

April  
2019



# **Healthwatch Rochdale Work Plan 2019 - 2020**

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**healthwatch**  
Rochdale

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09/04/2019

Dear reader,

I am pleased to share with you the Healthwatch Rochdale work plan for 2019/2020 which will shape the direction of our efforts to provide residents of the Rochdale borough an opportunity to have their voices heard regarding Health and Social care services.

The information within this document, has been agreed by the senior leadership team following a consultation exercise with the public, professionals, staff members and our volunteers to identify what matters to people of Rochdale the most. As an independent organisation, we feel this approach is important, to ensure an informed decision has been reached and is reflective of the views that have been shared with us.

Our mission statement is clear, we are the independent voice of local people in challenging and influencing Health and Social Care provision in the Rochdale borough. As an inclusive organisation, we would value ongoing collaboration with our partners, to help take what we know and translate this into action to improve patient experience in our local area.

I trust you support Healthwatch Rochdale in its future directions and would welcome your feedback on our plans. The impact of our work is crucial to inform change; which we want to keep you involved with in a number of ways, either by attending our public meetings or accessing our reports online. Further information for this can be found by accessing [www.healthwatchrochdale.org.uk](http://www.healthwatchrochdale.org.uk).

Your Sincerely



Jane Jackson  
Chair  
Healthwatch Rochdale



Kate Jones  
Chief Executive Officer  
Healthwatch Rochdale

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# Healthwatch Rochdale Work Plan 2019 - 2020

## Introduction

The information within this document highlights the key workstreams that Healthwatch Rochdale is proposing to undertake in 2019/20. The document informs how the workstreams will cover multiple special delivery functions (SDF) to offer a more holistic approach, from patient engagement, service re-design, service inspections and signposting to how reporting and best practice will be shared locally, regionally and nationally.

## Outcome measures

Healthwatch Rochdale will make a positive contribution to the successful local achievement of outcomes set out in national frameworks for the NHS, primary care, adult social care and public health. Particular attention will be paid to:

1. Improved patient and user experience.
2. Improved communication.
3. Improved satisfaction with health in local area.
4. Greater patient and public involvement in health and social care.
5. Strong relationships with commissioners, the Health & Wellbeing Board and the Health and Social Care Overview and Scrutiny Committee
6. Improved access to services.
7. Improve people's understanding of their rights (consumer champion) and taking a human rights-based approach to championing their rights
8. High public awareness/profile of Healthwatch.
9. Good image/trust of Healthwatch with the public.

## Special Delivery Functions (SDF)

1. Gathering views and understanding the experiences of patients and the public (Statutory Duty (a))
2. Making people's views known (Statutory Duty (b))
3. Promoting and supporting the involvement of people in the commissioning and provision of local care services and how they are scrutinized (Statutory Duty (c) and  
1. (d))
4. Recommending investigation or special review of services via Healthwatch England or directly to the Care Quality Commission (CQC) (Statutory Duty  
2. (g))
5. Providing advice and information (signposting) about access to services and support for making informed choices (Statutory Duty (e))
6. Making the views and experiences of people known to Healthwatch England (and to other local Healthwatch organisations) and providing a steer to help it carry out its role as national champion (Statutory Duty (f), (h)&(i))
7. NHS Complaints Advocacy

The table illustrates how the workstreams will cover multiple special delivery functions (SDF) to offer a more holistic approach, from patient engagement, service re-design, service inspections and signposting to how reporting and best practice will be shared locally, regionally and nationally.

ID	Key Workstreams	SDF 1	SDF 2	SDF 3	SDF 4	SDF 5	SDF6	SDF7
		Gathering views and understanding the experiences of patients and the public (Statutory Duty (a))	Making people's views known (Statutory Duty (b))	Promoting and supporting the involvement of people in the commissioning and provision of local care services and how they are scrutinized (Statutory Duty (c) and (d))	Function Four: Recommending investigation or special review of services via Healthwatch England or directly to the Care Quality Commission (CQC) (Statutory Duty (g))	Providing advice and information (signposting) about access to services and support for making informed choices (Statutory Duty (e))	Making the views and experiences of people known to Healthwatch England (and to other local Healthwatch organisations) and providing a steer to help it carry out its role as national champion (Statutory Duty (f), (h)&(i))	NHS Complaints Advocacy
1	GP experiences in the Rochdale Borough							
2	Residential/Nursing Home Enter and Views							
3	Seldom Heard Groups Engagement Programme							
4	Information, Advice and Signposting service							
5	Volunteering with Healthwatch							
6	Healthwatch Rochdale Advisory Group							
7	Strategic Development							
8	IT and Data Management architecture							
9	Research Function							
10	NHS Long term Plan Engagement Programme							
11	North East Sector Engagement Programme							

