



Healthwatch Rochdale Work Plan 2021/2022

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01/04/2021

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Dear reader,

I am pleased to share with you the Healthwatch Rochdale work plan for 2021/2022 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.

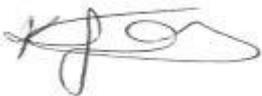
The information within this document, has been agreed by the senior leadership team following a consultation exercise with the public, professionals, staff members and our volunteers to identify what matters the most to the people of Rochdale. As an independent organisation, we feel this approach is 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.

This workplan highlights key streams which will be delivered as part of our core statutory duties. The plan does not include any commissioned pieces of work which Healthwatch Rochdale intend to complete over the year for April 2021- March 2022.

I trust you will 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.

Your Sincerely



Kate Jones
Chief Executive Officer
Healthwatch Rochdale

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Healthwatch Rochdale Work Plan 2021 - 2022

Introduction

The information within this document highlights the key workstreams that Healthwatch Rochdale is proposing to undertake in 2021/22. The document demonstrates how the workstreams will cover multiple special delivery functions (SDF) to offer a more holistic approach, from patient engagement, service re-design, service inspections, signposting through 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 the 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/credibility 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 (d))
4. Recommending investigation or special review of services via Healthwatch England or directly to the Care Quality Commission (CQC) (Statutory Duty (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 Access							
2	Residential/Nursing Home Enter and Views							
3	Access to community mental health service for all ages							
4	Information, Advice and Signposting service							
5	Volunteering with Healthwatch							
6	#TogtherRochdale communications group							
7	Resident Forum- An Audience With							
8	Youthwatch							
9	Advisory Group							

Workstream 1: General Practice

Project Lead: Engagement Coordinator

***Aim:** Improved Access, standardisation of information on GP's websites, ensuring a standardised system across the Rochdale borough.*

Objective 1: Ensure minimum CCG standards are met for each GP practice across the borough.

Objective 2: Increase information on GP's website for local services and signposting.

Objective 3: Produce a summary report for each practice highlighting findings and recommendations following the website review.

Objective 4: Create an overall evaluation of all websites across the borough & feed into HMR CCG primary care team.

Objective 5: Develop relationships with local and town-based GP Public Participation Groups, building a network of contacts through Healthwatch Rochdale's CIVI CRM system.

Objective 6: Attend local meetings with key statutory partners relating to this workstream.

Outcome Measures:

1. Improved patient and user experience.
2. Improved communication.
3. Improved satisfaction with health in local area.
4. Improved access to services.
5. High public awareness/profile of Healthwatch.

Special Delivery Functions (SDF):

SDF1, SDF2, SDF6

Overview:

This work will take place between May 2021 - October 2021. The theme of GP's was one of the key areas highlighted in our annual public consultation with Rochdale residents and professionals.

The aim of this project is to improve information and standards of general practice websites across the Rochdale borough. Healthwatch Rochdale will work with primary care network areas to complete this project and will aim to build relationships up with GP managers, doctors, nurses, service users and participation groups. Healthwatch Rochdale will also work closely alongside, Rochdale Health Alliance and Heywood, Middleton and Rochdale Clinical Commissioning Group on this project.

Timeframes:

Identified Task:	Completed by:	Completed by:
Create website evaluation template	April 2021	Engagement Coordinator
Individual reporting template to be created for each review	May 2021	Engagement Coordinator
Engage with Primary Care network leads	May 2021	Engagement Coordinator
Complete website evaluation reports & share finding with GP (with recommendations)	May 2021-July 2021	Engagement Coordinator
Create summary report of all finding and share with HRM CCG	August 2021	Engagement Coordinator
Engage with Primary care network groups to highlight key finding in each area	September 2021	Engagement Coordinator

Create a new recommended website standard template for HMR CCG which will include suggestions based on identified good practice when auditing sites.	September 2021	Engagement Coordinator
Re-audit websites	November 2021- January 2022	Engagement Coordinator
Impact report - Create a report which highlights the changes Healthwatch Rochdale have made across all GP websites in the borough	February 2022	Engagement Coordinator

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

Project Lead: Volunteer & Involvement 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 4 Rochdale borough residential/nursing homes (Middleton, Heywood, Rochdale and Pennines) 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: Attend local meetings with key statutory partners relating to this workstream.

