



# Business Plan Report Quarter 1

Healthwatch Rochdale. A company limited by guarantee and registered in England (No. 08429721) © 2023 Healthwatch Rochdale



## 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:

Outcome measure	Description
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

Healthwatch Rochdale. A company limited by guarantee and registered in England (No. 08429721) © 2023 Healthwatch Rochdale



Achieved.  
Valid Until  
April 2024



## Strategic Objectives:

1. Seeking people's views on their experience of needing or using health and social care services.
2. Seeking the views of people whose voices and views are not always heard and reduce the multiple barriers that some people face in being heard, we will then use their views to bring about change.
3. Acting on what we hear to bring about improvements to health and social care policy and delivery.
4. Continue to deliver a strong and well governed organisation that uses its resources for greatest impact.

Healthwatch Rochdale. A company limited by guarantee and registered in England (No. 08429721) © 2023 Healthwatch Rochdale



Objective 1 - Seeking people's views on their experience of needing or using health and social care services.								
Area of Work	Deliverable	Action	Outcome measures	Deliver Time	Completion time	RAG Rating	Owner	Reporting Update
Gathering service user feedback	Community engagement feedback action plan	Develop and implement a plan to engage with residents and professional to raise awareness of Healthwatch Rochdale	8	May 2024	March 2025		NB	Engagement plan in place and currently going well, engaged with over 10 different organisations in quarter 1.
	Youthwatch & Healthwatch 100	Run quarterly surveys to gather feedback and insight on key issues	1,3,4,6,8	May 2023	March 2024		NB & MA	Quarter 1 survey complete, understanding why people have stop having MRI jobs – info being shared into local integrated care system. Next survey going live 1 <sup>st</sup> Aug.

Healthwatch Rochdale. A company limited by guarantee and registered in England (No. 08429721) © 2023 Healthwatch Rochdale



	Feedback Friday	Arrange methods for gaining positive feedback (including potential campaigns) to ensure we are gathering all aspects of resident's feedback (to supplement feedback methods currently in place).	2,8,9	April 2024	March 2025		NB	Inline with engagement and communications plan, weekly positive feedback Fridays live, ongoing positive news shared with local providers.
	To develop and implement and Information, advice, and signposting plan of engagement	Provide an advice and information service to the public to ensure more people will be helped to get the right information and advice and gather	2,6.7	April 2024	March 2025		NB	New online IAS now implemented with a very successful quarter 1 uptake, worked well with purdah being in place and not being a visible on the ground.

Healthwatch Rochdale. A company limited by guarantee and registered in England (No. 08429721) © 2023 Healthwatch Rochdale



		residents views, opinions and experience of health and social care services						
	To maintain the Advisory Group and ensure the feedback from lived experiences of local residents accessing NHS and/or social care services informs and shapes the work of Healthwatch Rochdale.	Continue to ensure that the feedback and data regarding the experiences of Rochdale residents are analysed and reviewed and the Advisory Group highlight the key issues for escalation and further attention are communicated to the Board.	1,2,3,6	April 2024	March 2025		KJ	Advisory group stood down for 2/3 meetings in quarter 1 due to purdah and drop in members, recruitment campaign now completed, and 3 new volunteers recruited. The AG will be reinstated in September starting of with a development session.

Healthwatch Rochdale. A company limited by guarantee and registered in England (No. 08429721) © 2023 Healthwatch Rochdale



	To determine the priorities for the more in-depth work to be undertaken by Healthwatch, which is to be informed by the data analysis, escalations from the Advisory Group and careful consideration of the seldom heard	Following the decision making by the Board on the key issues for specific in-depth work; develop and establish the key projects for further investigation, broader consultation in order to determine the	1,2,3,6	April 2024	March 2025		KJ	Data analysis and system engagement continues to shape our work plan. In quarter 1 a new area of engagement identified is end of life and palliative care engagement, work to commence September 24.