## Workstream 1: GP experiences in the Rochdale borough

### Project Lead: Community Project Worker

**Aim:** Engage residents in the review of GP reception services to ensure a person-centred approach to engaging with patients and increasing access of services by residents.

**Objective 1:** Develop and implement a mystery shopper exercise in the Rochdale borough (Middleton, Heywood, Rochdale and Pennines) GP practices.

**Objective 2:** Produce a summary report highlighting findings and recommendations following the mystery shop exercise.

**Objective 3:** Develop relationships with local and town-based GP Public Participation Groups, building a network of contacts through Healthwatch Rochdale's CIVI CRM system.

### **Outcome Measures:**

Outcome 1: Improved patient and user experience

Outcome 2: Improved access to services

Outcome 3: Greater patient and public involvement in health and social care

Outcome 4: Good image/trust of Healthwatch with the public

Outcome 5: High public awareness/profile

### **Special Delivery Functions (SDF):**

SDF1, SDF2, SDF6

### **Overview:**

This work will take place between April 2019 - March 2020. The theme of GP's was voted the 1st most important priority for 2019-2020 by members of the public.

This engagement and research project are intended to inform stakeholders from the different domains (health, care and support) to the current state of the sector from a patient's perspective in relation to themes which include GP access, service and equality of provision. The engagement will be carried out through a mystery shopper exercise and networking with local and town-based GP Public Participation Groups. The data will be analysed on a section/sector level with strengths and gaps against each theme. The most recurrent strengths and gaps will be used to inform recommendations.

### **Timeframes:**

Identified Task:	Completed by:	Completed by:
Research current state of the sector in relation to GP service and local and town-based GP Public Participation Groups (PPG) to give scope	April 2019	Community Project Worker
Develop a project plan and supporting documentation to be prepared in relation to objectives	April 2019	Community Project Worker
The project plan and supporting documents to be signed off by the Healthwatch Rochdale Operations Manager	May 2019	Operations Manager

Implement a mystery shop exercise in the Rochdale borough (Middleton, Heywood, Rochdale and Pennines) GP practices	October - December 2019	Community Project Worker
Analyse data and produce a summary project report highlighting findings and recommendations following the mystery shop exercise.	January 2020	Community Project Worker
The summary project report to be signed off by the Healthwatch Rochdale Operations Manager and Healthwatch Rochdale Chief Executive Officer	January 2020	Community Project Worker
The summary project report to be disseminated to identified stakeholders and through Healthwatch Rochdale communication channels	January 2020	Community Project Worker, Communications Officer
Engage and build relationships with local and town-based GP Public Participation Groups (PPG)	May - March 2020	Community Project Worker
Review Healthwatch Rochdale CIVI CRM network for local and town-based GP Public Participation Groups (PPG)	March 2020	Community Project Worker, Operations Manager



## Workstream 2: Residential/Nursing Home Enter and View

**Project Lead: Communications Officer**

***Aim: To provide an informed view of the quality and scope of health and adult social care services provided for the residents of the Rochdale borough***

Objective 1: Develop and implement an Enter and View program in 9 Rochdale borough homes (Middleton, Heywood, Rochdale and Pennines) residential/nursing homes using a clear methodology for entry.

Objective 2: Production of an Enter and View report informing findings and recommendations following each visit, in line with Healthwatch Rochdale's statutory duty.

Objective 3: Develop relationships with residential/nursing homes managers identified as part of the programme prior to the arranged visit.

Objective 4: Develop a "Rochdale borough Family and Friends Network" through a bi monthly forum for those whose relatives/friends use residential/nursing homes.