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.

Special Delivery Functions (SDF):

SDF 1, SDF 2, SDF 3, SDF 4, SDF 5, SDF 6

Overview:

This work will take place between September 2021- March 2022. The theme of care homes was confirmed in our annual public consultation with Rochdale residents and professionals.

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 nine 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.

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	July 2021	Volunteer & Involvement Officer
Develop a project plan and supporting documentation to be prepared in relation to project objectives	August 2021	Volunteer & Involvement Officer
Pre meet care home managers	August 2021	Volunteer & Involvement Officer

Engage and build relationships with 4 residential/nursing care home managers	September 2021- March 2022	Volunteer & Involvement Officer
Implement and conduct an 'Enter and View' programme in 4 Rochdale borough residential/nursing homes (Middleton, Heywood, Rochdale and Pennines).	October 2021- March 2022	Volunteer & Involvement Officer
Analyse data and produce 4 'Enter and View' reports highlighting findings and recommendations following the 'Enter and View' programme.	October 2021- March 2022	Volunteer & Involvement Officer
The 'Enter and View' reports to be disseminated to identified stakeholders and through Healthwatch Rochdale communication channels	October 2021- March 2022	Volunteer & Involvement Officer
Impact and recommendation follow up	October 2021- September 2022	Volunteer & Involvement Officer

Workstream 3: Access to community mental health services - All ages

Project Lead: Engagement Coordinator

Aim: To highlight lived experience of mental health services users across the Rochdale borough from people of all pockets of the community and all ages. Healthwatch Rochdale want to ensure there are clear pathways for referrals and validate what services are available for residents.

Objective 1: Gather service user feedback and report it back into the system, holding the system to account.

Objective 2: Create a road map which highlights what services are available for all, at different levels of needs, depending on demographic and ethnic backgrounds.

Objective 3: Produce bi-annual services to gather service user feedback.

Objective 4: Attend local meetings with key statutory partners relating to this workstream.

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.

Special Delivery Functions (SDF):

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

Overview:

This work will take place between May 2021-March 2022

The work will involve developing and implementing a community engagement programme investigating the views and opinions of those with a seldom heard voice. The engagement will be themed into certain groups which will reflect the demographics of the borough. This will ensure those members of the public have a chance to share their views and have a say on local priorities. Healthwatch Rochdale will carry out 2 surveys over the 12 months to review service user feedback. Healthwatch Rochdale will also create a road map which will help support Rochdale residents in finding the right service for them at the right time of needed intervention.

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	May 2021	Engagement Coordinator
Develop a project plan and supporting documentation to be prepared in relation to project objectives	May 2021	Engagement Coordinator

Publish first independent survey	May 2021 June 2021	Engagement Coordinator
Create a survey report with recommendation to providers and commissioners	July 2021	Engagement Coordinator
Review current services with local commissioners and create a road map	June 2021- September 2021	Engagement Coordinator
Create mental health feedback campaign with online and virtual engagement	July 2021- October 2021	Engagement Coordinator
Create second independent survey	Nov 2021- December 2021	Engagement Coordinator
Create survey report with recommendations to providers and commissioners	January 2021	Engagement Coordinator
Re- audit recommendations	March 2022	Engagement Coordinator
Impact report - Create a report which highlights the changes Healthwatch Rochdale have made across all GP websites in the borough	March 2022	Engagement Coordinator
Attend the local Mental Health partnership board to feed in service user feedback	April 2021- March 2022	Engagement coordinator

Workstream 4: Information, Advice and Signposting service

Project Lead: Information & Communications Coordinator & Engagement Coordinator

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 the local area.