Healthwatch Rochdale. A company limited by guarantee and registered in England (No. 08429721) © 2023 Healthwatch Rochdale



	'groups' and Engagement Plan	recommendations on the way forward.						
Enter and View	To ensure the Enter and View visits are fully integrated into the organisational structure and processes are in place to ensure that gathered data is effectively used to improve health and social care in Heywood, Middleton, and Rochdale.	Ensure that an annual plan of Enter and View Visits are established and implemented in line with the HWR policy to make observations and collect views and produce reports with recommendations for implementation.  To participate in relevant joint Enter & View Visits in line with the GM	1,2,3,6,8  1.2.3.6.8	April 2024  April 2024	March 2025  March 2024		KJ and MA  KJ	Care home E&V now life with one completed in quarter 1. Two revisits have taken place in Quarter 1 at Rochdale Infirmary outpatients & urgent care centre.

Healthwatch Rochdale. A company limited by guarantee and registered in England (No. 08429721) © 2023 Healthwatch Rochdale





		Network agreed protocol						
Objective 2 - Seeking the views of people whose voices and views are not always heard and reduce the multiple barriers that some people face in being heard, we will then use their views to bring about change.								
Area of Work	Deliverable	Action	Outcome measures	Deliver Time	Completion time	RAG Rating	Owner	
Engagement and Information Sharing	Seldom Heard Engagement Plan	Develop and implement a plan to engage with residents and awareness of Healthwatch Rochdale, which takes into account the engagement of the seldom heard residents of Rochdale.	8	May 2024	March 2025		NB	Limited engagement in quarter 1 due to purdah, seldom heard engagement has been completed inline with work plan but limited sessions.
	Partnership Engagement Plan	Develop and implement Partnership plan to engage with the	4,8	April 2024	March 2025		NB	Limited engagement in quarter 1 due to purdah,

Healthwatch Rochdale. A company limited by guarantee and registered in England (No. 08429721) © 2023 Healthwatch Rochdale



		less heard voices in the borough						partnership engagement has been completed in line with work plan but limited sessions.
	Information Campaign	Provide information in various formats across the borough and on our website through the #TogetherRochdale platform	4,8,9	July 2024	Oct 2025		NB	#Togetherrochdale meeting currently stood down due to limited attendance from stakeholders. Public health and or RBSB currently looking to take this meeting over and build on the work HWR have done. Monthly ebulletins completed inline with workplan.
Objective 3- Acting on what we hear to bring about improvements to health and social care policy and delivery.								
Area of Work	Deliverable	Action	Outcome measures	Deliver Time	Completion time	RAG Rating	Owner	

Healthwatch Rochdale. A company limited by guarantee and registered in England (No. 08429721) © 2023 Healthwatch Rochdale



Governance	To remain transparent and deliver our board meetings live and in public via our YouTube Channel.	Hold quarterly public board meetings will be arranged with the opportunity for public questions at the beginning of the meeting	4,8,9	April 2024	March 2025		KJ	Quarter one board meeting 18 <sup>th</sup> July 2024
Reporting	To ensure our data intelligence is shared with the local integrated system and the relevant Greater Manchester ISC meeting forums.	Quarterly Locality reports to be prepared and delivered at the Locality Board (and at GM ISC level, where required) as well as ongoing data sharing through refreshed agreements	4,5,6	April 2024	March 2025		KJ	Ongoing reporting completed inline with annual plan. Quarterly quality report shared with HW in GM.  PCCC assurance report completed.  HMR Locality board report completed
Impact	To track and share the impact that HW is making to ensure there is wider	Continue to develop tracking and reporting the impact	1	April 2024	March 2025		KJ	Impact tracker established and man aged operational,

Healthwatch Rochdale. A company limited by guarantee and registered in England (No. 08429721) © 2023 Healthwatch Rochdale



	understanding and greater clarity on the impact we are having at a local level. (N.B. This will also help us to have greater influence).	Healthwatch is making, utilising a range of information gathering tools such as our impact tracker and 'making a difference tool kit'. To share this information more widely in the community and through our Health and Social Care networks.						assurances of impact provided in board presentation
	To continue to deliver on the outcome of Healthwatch England Quality Framework self-assessment.	Have a shared understanding of Healthwatch Rochdale's effectiveness between providers, commissioners	2	April 2024	March 2025		KJ	Ongoing delivery of the HWE quality framework is embedded in our operational planning both locally and with HW in GM.