### **Outcome measures:**

Outcome 1: Improved patient and user experience

Outcome 2: Improved communication

Outcome 3: Improved satisfaction with health in local area

Outcome 4: Greater public involvement in health and social care

### **SDF:**

SDF 1, SDF 2, SDF 3, SDF 4, SDF 5

### **Overview:**

This work will take place between April 2019 - March 2020. The theme of residential/nursing homes was voted to continue as priority for an Enter and View Program in 2019-2020 by members of the public.

This project is intended to inform stakeholders from the different domains (health, care and support) to the current state of the sector from a patient's perspective in relation to themes based on eight care quality indicators developed by Independent Age. The visits aim to provide an informed view of the quality and scope of health and adult social care services provided for the residents of residential/nursing homes in the Rochdale borough. Evidence gathered will be used to provide recommendations for improvement. Healthwatch Rochdale will proactively seek to build good relationships with providers of health and adult social care services.

This project is also intended to develop a "Rochdale borough Family and Friends Network" through a bi monthly forum for those whose relatives/friends use residential/nursing homes to improve communication and public involvement in health and social care.

### **Timeframes:**

Identified Task:	Completed by:	Completed by:
Research current state of the sector in relation to residential/nursing homes to provide scope for methodology of entry	April - May 2019	Communications Officer

Develop a project plan and supporting documentation to be prepared in relation to project objectives	April - May 2019	Communications Officer
Project plan and supporting documents to be signed off by the Healthwatch Rochdale Operations Manager	May 2019	Operations Manger
Develop a “Rochdale borough Family and Friends Network Forum” to be twice per quarter for those whose relatives/friends use residential/nursing homes	May - June 2019	Communications Officer
Engage and build relationships with 9 residential/nursing care home managers	May - February 2020	Communications Officer, Operations Manager
Implement and conduct an Enter and View programme in 9 Rochdale borough homes (Middleton, Heywood, Rochdale and Pennines) residential/nursing homes.	June - March 2020	Communications Officer
Analyse data and produce 9 Enter and View reports highlighting findings and recommendations following the Enter and View programme.	June - March 2020	Communications Officer
The Enter and View reports to be disseminated to identified stakeholders and through Healthwatch Rochdale communication channels	June - March 2020	Communications Officer

### Workstream 3: Seldom Heard Groups Engagement

**Project Lead: Community Project Worker**

**Aim: To engage with seldom heard community groups to gather experience and views around themes in relation to the NHS Long Term Plan (out of hospital care, personalised care, digital and population health)**

Objective 1: Develop, design and implement an engagement program within the Rochdale Borough around themes in relation to the NHS Long Term Plan (Out of Hospital Care, Personalised Care, Digital and Population Health)

Objective 2: Production of a themed report informing findings and recommendations following engagement programme

Objective 3: Inform partners and commissioners, of key themes and recommendations to influence and challenge

#### **Outcome measures:**

Outcome 1: Improved patient and user experience

Outcome 2: Improved satisfaction with health in local area

Outcome 4: Greater patient and public involvement in health and social care

Outcome 8: High public awareness/profile of Healthwatch.

Outcome 9: Good image/trust of Healthwatch with the public.

#### **SDF:**

**SDF 1, SDF 2, SDF 3, SDF 5, SDF 6**

#### **Overview:**

This work will take place between April 2019 - March 2020.

The work will involve developing and implementing a community engagement programme investigating the views and options of those with a seldom heard voice. The engagement will be themed into certain groups which will reflect the programme areas in NHS LTP. This will ensure those members of the public have a chance to share their views and have a say on local priorities.

#### **Timeframes:**

Identified Task:	Completed by:	Completed by:
Research current state of the sector in relation to seldom heard groups and communities to provide scope for methodology of engagement sessions	April - May 2019	Community Project Worker
Develop a project plan and supporting documentation to be prepared in relation to project objectives	April - May 2019	Community Project Worker
Project plan and supporting documents to be signed off by the Healthwatch Rochdale Operations Manager	May 2019	Operations Manger
Implementation of engagement programme in relation to the themed areas	May - March 2020	Community Project Worker

Analysis of data and produce reports	May - March 2020	Community Project Worker
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## Workstream 4: Information, Advice and Signposting service

**Project Lead: Operations Manager**

***Aim: The Healthwatch Rochdale Information, Advice and Signposting Service want to support Rochdale borough residents, to help them make informed decisions about services or support they may want or need to access.***

Objective 1: Provided an effective information, advice and signposting service which can be accessed face to face, online or by telephone, within Healthwatch Rochdale operating hours

Objective 2: Set up a programme of Information, Advice and Signposting Surgeries within each township to be held once per month in each township.

