

Summary workplan for 2019/2020

Priority Area	Description and activity
Reaching more people	Safeguarding Stories work Process and materials developed during 2018/19. Referral pathway established, and first referrals received.
General engagement activity	<p>Complete NHS Long Term Plan engagement work for NHS England. Survey and focus groups held in April. Work commissioned by NHS England through Healthwatch England delivered by the Healthwatch network.</p> <p>STP report from Healthwatch East Riding available here: https://www.healthwatchyork.co.uk/wp-content/uploads/2019/07/Humber-Coast-Vale-Long-Term-Plan-Report-Final.pdf</p> <p>Final report for York available here: https://www.healthwatchyork.co.uk/wp-content/uploads/2019/08/Final-Key-messages-from-York-Long-Term-Plan-engagement.pdf</p>
Reaching more people	<p>ECLO project - Understanding people’s experiences of sight loss through the role of Eye Clinic Liaison Officers. Work began June. Survey closes 31 August. Draft report to be completed by end September. https://www.healthwatchyork.co.uk/our-work/eclo-project-2019/</p>
Reaching more people	<p>York Multiple Complex Needs network Looking at support and services for people who tend to have problems around homelessness, substance misuse, mental health and / or offending. Funded by Lankelly Chase. A cross-sector, multi-agency network, interested in how we transform our system, using these experiences to highlight the problems within our system. Dual role – helping support a member of the core team, and exploring an area of health and care directly impacting on people within this area.</p>
Reaching more people	Developing work with children and young people – building links with partner organisations.

	Early stages – have begun attending some meetings with young people through trusted partners.
General engagement activity	Healthwatch York Awareness Survey 2019 Links with contract requirement to demonstrate that local people feel we accurately represent their views. https://www.surveymonkey.co.uk/r/hwy2019 - survey runs until Friday 27 September 2019.
Connecting with key initiatives	Request to join York Human Rights City steering group accepted – beginning to attend meetings from September.
Connecting with key initiatives	Volunteered to join the Time to Change steering group. Already signed up to Time to Change pledge in 2014. Clear cross over with our work.
Connecting with key initiatives	<u>Dementia work</u> Continue to work closely with Dementia Action Alliance. Join the Dementia Strategy steering group.
Emerging issue	Changes to prescriptions in York NHS Vale of York Clinical Commissioning Group is introducing a planned change to repeat prescriptions. Multiple contacts received raising concerns. https://www.yorkpress.co.uk/news/17846312.fears-patients-may-39-fall-gaps-39-amid-york-prescription-shake-up/
Emerging issue	Access to GP services – changes to services, impact on people with mobility issues, Primary Care Networks (PCNs) and Patient Participation Groups (PPGs). Links with LTP survey results – main area of concern was GP access. Also several issues reported. Plans in development for how to explore this.
Explaining the system	No permanent placement and the Home First approach – plans to put some information about this in the January magazine. Attended a multi-agency workshop in August focused on the goal of making York a city where no permanent placements into long term care are made from a hospital bed. Involves fully embedding the Home First culture as our standard way of working. Links with our information work around highlighting new approaches and ideas in healthcare. Opportunity to share information on the negative impact of deconditioning, and encourage conversations about what this means.
Emerging issue	Finding suitable care for people with “challenging behaviour”. Issues reported through York Advocacy. Also previous concerns raised via Continuing Healthcare work.

Ongoing concerns	Access to dentistry, impact of changes to urgent dental care contract, oral health in care homes. No plans to progress at this time, but needs monitoring. Still significant concerns.
General engagement activity	Workplan survey 2019/20 – to be developed and released early 2020.
Ongoing programmes of activity	<p>Care Home Assessor programme – our volunteers continuing to work in partnership with City of York Council and local care homes.</p> <p>PLACE programme – Patient Led Assessment of the Care Environment – programme delayed this year, now happening in Autumn. Working with York Hospital to support training of PLACE volunteers.</p> <p>Readability work – continuing to encourage local providers and commissioners to ‘sense check’ their information work through our panel of volunteers.</p> <p>Information stands – attending and supporting volunteers to attend a range of community based information stands. This includes the new Shambles Market stall, used by Healthwatch York on the final Tuesday of every month, and by other local organisations on the remaining Tuesdays. First stall held 27.08.19.</p>
Additional areas to consider	<p>Mental health guide and dementia guide. No funding secured as yet, but will need refreshing and reprinting. By March 2020 current versions will be 2 years old and potentially quite out of date.</p> <p>Also some work to do around assessing existing information for self-funders, and potential to improve this.</p>