Project Brief to Board Check the Pulse	Ensure recommendations have been implemented	LG	February 2019
	Palliative Care Services	Project Brief to Board Present a Profile	Provides a Profile of the Service Findings and recommendations for the public	LG	January 2020

**Emphasise our role representing the voice of local people on services delivered and proposed changes to those services and how that impacts on their health and wellbeing**

<b>E N G A G E M E N T</b>	<b>Objective</b>	<b>How</b>	<b>Outcome</b>	<b>Lead</b>	<b>Timescale</b>
	South Tyneside and Sunderland NHS Partnership Path to Excellence Phase 2	Representation at Stakeholders meetings Supporting public events	Public better informed of proposed changes Capturing the views of the public	LG	August 2019
	South Tyneside and Sunderland Healthcare Group	Representation at Stakeholders meetings Working with Healthwatch Sunderland	Share with Commissioners the experiences of the general public	Joint Chairs	April 2019
	Raise awareness of Healthwatch South Tyneside with Elected Members	Attend CAF meetings Engage with Lead Member of Health and Wellbeing	Building relationship with elected member around Health and Wellbeing	Team	Review May 2019
	Work in collaboration with other partners/organisations/community groups	Healthwatch presence at strategic and third sector meetings	Information Sharing	Team	Review April 2019
	Improve the use of our media cover via the Website, Social Media, flyers and local publications	Review of current social media systems Review of publicity materials Press / Metro/ Onview publications	User friendly website User friendly publicity material	Team	April 2019

**To develop and encourage a role for young people to share their experiences of health care services in South Tyneside**

	<b>Objective</b>	<b>How</b>	<b>Outcome</b>	<b>Lead</b>	<b>Timescale</b>
<b>Y O U N G P E O P L E</b>	Support current membership of young people	Regular training Monthly catch-ups	Established group of young people who can represent young people in South Tyneside with issues raised	TJ	January 2019
	Develop young Healthwatch Forum	Recruitment sites Review Induction Pack and Safeguarding Policy	Engaging with schools and colleges		
	Raise Awareness of Healthwatch in youth sector	Attend local YP Partnership Groups			
	Sexual Health Service	Present a Profile Design a questionnaire Check the Pulse Conduct Drop-in observational sessions	Improve Sexual Health service in South Tyneside	TJ	December 2019
	Young People – Mental Health	Present a Profile Check the Pulse Event at ST College	Produce a video Feedback to Lifecycle	TJ	June 2019
	Work in collaboration with other partners/organisations	De Paul Transition Group Your Voice Counts SEND	Support young people at risk or homeless Produce a report to improve transition process for young people	TJ	On-going

**Develop a well-trained volunteer team, skilled in being able to observe and present their findings on how health and social care services are provided in South Tyneside**

<b>V O L U N T E E R I N G</b>	<b>Objective</b>	<b>How</b>	<b>Outcome</b>	<b>Lead</b>	<b>Timescale</b>
	Provide Board level commitment to volunteering in Healthwatch so that we become the organisation of choice for volunteers who want to be involved in health and social care	Establish a lead director to champion volunteering	Raise the profile of volunteering inside and outside the organisation and provide a voice at Board level	Volunteer Board member	February 2021
	Full review of volunteer induction pack	Review policies	Up to date policies	TR	September 2019
	Stronger links with external organisations	Support services with research or at events when invited	Identifying and recording information to shape the work plan	All	March 2021
	Encourage the public to share their own experiences and views of health and social care services	Local engagement at events throughout the year and through social media	Capturing and recording views and experiences of accessing local health and social services	TR	February 2021

