



Healthwatch Tameside Business Plan 2023/24

Approved: March 2023

About us

Healthwatch Tameside is your local health and social care champion. If you use GPs and hospitals, dentists, pharmacies, care homes or other support services in your area, we want to hear about your experiences. We are independent and have the power to make sure NHS leaders and other decision makers listen to local feedback and improve standards of care. We can also help you to find reliable and trustworthy information and advice. Last year, the Healthwatch network helped nearly a million people like you to have your say and get the support you need.

Healthwatch Tameside is part of a network of over 150 local Healthwatch across the country and a key stakeholder in the Healthwatch in Greater Manchester network. We're here to listen to the issues that really matter to people in Tameside and to hear about your experiences of using local health and social care services. We're entirely independent and impartial, and anything you share with us is confidential. Healthwatch uses your feedback to better understand the challenges facing the NHS and other care providers and we make sure your experiences improve health and care for everyone – locally and nationally. We can also help you to get the information and advice you need to make the right decisions for you and to get the support you deserve.

It's really important that you share your experiences – whether good or bad, happy or sad. If you've had a negative experience, it's easy to think there's no point in complaining, and that 'nothing ever changes'. Or, if you've had a great experience, that you 'wish you could say thank you'. Remember, your feedback is helping to improve people's lives. So, if you need advice, or you're ready to tell your story – we're here to listen.

Foreword

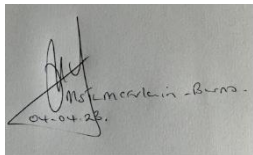
Healthwatch Tameside are pleased to share our business plan for the year ahead. To support our strategic aims and ambitions our plan sets out the road map on how we intend to capture the views and experiences from Tameside citizens in order to influence our system partners in line with our statutory obligations.

In the year ahead we will continue our far-reaching engagement offer within community spaces with emphasis on capturing seldom heard voices. We will utilise our expertise in research by coordinating a cost-of-living project in partnership with the umbrella organisation, Action Together; we will publish an insight report into Childrens and Adolescent Mental Health service and conduct an audit of GP websites.

We will continue to work with our volunteers and expand our offer by establishing a young Healthwatch in Tameside in which volunteers will develop projects and put forward issues about healthcare services.

Our statutory function of Enter and View will be strengthened by developing policies, procedures, and a framework to support justification of this power.

We trust you will support Healthwatch Tameside in our future directions and would welcome your feedback on how best to implement 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.healthwatchtameside.co.uk.

A handwritten signature in black ink on a light-colored background. The signature is stylized and appears to read 'Tracey McErlain-Burns'. Below the signature, there is some faint, illegible text.

Tracey McErlain-Burns
Chair
Healthwatch Tameside

A handwritten signature in black ink on a light-colored background. The signature is written in a cursive style and appears to read 'Liz Windsor-Welsh'.

Liz Windsor-Welsh
Chief Executive
Action Together CIO

1. Function one: Gathering views and understanding the experiences of patients and the public

Ref	Contract Objective	Deliverable	Outcome Measure [KPI]	Lead	Planned delivery	Completion Deadline
1.1	Ensure systematic and on-going engagement with all sections of the local population so that a wide cross section of views are represented in respect of local health and social care	To engage with Tameside residents.	We will hold regular outreach sessions, attend ad hoc community groups/events and run an annual public event.	Engagement	April 2023	March 2024
		To set up a Young Healthwatch to conduct targeted engagement with young people.	We will develop a young Healthwatch program working towards implementing new systems, processes, and documentation in order to recruit young Healthwatch volunteers.	Engagement	April 2023	March 2024

1.2	Seek the community's views about the current provision of health and social care (including the use of high-quality research) and use this to identify the need for changes or additions to services.	To understand the public's view of using CAMHS and young person's mental health services, including access to neurodevelopmental services.	We will engage with young people and their parents to understand their experience of access, transition and the provision of neurodevelopmental services. The results will be shared in the form of a insight report which will include recommendations.	Engagement	June 2023	October 2023
		To conduct a desktop audit on GP websites in Tameside.	We will conduct a desktop audit to review the information provided on all Tameside GP websites and review how accessible each website is to navigate. The results will be shared in the form of a insight report which will include recommendations.	Research	August 2023	December 2023
1.3	Demonstrate an ability to analyse and channel	To present our data to relevant Tameside boards including but	Healthwatch Tameside will present our reports and insight on an ad-hoc basis,	Management	April 2023	March 2024

	<p>high-quality user feedback and public views on services to the Health and Wellbeing Board and relevant commissioners so that they can inform the whole commissioning cycle</p>	<p>not limited to the Health and Wellbeing Board, Locality Board, Primary Care Commissioning Committee, Health Scrutiny Committee and Safeguarding Boards.</p>	<p>which will be reported within our impact reports.</p>			
--	---	--	--	--	--	--