Objective 3: Develop service documents and communications resources, in line with the Healthwatch service specification.

Objective 4: Develop a robust and informative service user feedback system, to provide information on service performance.

### **Outcome measures:**

Outcome 1: Improved patient and user experience

Outcome 2: Improved satisfaction with health in local area

### **SDF:**

#### **SDF 5**

### **Overview:**

This work will take place between April 2019 - March 2020.

Healthwatch Rochdale will continue to use our database as a signposting directory to ensure any new health and social care organisations within the borough are updated so Healthwatch Rochdale can fulfil its signposting role with all the relevant and up to date information.

What can Healthwatch Rochdale do to help?

- Give a free, friendly and confidential service that is independent from the NHS and social care services.
- We can perform as a signposting role only. This means that we will give you the contact details for a range of services that best supports your request.
- We can give you information about choices you have about where you might get help in relation to your health, social care and wellbeing needs.
- We can put you in touch with sources of information on NHS and social care services in Rochdale and it is neighbouring localities.
- We can give you information about what to do when things go wrong, and you don't understand how to make a complaint.

Timeframes:

Identified Task:

Completed by:

Completed by:

Continue to implement the Information, advice and signposting service	April 2019 - March 2020	Operations Manager, Communications Officer, Community Project Worker
Review existing communication and documentation for the information, advice and signposting service and completion an action plan in relation to update(s)	April - May 2019	Operations Manager
Review current data management system procedure, for information, advice and signposting service cases	April - May 2019	Operations Manager
Review existing surgeries sites, times and location in order, in order to ensure locations are fit for service user requirements	April 2019	Community Project Worker
Develop updated communication documentation resources	June 2019	Communications Officer

## Workstream 5: Volunteering with Healthwatch

### **Project Lead: Chief Executive Officer**

**Aim:** To recruit, train and sustain Rochdale borough residents as volunteers within Healthwatch Rochdale

**Objective 1:** To recruit volunteers into Healthwatch Rochdale

**Objective 2:** Develop and deliver a local training programme for Healthwatch Rochdale volunteers and the wider population.

### **Outcome Measures:**

Outcome 1: Greater patient and public involvement in health and social care.

Outcome 2: Improved access to services

Outcome 3: Improved people's understanding of their rights (consumer champion) and taking a human rights-based approach to championing their rights

Outcome 4: High public awareness/profile of Healthwatch

Outcome 5: Good image/trust of Healthwatch with the public

### **SDF:**

#### **SDF 3**

### **Overview:**

This work will take place between April 2019 - March 2020.

Healthwatch Rochdale are required to recruit volunteers as part of our core contract with Rochdale Borough Council.

Volunteers are vital in the work that is completed at Healthwatch Rochdale, therefore it is integral that we recruit into our several volunteering posts. Healthwatch Rochdale staff team will continue to provide training and development within our day to day running of the organisation.

Recruitment will be a key area of focus this year to enable our Enter and View programme to succeed.

### **Timeframes:**

Identified Task:	Completed by:	Completed by:
Recruitment Drive for all volunteer posts - ongoing	May 2019	Chief Executive Officer
Annual Training Matrix for volunteer Training	May 2019	Chief Executive Officer
All volunteer events to be booked into the diary and shared	June 2019	Chief Executive Officer
1-2-1 timetable to be implemented for appropriate volunteers	July 2019	Chief Executive Officer
Two Enter and View supervision meetings to be set up and information shared with volunteers	July 2019	Chief Executive Officer

## Workstream 6: Healthwatch Rochdale Advisory Group

**Project Lead: Chief Executive Officer**

***Aim: Implement Healthwatch Rochdale's Advisory Group into the organisation structure***

Objective 1: Recruit advisory group members

Objective 2: Maintain and sustain the facilitation of the advisory group

Objective 3: Develop better information sharing mechanisms with key partners in the Rochdale borough

Objective 4: Empower the patient's voice

### **Outcome measures:**

Outcome 1: Improved patient and user experience

Outcome 2: Improved communication

Outcome 3: Greater patient and public involvement in health and social care

Outcome 4: Improved people's understanding of their rights (consumer champion) and taking a human rights-based approach to championing their rights

Outcome 5: High public awareness/profile of Healthwatch

Outcome 6: Good image/trust of Healthwatch with the public

### **SDF:**

**SDF1, SDF 2, SDF 3, SDF 4**

### **Overview:**

The role of the advisory group is to ensure that the views and experiences of Rochdale residents in relation to health and social care are communicated to the Rochdale Healthwatch Board so that its decision-making processes can be built upon and enhanced.