Special Delivery Functions (SDF):

SDF1, SDF3, SDF 5, SDF7

Overview:

This work will take place between April 2021 - March 2022

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 that 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 know how to make a complaint.

Timeframes:		
Identified Task:	Completed by:	Completed by:
Continue to implement the information, advice and signposting service	April 2021- March 2022	Information and Communications Coordinator & Engagement Coordinator
Review existing communication and documentation for the information, advice and signposting service and complete an action plan in relation to update(s)	May 2021	Information and Communications Coordinator
Review the current data management system procedure, for information, advice and signposting service cases	April 2021- May 2021	Information and Communications Coordinator
Get back out on the ground - Review existing surgeries sites, times and location in order to ensure locations are fit for service user requirements	July 2021- March 2022	Engagement Coordinator
Develop a virtual service and communication campaign	May 2021- March 2022	Information and Communications Coordinator

Workstream 5: Volunteering with Healthwatch

Project Lead: Volunteer & Involvement officer

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

Objective 1: To recruit Youthwatch volunteers.

Objective 2: To recruit Advisory Group volunteers.

Objective 3: To recruit general volunteers into the organisation to help support engagement, 'Enter and Views' and administration support.

Objective 4: Develop and deliver a local training programme for Healthwatch Rochdale, volunteers and the wider population.

Objective 5: Ensure Healthwatch Rochdale's volunteers represent the demographics of the borough.

Objective 6: Create monthly e-bulletins for all volunteers with local Rochdale information.

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.

Special Delivery Functions (SDF):

SDF1, SDF2, SDF 3, SDF5

Overview:

This work will take place between April 2021 - March 2022.

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 2021- March 2022	Volunteer & Involvement officer
Monthly E-bulletins	April 2021- March 2022	Volunteer & Involvement officer
Annual Training Matrix for volunteer training	April 2021	Volunteer & Involvement officer
All volunteer events to be booked into the diary and shared	May 2021	Volunteer & Involvement officer
1-2-1 timetable to be implemented for appropriate volunteers	July 2021	Volunteer & Involvement officer

Workstream 6: #TogetherRochdale Communications Group

Project Lead: Communications and Information Coordinator

***Aim:** #TogetherRochdale is a local partnership communications group that exists to bring together voluntary, community, social enterprise, and faith organisations with statutory partners and local providers to ensure there is a consistent partnership approach to communications within the Rochdale borough.*

Objective 1: To host quarterly meetings with Rochdale Statutory partners, Rochdale Borough Council and Heywood, Middleton and Rochdale Clinical Commissioning Group and voluntary, community, social enterprise, and faith organisations.

Objective 2: Promote #TogetherRochdale with the Rochdale communication channels.

Objective 3: Create monthly partnership e-bulletins for Rochdale residents on local health and social care services.

Objective 4: Attend local meetings with key statutory partners relating to this workstream.

Outcome measures:

Outcome 1: Improved communication.

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

Outcome 3: High public awareness/profile of Healthwatch.

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

Special Delivery Functions (SDF):

SDF 3, SDF 5

Overview:

#TogetherRochdale will work to ensure local communication is effective and meaningful with a wide reach.

To ensure effective communication #TogetherRochdale will:

- Work together in partnership to agree appropriate communication methods and mechanisms to ensure messages are received as widely as possible.
- Take into consideration recommendations from the inclusive messaging group to ensure messages are fully inclusive.
- Act as a communications channel for the dissemination of partnership communications.
- Work together to ensure messages have a wide reach.