2. Function two: making people's views known						
Ref	Contract Objective	Deliverable	Outcome Measure [KPI]	Lead	Planned Delivery	Completion
2.1	Communicate the local community's views to health and social care commissioners, service providers, the public and service regulators (e.g. CQC, Local Authority) in a credible and accessible fashion	To share our insight in accessible reports to our stakeholders and partners.	We will summarise our actions in our annual report which we will publish each year.	Management	April 2023	June 2023
			We will summarise our impact in our quarterly impact report which we will publish each three months.	Research	April 2023	March 2024

3. Function three: Promoting and supporting the involvement of people in the commissioning and provision of local care services and how they are scrutinised

Ref	Contract Objective	Deliverable	Outcome Measure [KPI]	Lead	Planned Delivery	Completion Time
3.1	Provide signposting and support to enable the public of Tameside to have an input into service reviews and new or proposed services	To publish information in both written and video format in order to promote and support the work of our partner organisations in engaging with local communities and people.	We will publish our e-bulletin on our website and social media channels each month.	Research	April 2023	March 2024
			We will publish a regular video podcasts on our website and social media channels each month.	Research Engagement	June 2023	March 2024
3.2	Use the broad range of stakeholder engagement techniques to maximise opportunities for local people to have their say.	To consult with stakeholders in relation to Healthwatch Tameside long terms plans maximise opportunities for local people.	We will develop a comprehensive 5-year, all-age strategic plan ensuring that we deliver on our statutory and contractual objectives.	Management	April 2023	July 2023

			We will produce an annual plan of work which will include the priorities we have developed in dialogue with Tameside residents.	Management	December 2023	March 2024
3.3	Exercise their enter and view powers judiciously by working collaboratively with other inspection regimes	To develop an enter and view program	We will develop our enter and view policies, procedures and decision making framework.	Management	April 2023	August 2023
			We will recruit and train enter and view representatives.	Volunteering	September 2023	March 2024

4. Function four: Recommending investigation or special review of services via Tameside MBC Scrutiny Panels, Healthwatch England or directly to the Care Quality Commission (CQC)

Ref	Contract Objective	Deliverable	Outcome Measure [KPI]	Lead	Planned Delivery	Completion Time
4.1	Continuously evaluate existing health and social care services, making recommendations for special reviews or investigations to Tameside MBC Scrutiny Panels, the Care Quality Commission through Health watch England, based on robust local intelligence	To evaluate insight and emerging trends at a strategic level in order to agree actions aligned to our decision making policy.	We will share a quarterly report with our advisory board who will monitor trends, recommend escalations and track impact which will be documented in published minutes on our website.	Research	June 2023	March 2024

5. Function five: Providing advice and information (signposting) about access to services and support for making informed choices

Ref	Contract Objective	Deliverable	Outcome Measure [KPI]	Lead	Planned Delivery	Completion Time
5.1	Provide signposting services to ensure that all sections of the local population have access to good quality, impartial advice and information relating to health and social care services available to them.	To provide a signposting service.	We will respond to all signposting requests within three working days and record all activity on our database.	All	April 2023	March 2024
			We will aim to develop 2 client case studies per quarter.	All	April 2023	March 2024
5.2	Establish and maintain a database of existing local health and care providers, support networks and organisations.	To maintain our established internal signposting activity database.	We will record all signposting activity on our database.	Research	April 2023	March 2024

6. Function six: 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

Ref	Contract Objective	Deliverable	Outcome Measure [KPI]	Lead	Planned Delivery	Completion Time
6.1	Ensure local intelligence gathering systems contribute to Healthwatch England and the Department of Health data collection.	To share our insight with Healthwatch England each month.	We will share our monthly feedback report and quarterly impact report with Healthwatch England.	Research	April 2023	March 2024
6.2	Play an active role in networks of Local Healthwatch organisations across Greater Manchester [Healthwatch in Greater Manchester]	To contribute to the Healthwatch in Greater Manchester network, subgroups and workstreams.	We will attend the Healthwatch in Greater Manchester meeting and have an active role in workstreams.	Management	April 2023	March 2024

7. Function seven: NHS complaints advocacy

Ref	Contract Objective	Deliverable	Outcome Measure [KPI]	Lead	Planned Delivery	Completion Time
7.1	Provide Levels 1 - 4 of an Independent NHS Complaints Advocacy Service (ICAS); a flexible, person- centred service that will empower and support anyone who wishes to pursue and resolve a complaint about services provided or commissioned by the NHS in England and which falls within the prescribed complaints process.	To Provide Levels 1 - 4 of an Independent NHS Complaints Advocacy Service (ICAS)	We will respond to all ICAS requests within three working days.	Advocacy	April 2023	March 2024
			50% of engaged clients complete a satisfaction survey pa.	Advocacy	April 2023	March 2024
			80% of clients report a positive experience of service.	Advocacy	April 2023	March 2024