The advisory group chair will be invited to attend Healthwatch Rochdale's Board meeting and feed intelligence into the board members.

The advisory group will not hold any specific delegated authorities but will advise the Rochdale Healthwatch Board on the following:

- Key challenges and opportunities around health and social care for Rochdale residents.
- Reflect the diverse experiences and needs of Rochdale residents in terms of age, income, race, ward/neighbourhoods, sexuality, disability, religion etc.
- Act as a sounding board for the Rochdale Healthwatch Board in relation to its work plan, priorities and forward planning.
- Promote Healthwatch amongst its members and the wider public.

### **Timeframes:**

Identified Task:	Completed by:	Completed by:
Recruitment campaign for advisory group members	April-May 2019	Chief Executive Officer



Develop TOR for the advisory group	May 2019	Chief Executive Officer
Recruit a chair for the group	May 2019	Chief Executive Officer
Provide training and an introduction to Healthwatch Rochdale with newly recruited advisory group members	June 2019	Chief Executive Officer
Set meeting schedule for future meetings	June 2019	Chief Executive Officer
Discuss with local partners how local intelligence will be shared	June 2019	Chief Executive Officer
First meeting to take place - before July 2019	June 2019	Chief Executive Officer

## Workstream 7: Strategic Development

**Project Lead: Chief Executive Officer**

***Aim: To continue in the development of Healthwatch Rochdale as an independent organisation.***

Objective 1: Develop Healthwatch Rochdale's long-term strategy with the Board, staff and general public

Objective 2: Recruitment of board members to the Healthwatch Rochdale Board of Directors

Objective 3: Implement an extra level of governance into the Healthwatch Rochdale organisational structure, Finance subcommittee and HR sub committee

### **Outcome measures:**

Outcome 1: Improved patient and user experience

Outcome 2: Greater patient and public involvement in health and social care

Outcome 3: Strong relationship with commissioners, the Health & Wellbeing Board and the Health and Social Care Overview and Scrutiny Committee

Outcome 4: High public awareness/profile of Healthwatch

Outcome 5: Good image/trust of Healthwatch with the public

### **SDF:**

**SDF3, SDF6**

### **Overview:**

This work will take place between April 2019 - March 2020.

This project is intended to ensure the sustainability and accountability of Healthwatch Rochdale and the board members.

The implementation of the Finance and HR subcommittees will enable extra scrutiny from the board on the operational running of the organisation.

Healthwatch Rochdale's board meetings will move from being a private meeting to a meeting held in public, this will enable Rochdale residents and professionals the chance to attend our board meetings and ask questions at the start of the meeting.

The development of Healthwatch Rochdale's strategic plan is vital for the future development of the organisation, this document will explain to all exactly what Healthwatch Rochdale aims to do over the coming years. The strategy will be shared with staff, volunteers and residents of the Rochdale Borough for feedback and input.

The recruitment of new board members will strengthen and support the above outcomes.

### **Timeframes:**

Identified Task:

Completed by:

Completed by:

Plan and share information on Healthwatch Rochdale's public board meeting for 2019/2020	April 2019	Chief Executive Officer
Implement the HR & Finance subcommittee into the current Healthwatch Rochdale organisational structure	May 2019	Chief Executive Officer
Board recruitment campaign	June 2019	Chief Executive Officer
Board strategic development session	July 2019	Chief Executive Officer
Create first draft of the Healthwatch Rochdale forward long-term plan	August 2019	Chief Executive Officer
Engage on the Healthwatch Rochdale strategy	September - October 2019	Chief Executive Officer
Complete Healthwatch Rochdale's annual 360 review with stakeholders	December 2019	Chief Executive Officer
Implement and roll out Healthwatch Rochdale's Strategy	March 2020	Chief Executive Officer

