



Healthwatch Sandwell Work Programme 2023/24

Healthwatch has statutory functions, which require us to engage and involve local people in our work and you will see how we aim to do this throughout this plan. Personal accounts inform our insight, which in turn helps in identifying themes and priority areas going forward.

This plan sets out our current thinking as to how we will work to achieve the anticipated outcomes and how we will evidence if this has had an impact - have we made a difference?

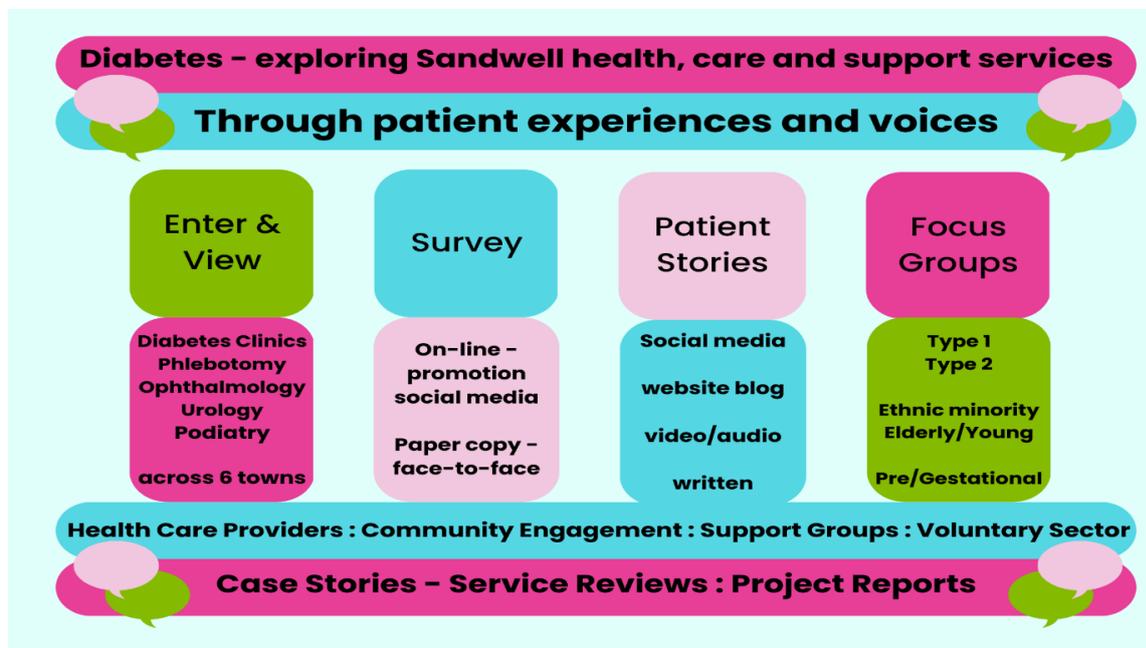
To understand the difference, we will take the following actions

- Aim to stick to our work and follow it through to see what difference it has made
- Review unexpected outcomes and impact - what happens and the changes that have taken place that we might not have been planning for, but are of value
- Accept when we have not been able to achieve an outcome or impact but that we have understood why and been transparent about this.

Priority Theme 2023/24



HWS Project doc
for WP 2023-24.doc



Community Engagement



Community
Engagement Lead V

We will ensure we can talk to local people of different ages and demographics, in different locations across our area, including outside of our normal office hours. We will proactively engage with, and respond to, the different populations that live in Sandwell to understand and help meet their health and social care needs.

- Develop a programme of presentations which we will deliver to local community groups to increase awareness of available health and care services and to promote our information and signposting services
- Community Pop ups - looking at alternative ways of interacting with people to gain general insight
- Explore the impact of language and cultural barriers - are people getting the support they need?



We will work with organisations and groups to understand how communities are supporting local people to stay healthy, identifying the challenges and supporting people to get the best out of services

- Work in partnership with seldom heard from communities to understand the health and care beliefs as well as challenges by people within them
- Collaborate with key community facility providers, to host joint events for encouraging self-care and raising awareness of what can support people's health and wellbeing.
- GP show case with the aim of capturing what surgeries are doing to improve the patient experience
- Use local community and voluntary contacts, newsletters, and other communications channels to raise awareness of Healthwatch information, advice and advocacy
- Attendance at PPG meetings PPG meetings - giving opportunity to promote Healthwatch Sandwell and build relationships with surgeries.

We will evidence this through analysing our information. We will publish Performance Reports, Intelligence Reports and Enter and View reports. Outcomes will also be indicated in any publications.

We will conform our outcomes by:

- Mapping our engagement with communities/groups to make sure we can have achieved a good cross section of the ages and demographics across Sandwell
- Sharing reports in draft for comment, and further contribution, directly with groups, to check understanding
- Gain feedback from those who, buy and provide services if the information we provide gives
- a better understanding of experiences/needs of our communities.



Enter and View



Engagement and
Volunteer Lead wor

Our unique and added value is our independence and ability to speak to residents and their families, to give voice to any concerns they may have, as well as raising awareness of potential risks to residents.

Taking into consideration the rationale and criteria for visits the Enter and View programme for 2023/24 will support the theme of the priority project : **Diabetes - exploring Sandwell health, care and support services through patient experiences and voices.**

Volunteers

Volunteers play an essential role in the delivery of Healthwatch Sandwell. They add value and support us to achieve our mission and strategic objectives. By having an effective volunteer programme Healthwatch Sandwell can provide opportunities for social inclusion, skills and confidence development and possible routes into employment.

We are keen to develop a diverse volunteer base and especially welcome interest from people with disabilities including learning disabilities and or autism, Black minority ethnic people (BME) and young people.

Strategic Influencing

We will bring about long-term differences to the health and care system in Sandwell by being a strategic influencer and co-collaborator, whilst maintaining our independence. Amongst Sandwell's health and care delivery and governance bodies



we will develop a reputation as being an informed and trusted voice of how local people view and experience support and services.

- We will Provide Authorised Representation at agreed meetings, which we will regularly review, along with how we best use the resources available to us
- Comment on Strategies
- Share good practice and feedback the insight we gather in meaningful ways.
- Challenge appropriately and constructively and seeking opportunities for exploring what could be done differently
- Contribute and feed intelligence into local strategic priorities, areas of focus or service transformation

Healthwatch Collaboration

We recognise that we will benefit people by working collaboratively and in partnership with others. We aim, to do this by:

- Having an active role in the Healthwatch network, learning from and sharing good practice and impact with partners
- Working with other local Healthwatch to manage our collective resources to engage effectively with wider partnerships
- Commissioned work as appropriate
- We may set joint priorities and work with other Healthwatch where this will produce better outcomes
- Working and supporting Healthwatch England campaigns
- Work with Healthwatch England in completing and regularly reviewing the Quality Assessment Framework that will demonstrate the effectiveness of Healthwatch Sandwell