#TogetherRochdale is a brand name which shows a partnership approach to information sharing and communication across the Rochdale borough. The #TogetherRochdale brand will be used for the below purposes:

- Newsletter - Healthwatch Rochdale will facilitate the monthly #TogetherRochdale newsletter which all members will support by providing relevant articles to share with Rochdale residents.
- Website Page - Healthwatch Rochdale will host the #TogetherRochdale communications page through their website, www.healthwatchrochdale.org.uk This web page will be used to share local information in various formats for the general public. This page will be reviewed and kept up to date with the latest translated information, local service updates and much more.
- Social Media - All members of the #TogetherRochdale communications group will be responsible for disseminating local communication messages and sharing them using the #TogetherRochdale hashtag to highlight the partnership approach to local communication.

Programme of Work:

- #TogetherRochdale will meet on a quarterly basis.
- Ensure effective communication between #TogetherRochdale and residents.
- Develop ideas for printed publications such as magazines or newsletters and gather & create content - an editorial board.
- Review and develop methods of digital communication and electronic media to communicate to a wider audience.

Timeframes:

Identified Task:	Completed by:	Completed by:
Arrange meeting with statutory partners to confirm the direction of this group	April 2021	Communications and Information Coordinator
Select dates for the 4 meetings over the year	April 2021	Communications and Information Coordinator
Launch Event - Communications Campaign	May 2021	Communications and Information Coordinator
Template forms for members to share information	May 2021	Communications and Information Coordinator
Monthly E-Bulletins	April 2021- March 2022	Communications and Information Coordinator

Workstream 7: An Audience with.....

Project Lead: Engagement Coordinator

Aim: *To enable local residents and professionals to come together to have a question-and-answer session on specific health and social care topics.*

Objective 1: Host monthly meetings with various key topics of discussion.

Objective 2: Raise awareness of the role of Healthwatch Rochdale and gather feedback from attendees.

Objective 3: Enable residents to have direct access to decision makers so that they have a voice in the system.

Objective 4: To collectively influence change within the health and care system and capture outcomes where applicable.

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

Special Delivery Functions (SDF):

SDF1, SDF2, SDF3, SDF5, SDF6

Overview:

‘An audience with’ sessions will enable residents to book on to monthly sessions where they can have direct access to health and care professionals including at a delivery and a decision-making level.

This approach will enable Healthwatch Rochdale to facilitate sessions where topical issues and / or developments are brought to the meeting on behalf of residents and/ or decision makers. The sessions will include a presentation or over-view from the speakers and then time for residents to raise questions or suggestions for improvements.

The stimulus for each session will be agreed by the HWR team and the AG or Board if applicable. This will be informed by either topical issues arising via data feedback reports, local intelligence gathered at meetings, service planning by decision makers which Healthwatch Rochdale deem would be beneficial, to raise awareness of in the community or national awareness days.

The group will not have specific members as the interest groups may vary depending upon the topic.

Meetings will be documented by a report or shared electronically via social media channels.

We will ask all attendees if they would like to sign up to be part of the Healthwatch Rochdale 100, so that we can increase take up if surveys in the future.

Timeframes:		
Identified Task:	Completed by:	Completed by:
To determine the topic for each meeting based on topical issues and identified issues in the system	March 21	Engagement Coordinator
Guest speakers / presenters sourced and agreed	April 21- March 22	Engagement Coordinator
Schedule press releases -monthly	April 21- March 22	Information & Communications Coordinator
Draft template email shared with team - monthly	April 21- March 22	Information & Comms Coordinator
Update website -monthly	April 21- March 22	Information & Comms Coordinator
Social media posts devised and shared - monthly	April 21- March 22	Information & Comms Coordinator
Website and social media updated -monthly	April 21- March 22	Information & Comms Coordinator
Devise and share social media cheat sheets - monthly	April 21- March 22	Information & Comms Coordinator
Booking system set up and implemented	April 21	Company Administrator
Delivery of monthly sessions	April 21- March 22	Engagement Coordinator
Target specific groups where applicable	April 21- March 22	Engagement Coordinator and Information & Comms Coordinator
Review the sessions and determine comms and engagement strategy based on take up	May 21	Engagement Coordinator and Information & Comms Coordinator
To carry out monitoring demographics for attendees	April 21- March 22	Engagement Coordinator

Workstream 8: Youthwatch Rochdale

Project Lead: Volunteer & Involvement Officer

Aim: *Develop Healthwatch Rochdale's Youthwatch into the organisational structure*

Objective 1: Recruit Youthwatch Rochdale members.