## Workstream 8: IT and Data Management architecture - Healthwatch in Greater Manchester Website

**Project Lead: Chief Executive Officer**

***Aim: Standardise the IT and website set up for all 10 local Healthwatch's that make up Healthwatch in Greater Manchester***

*(Bolton, Bury, Manchester, Oldham, Rochdale, Stockport, Salford, Tameside, Trafford, Wigan)*

Objective 1: Develop an IT reference group at Greater Manchester Level

Objective 2: Develop a hub and spoke model for a future Greater Manchester Healthwatch website

Objective 3: Standardise the usage of CRM across the Healthwatch in Greater Manchester footprint

### **Outcome measures:**

Outcome 1: Improved communication

Outcome 2: Greater patient and public involvement in health and social care

Outcome 3: Good image/trust of Healthwatch with the public

SDF:

### **SDF 6**

### **Overview:**

The Project should commence by May 2019 and should be completed by April 2020. Healthwatch Rochdale will support and develop this function alongside other local Healthwatch within the Greater Manchester area.

The first objective is to convene an IT Reference Group and lead this group to direct and work closely with the consultant CRM developer to develop a consistent, user intuitive data management system for Healthwatch in Greater Manchester. This involves developing and delivering the new HWE CRM across GM. The host of this project is responsible for the commissioning and management of the Consultant CRM developer. The project will also need to deal with Information Governance Protocols to ensure effective data security. It is recommended that the project host coordinates closely with the research project host to ensure data architecture works for the research unit.

A second objective is to work with the HWE web developer to develop a hub and spoke set up for a Healthwatch in Greater Manchester website. This new website will use the functionality of the new HW website as a starting point. It is advisable therefore that one of the LHW that is using the new HWE website leads on this project.

The project will also consider how we could make more cost effective use of software, hardware, IT support and IT training suppliers and supplies.

### **Timeframes:**

Identified Task:	Completed by:	Completed by:
IT reference group set up by host	May 2019	Chief Executive Officer

Scope Terms of Reference for CRM consultant developer	May 2019	Chief Executive Officer
Appoint IT consultant	May 2019	Chief Executive Officer
Mapping of existing IT architecture, survey	June/ July 2019	Chief Executive Officer
IT architecture report presented Report to include recommendations on <ul style="list-style-type: none"> <li>• Proposed IG protocols</li> <li>• Proposed IT software/hardware solutions</li> <li>• Proposed Data architecture system</li> </ul>	August 2019	Chief Executive Officer
Convene meeting with Healthwatch England web developer to plan Greater Manchester website	August 2019	Chief Executive Officer
CRM development work and user testing	August - October 2019	Chief Executive Officer
Migration of all 10 Local Healthwatch's to Healthwatch in Greater Manchester website	November - March 2020	Chief Executive Officer
Migration of all local Healthwatch's to new CRM system and new Healthwatch England /Healthwatch in Greater Manchester website	November - March 2020	Chief Executive Officer
Proposals and agreements re long term management and financing	December 2019 - January 2020	Chief Executive Officer
Final project report	March 2020	Chief Executive Officer

## **Workstream 9: Research Function - Healthwatch in Greater Manchester**

### **Project Lead: Chief Executive Officer**

*Aim:* Develop a research function for Healthwatch in Greater Manchester

Objective 1: To develop a research analytics unit for Healthwatch in Greater Manchester to ensure data analytics can be provided to Healthwatch in Greater Manchester projects and provide data analytics capacity for local Healthwatch where requested.

Objective 2: To test and refine the Healthwatch England Research Quality Standard in Greater Manchester by following an assessment and improvement process with all 10 local Healthwatch and the Research Analytics Unit.

### **Outcome Measures:**

Outcome 1: Improved communication

Outcome 2: Greater patient and public involvement in health and social care

Outcome 3: Good image/trust of Healthwatch with the public

### **SDF:**

#### **SDF 6**

### **Overview:**

This work will take place between April 2019 - March 2020.

Healthwatch Rochdale will support and develop this function alongside other local Healthwatch within the Greater Manchester area.

