



# Healthwatch Tameside Business Plan 2023/24

## Performance Report

*May 2023*

## Performance Report

15 May 2023

Changes in RAG scores (or notable scores) are represented by coloured boxes in line with the key below. Changes in narrative are highlighted with a **yellow background**.

Status Code	Ontrack but not yet due	Complete - no monitoring required	Complete to be monitored	Delayed but no risks	At risk of failing to deliver and requires review

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	Status
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	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	

	in respect of local health and social care	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 an insight report which will include recommendations.	Engagement	June 2023	October 2023	Planning for this project has commenced and theory of change session held with Healthwatch England on this workstream.

		To conduct a desktop audit on GP websites in Tameside.	<p>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.</p> <p>The results will be shared in the form of a insight report which will included recommendations.</p>	Research	August 2023	December 2023	
1.3	Demonstrate an ability to analyse and channel 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	To present our data to relevant Tameside boards including but not limited to the Health and Wellbeing Board, Locality Board, Primary Care Commissioning Committee, Health Scrutiny Committee and Safeguarding Boards.	Healthwatch Tameside will present our reports and insight on an ad-hoc basis, which will be reported within our impact reports.	Management	April 2023	March 2024	Draft template impact report has been developed and will be implemented for Q1 reporting.

## 2. Function two: making people's views known

Ref	Contract Objective	Deliverable	Outcome Measure [KPI]	Lead	Planned Delivery	Completion	Status
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	On track for publication 30 June 2023
			We will summarise our impact in our quarterly impact report which we will publish each three months.	Research	April 2023	March 2024	Draft template impact report has been developed and will be implemented for Q1 reporting.

## 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	Status
3.1	Provide signposting and support to enable the public of Tameside to have	To publish information in both written and video format in order to promote and	We will publish our e-bulletin on our website and social media channels each month.	Research	April 2023	March 2024	

	an input into service reviews and new or proposed services	support the work of our partner organisations in engaging with local communities and people.	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	Draft enter and view policy has been developed.
			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	Status
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,	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	

	based on robust local intelligence						
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<b>5. Function five: Providing advice and information (signposting) about access to services and support for making informed choices</b>							
Ref	Contract Objective	Deliverable	Outcome Measure [KPI]	Lead	Planned Delivery	Completion Time	Status
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	Status
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	Status
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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	