Healthwatch Rochdale. A company limited by guarantee and registered in England (No. 08429721) © 2023 Healthwatch Rochdale



		and Healthwatch England						
	To conduct a 360 review with residents and professionals within Rochdale to gather feedback on the performance of Healthwatch Rochdale to support the organisations long-term development.	Conduct a 360 review with residents and professionals and produce a report to inform the board of the findings with an action plan for key improvement areas (and incorporate any relevant actions into the external business plan where and when relevant).	4,6	April 2024	March 2025		KJ	Complete  Annual 360 23/24 finding complete and actions plan in place to improve awareness of HWR.
Volunteers	To continue to recruit and develop volunteers within the organisation.	Utilise a range of recruitment methods to increase our	4	April 2024	March 2025		NB	Ongoing recruitment campaigns live for volunteers, in Quarter 1 we have

Healthwatch Rochdale. A company limited by guarantee and registered in England (No. 08429721) © 2023 Healthwatch Rochdale



		<p>current volunteer base by 10%,</p> <p>individual and group supervision sessions will be conducted with all volunteer's dependent on role.</p> <p>Encourage participation in /and ensure appropriate access to induction and ongoing relevant training is available to all HW volunteers.</p>	4	April 2024	March 2025		NB	<p>recruited 5 new volunteers into the organisation.</p> <p>Volunteer annual celebration event completed in June 24</p>
			4	April 2024	March 2025		NB	
Communications	To produce a monthly #TogetherRochdale	Continue to produce a monthly e-bulletin	2,8	April 2024	March 2025		KJ	Completed

Healthwatch Rochdale. A company limited by guarantee and registered in England (No. 08429721) © 2023 Healthwatch Rochdale



	e-bulletin informing the work of partner organisation and Healthwatch Rochdale	which will be available in a digital format and through our social media channels as well as an audio file						Three ebulletin's completed in quarter 1
	To produce a quarterly newsletter informing the work of Healthwatch Rochdale	Produce a quarterly newsletter which will be available in both a digital, hard copy format and audio.	2,8	April 2024	March 2025		KJ, with support of NB and MA	Newsletters completed inline with workplan
	To produce Healthwatch Rochdale's annual report	Produce an annual report which will be made available on our website and in paper format.	2,8	April 2024	June 2025		KJ, with support of NB and MA	Annual report completed and approved at July public board meeting.

Healthwatch Rochdale. A company limited by guarantee and registered in England (No. 08429721) © 2023 Healthwatch Rochdale



	To share developments and publicise the work of HW through our website and social media.	Provide up to date information and publicise the work of HW through reports and press articles on our website and share through our social media. We will provide an online response form to support sharing views digitally.	2,8	April 2024	March 2025		KJ	Ongoing website development and updates.  Social media plan completed for quarter 1
Influencing	To attend all required statutory meeting within the Rochdale health and care system.	Ensure there is appropriate representation at the Health and Wellbeing Board, Overview and Scrutiny Committee and	5	April 2024	March 2025		KJ	Meetings attended inline with HWR's plan

Healthwatch Rochdale. A company limited by guarantee and registered in England (No. 08429721) © 2023 Healthwatch Rochdale





		locality board meetings.						
	To ensure the voice of the patient is embedded in the ICS decision making at both ICS system level and place level.	To be engaged in, and contribute to the developments of the Integrated Care System within Rochdale and Greater Manchester	5	April 2024	March 2025		KJ	Impact made in several local meetings where our data intelligence has been feed in
	To ensure relevant representation for, and contribution to the work, of the HWGM Network	Ensure relevant representation at HWGM Network meetings and contribute to the development, governance and annual work priorities identified.	1,2,3,4,6,7	April 2024	March 2025		KJ	CEO & Chair attended and contributed to the ongoing development of HW in GM.