This project will develop a model for the unit based on the Healthwatch England intelligence framework. This will then go on to develop a model for the research quality framework at Greater Manchester level.

### **Timeframes:**

**Detailed timeframes TBC, April 2019-April 2020**

## Workstream 10: NHS Long term Plan Engagement

**Project Lead: Chief Executive Officer**

*Aim: Our aim is to give people across Greater Manchester the opportunity to have their say on how the national plan is delivered locally. The views we gather will feed into the development of the NHS's local plans.*

Objective 1: Complete 200 online survey responses from Rochdale residents on the NHS long term plan general survey

Objective 2: Complete 2 focus groups, with Rochdale residents choosing from 5 of the specialist's areas highlighted in the long-term plan. Surveys to be completed on these areas and a minimum of 30 people to be engaged with across the focus groups

Objective 3: Report on this piece of engagement work

### **Outcome Measures:**

Outcome 1: Improved patient and user experience

Outcome 2: Improved education for service users

Outcome 3: Greater patient and public involvement in health and social care

Outcome 4: Good image/trust of Healthwatch with the public

Outcome 5: High public awareness/profile

### **SDF:**

SDF 1, SDF 2, SDF 3

### **Overview:**

The project will run March 2019-May 2019

Many of the themes contained within the NHS Plan have received significant attention through the Greater Manchester transformation plans. The general attitudes survey allows us to explore, at scale, people's attitudes towards the key themes of prevention, personalisation, neighbourhood working and digital transformation.

Healthwatch Rochdale see that the process of engagement and the data that will be returned from this survey as an opportunity to build on and enhance previous engagement on the above themes.

Healthwatch Rochdale consider that the data produced here will be useful at all levels of organisation in our sustainability and transformation partnership (STP) area (Neighbourhood, Locality, Greater Manchester) and will give each local HW good opportunities to work with their localities, bringing public views to live programmes.

Healthwatch Rochdale consider that the data gathered from these processes will provide snapshots of experience and expectations from a relatively small number of patients affected by these conditions. We would expect that these reports can form part of the evidence base on these conditions and inform other engagement activities which are already in place or are planned in GM.

### **Timeframes:**

Identified Task:	Completed by:	Completed by:
Confirm specialist areas for focus groups discussions	March 2019	Chief Executive Officer
Complete communications plan and share with local partners	March 2019	Communications Officer
Complete general survey responses - 200	April 2019	Chief Executive Officer
Complete focus group engagement	April 2019	Community Project Worker, Communications Officer
Complete focus group reporting	May 2019	Community Project Worker
Complete local general survey report	May 2019	Communications Officer



## Workstream 11: North East Sector Engagement Programme

**Project Lead: Chief Executive Officer**

***Aim: To provide an informed view of the quality and scope of health and adult social care services provided for the residents of the Rochdale borough***

Objective 1: Engage with Rochdale residents on future hospital services by completing 4 short surveys which will be designed by Bury, Oldham and Rochdale's (HMR) Clinical Commissioning Group. 100 responses required per survey

Objective 2: Complete 2 focus groups with Rochdale residents with a minimum of 7 people, discussing hospital services. (Topic of conversations yet to be identified)

Objective 3: Educate Rochdale residents with service information for the hospitals sites in the North East sector area of Manchester covering Rochdale, Oldham and Bury.

### **Outcome measures:**

Outcome 1: Improved satisfaction with health in local area.

Outcome 2: Greater patient and public involvement in health and social care.

Outcome 3: Improved people's understanding of their rights (consumer champion) and taking a human rights-based approach to championing their rights

Outcome 4: High public awareness/profile of Healthwatch.

Outcome 5: Good image/trust of Healthwatch with the public.

### **SDF:**

**SDF 1, SDF2, SDF 3**

### **Overview:**

The time frames for this work are yet to be identified however it will be completed 2019/2020.

In Partnership, Healthwatch Rochdale will work with local Clinical Commissioning Groups across Rochdale, Oldham and Bury and local Healthwatch's that cover this geographical area also, as well as our local hospital provider Northern Care Alliance to delivery meaningful engagement with Rochdale residents on what hospital services are available to them. This piece of work will aim to highlight the issues Rochdale residents face when using the acute services.

### **Timeframes:**

**TBC**

## **Healthwatch Rochdale**

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