Objective 2: Maintain and sustain the facilitation of Youthwatch Rochdale.

Objective 3: Empower the young people's voice within the Rochdale borough.

Objective 4: Gather feedback and intelligence on local health and social care provisions.

Objective 5: Attend local meetings with key statutory partners relating to this workstream.

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 public 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.

Special Delivery Functions (SDF):

SDF1, SDF 2, SDF 3, SDF 5 SDF6

Overview:

The work around Youthwatch Rochdale will take place between April 2021 - March 2022.

Healthwatch Rochdale are required to recruit volunteers as part of our core contract. By ensuring young people are involved in our voluntary recruitment it will ensure equality and diversity within our volunteers at Healthwatch Rochdale. This will provide meaningful volunteering opportunities to young people between 13 and 18 years old, of the Rochdale Borough giving them greater experiences, collaborations and helping to raise aspirations of the youth of the borough.

The involvement of young people as Youthwatch representative will provide younger people with an independent voice that is heard and responded to appropriately. This will further help shape local health and social care services within the borough and can therefore improve the health and wellbeing of young people by helping them to have a voice and also showing the impact on local services.

By enabling the youth to be part of their community and Youthwatch Rochdale it will create better partnerships with youths / groups/ schools / colleges and those working with younger people.

Timeframes:

Identified Task:	Completed by:	Completed by:
Recruitment Drive for Youthwatch Representatives - ongoing	May 2021- March 2022	Volunteer and Involvement Officer
Identified Training for Youthwatch Representatives	May 2021	Volunteer and Involvement Officer
Youthwatch induction and training needs - Ongoing	May 2021- March 2022	Volunteer and Involvement Officer
Monthly Youthwatch E-bulletins/Updates	April 2021- March 2022	Volunteer and Involvement Officer
Monthly meetings with Youth representatives	April 2021- March 2022	Volunteer and Involvement Officer
Youthwatch document development (handbook/agreement/TOR)	May 2021	Volunteer and Involvement Officer
Engage and build relationships with secondary schools	May 2021- March 2022	Volunteer and Involvement Officer
Engage and build relationships with key organisations	May 2021- March 2022	Volunteer and Involvement Officer
Gather Youth representative feedback on health and social care services - ongoing	June 2021- March 2022	Volunteer and Involvement Officer

Workstream 9: Healthwatch Rochdale Advisory Group

Project Lead: Chief Executive Officer

Aim: To have an effective independent, demographically representative, resident led group, who advise the Healthwatch Board on local issues to enable them to determine appropriate actions.

Objective 1: To hold meetings which enable members to review and discuss data trends and local intelligence resulting in appropriate actions.

Objective 2: To advise the Healthwatch Rochdale's Board on issues relating to health and social care services.

Objective 3: To have connectivity with Youthwatch, to ensure that the voice of young people is considered, heard and responded to.

Objective 4: Recruit Advisory Group members to aspire to being demographically representative of the borough

Objective 5: To empower and equip members to have an active voice within the Health and Social Care system in Rochdale borough through training and guest speaker opportunities.

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

Special Delivery Functions (SDF):

SDF1, SDF 2, SDF 3, SDF 4

Overview:

The Advisory Group commenced in December 2019 and currently has eight members from a range of backgrounds with various lived experience relating the health and social care agenda. During the previous year, the group have focused on getting effective systems and processes in place to enable them to function more effectively. Monthly meetings have been taking place with a standard agenda in place which includes the reviewing of a data report which includes local intelligence and data sets to enable members to discuss trends and areas which need to be progressed. Agreed actions are then added to the action plan, this is reviewed at meetings to ensure that items are on track. The Advisory Group Chair provides a quarterly report to the Board including copies of minutes and the action log.