Healthwatch Rochdale. A company limited by guarantee and registered in England (No. 08429721) © 2023 Healthwatch Rochdale



Objective 4 - Continue to deliver a strong and well governed organisation that uses its resources for greatest impact.								
Area of Work	Deliverable	Action	Outcome measures	Deliver Time	Completion time	RAG Rating	Owner	
Performance	To undertake an annual staff survey in order to evaluate and contribute to improving staff morale, ensure open lines of communications and make managers aware of any problems.	Aim to have 100% of staff complete a staff survey and utilise the views collected to inform any changes to enhance and improve the work environment and staff morale.	9	Feb 2025	Feb 2026		KJ	Due Feb 25  FREDDIE survey completed with staff in quarter 1
	Utilise regular 1:1's, annual appraisals and staff development sessions to share insights and concerns, improve	100% of staff will have regular 1:1's, annual appraisals, and staff development plans in place.	9	April 2024	March 2025		KJ	Ongoing 121's sessions completed, annual appraisals are booked in for quarter 2

Healthwatch Rochdale. A company limited by guarantee and registered in England (No. 08429721) © 2023 Healthwatch Rochdale



	productivity, keep track of objectives, and discuss any personal developments or training needs.							
	To fully spend the HW grant on the business of the organisation. To utilise the records of expenditure to confirm HW Rochdale have effectively utilised the available resources to achieve the objectives of the organisation and contribute to making the case for an increased	Fully spend the HW grant allocation on the approved staffing and business of the organisation, (whilst maintaining a reasonable reserve to cover emergencies and unexpected eventualities).	9	April 2024	March 2025		KJ	Spending inline with budget, reported monthly through our sub-committee meeting.

Healthwatch Rochdale. A company limited by guarantee and registered in England (No. 08429721) © 2023 Healthwatch Rochdale



	budget in the following year.							
The Board	Committee members are compliant and operating within governance rules, guidelines and good practice arrangements.	Board members regularly review all relevant governance policies and procedures and ensure they are effectively implemented within the organisation.	9	April 2024	March 2025		KJ	Board development session booked for quarter 2
		Ensure annual Board member Appraisals, and Skills audit take place and that there are appropriate training and development opportunities	9	April 2024	March 2025		KJ	Board appraisal due by quarter 3

Healthwatch Rochdale. A company limited by guarantee and registered in England (No. 08429721) © 2023 Healthwatch Rochdale



		provided (or accessed) as and when needed.						
Business Independence Status	To ensure effective transition of the HW organisation from being an independent company to full Charitable status.	To complete the development of the organisation to be business ready to move towards Charitable status, with the support of the independent advisers.	9	April 2024	July 2025		KJ	Application is currently sat with charity commission and should be completed for the end of quarter 2
	Commitment to ensure that the work of the organisation is strengthened by investigating and applying for suitable income generation opportunities to	Investigate and apply for suitable income opportunities to complement and add value to the work and impact of the organisation.	9	April 2024	March 2025		KJ	Limited income generation in quarter 1 due to change over of organisational status.

Healthwatch Rochdale. A company limited by guarantee and registered in England (No. 08429721) © 2023 Healthwatch Rochdale



	complement the Healthwatch work.							
Learning and development for staff training	To benefit from an accomplished and skilled organisation which will enable us to deliver our business plan and strategic objectives, ensure there is an effective training and development programme plan in place and enacted.	Individual staff training and development needs will be identified and a plan for development be put in place for both the individual staff members and the team; by developing and supporting access to individual and group training opportunities for the operational team.	9	April 2024	March 2025		KJ	Annual training matrix fulfilled in quarter 1

Healthwatch Rochdale. A company limited by guarantee and registered in England (No. 08429721) © 2023 Healthwatch Rochdale