Timeframes:		
Identified Task:	Completed by:	Completed by:
Schedule meetings and provide administration support	April 2021 -March 2022	Company Administrator
Send out agendas and associated papers in advance of the meetings	April 2021 -March 2022	Engagement Coordinator
Completion of the Data reports (monthly and quarterly)	April 2021 -March 2022	Information and Comms Coordinator
To support the Chair with the facilitation of meetings and other tasks as and when required	April 2021 -March 2022	Engagement Coordinator
Ensure connectivity with the LCO including quarterly reporting	April 2021 -March 2022	Chief Executive Officer
To provide monthly updates on Youthwatch	April 2021 -March 2022	Volunteer and Involvement Officer
Recruitment campaign for advisory group members	April 2021 -March 2022	Volunteer and Involvement Officer
Provide training and an introduction to Healthwatch Rochdale with newly recruited advisory group members	April 2021 -March 2022	Volunteer and Involvement Officer & Chief Executive Officer
To provide opportunities to access training and to invite guest speakers to meetings	April 2021 -March 2022	Engagement Coordinator

Meeting Attendance 2021/2022

The below meeting matrix identifies key meetings Healthwatch Rochdale will attend over the next financial year. Due to the changes to the health and social care system across Greater Manchester and Rochdale, this could change throughout the year. Also, consideration for new emerging meetings across the borough will be considered.

Meeting	Organisation	Attendee	Frequency
CCG Governing Body	HMR CCG	CEO	Bi-Monthly
Health Overview & Scrutiny Committee	RMBC	CEO	Monthly
Integrated Commissioning Board	RBC/HMRCCG	CEO	Monthly
NCA & Joint Healthwatch Partnership Board	NCA	CEO	Quarterly
Pennine Care & Joint Healthwatch Forum	PCFT	CEO	Quarterly
Primary Care Commissioning Committee	HMR CCG	CEO	Quarterly
Quality & Safety Committee	HMR CCG	CEO	Bi-Monthly
Strategic PLACE Board	RBC	CEO	Quarterly
Patience Experience Assurance Committee	HMR CCG	CEO	Bi-Monthly
Better Health 4 Middleton	BH4M	Engagement Coordinator	Monthly
HWR Advisory Group	HWR	Engagement Coordinator	Monthly
CYP Mental Health Partnership	HMR CCG	Engagement Coordinator	Monthly
Disability Forum	RADDAG	Engagement Coordinator	Monthly
Emotional Health and Wellbeing Network	Action Together	Engagement Coordinator	Monthly
Pennine Care Trust - Governor's meeting	Pennine Care	Engagement Coordinator	Quarterly
Family Grassroot Gatherings	Action Together	Engagement Coordinator	Monthly
Mental Health Partnership Board	LCO	Engagement Coordinator	Monthly
Women's Services Network	Action Together	Engagement Coordinator	Monthly
#TogetherRochdale - comms meeting	HWR	Infor & Comms Coordinator	Quarterly
Digital exclusion discussion group	Public Health	Infor & Comms Coordinator	Bi-weekly
Digital Tech Library	Action Together	Infor & Comms Coordinator	Monthly
Inclusive messaging group	VCFSE	Infor & Comms Coordinator	Bi-weekly
RBSB/P Communications Working Group Meeting	RBC	Infor & Comms Coordinator	Quarterly
Integrated Digital Care board	NCA	Infor & Comms Coordinator	Monthly
Economic support Network	Action Together	Volunteer & involvement officer	Monthly
Grassroots Gathering	Action Together	Volunteer & involvement officer	Monthly
Youthwatch	HWR	Volunteer & involvement officer	TBC
VSAN - Voluntary Social Action Network	Action Together	Volunteer & involvement officer	Every 8 weeks
MVP	HWR	Volunteer & involvement officer	Quarterly

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