



# Healthwatch Northamptonshire Annual Work Plan

April 2020 - March 2021



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**NB: This document was ratified at the virtual Healthwatch Northamptonshire (HWN) Board meeting on 16<sup>th</sup> April 2020 with the proviso that because of the Covid-19 pandemic priorities may need to change more rapidly than anticipated and that HWN will respond accordingly.**

## Executive summary

The Healthwatch Northamptonshire (HWN) annual plan helps provide commissioners and key stakeholders with an overview of planned activity for the next 12 months. It is also a useful tool for review and evaluation.

Each year in February, Healthwatch staff and volunteers review the previous year's work and set the next year's work based on information and intelligence gathered throughout the year along with other partner and stakeholder key priorities.

Healthwatch Northamptonshire's strategic priorities are also revisited and reviewed at the same time to ensure we are aligning with Our Vision and Values.

All our work is delivered within a very tight budget, which currently stands at £195k per annum to cover staff, volunteers and operational costs e.g. premises, insurances, IT support, payroll, Investing in Volunteers accreditation etc. To enable us to continue to provide a quality service with an experienced staff team we also offer bespoke commissioned work to key stakeholders and partners to bring in additional income throughout the year to support the Healthwatch work.

## About us

Healthwatch Northamptonshire is one of 152 local Healthwatch bodies established throughout England on 1 April 2013 under the provisions of the Health and Social Care Act 2012. The remit of local Healthwatch covers all publicly funded health and social care services and to hold the system to account for how well it engages with the public. (See appendix 1 for the legislation of what local Healthwatch MUST do).

## Key Performance Indicators

Although all the work undertaken by Healthwatch is mainly done by volunteers all the work we do is monitored by Northamptonshire County Council (NCC) on a quarterly basis against Key Performance Indicators (KPIs) as the commissioners of the Healthwatch Northamptonshire service.

Volunteers, supported by staff, set their work plan priorities in February each year taking into consideration key partner priorities.

Local Healthwatch statutory duties must also be considered e.g. membership of the Health and Wellbeing Board for Northamptonshire.

The Healthwatch Northamptonshire contract is monitored against 5 high level outcome measures. These are:

1. Local Healthwatch is positioned as a trusted and recognisable brand within Northamptonshire: a visible, influential, independent body that champions quality and provides consumers with a strong voice.
2. People in Northamptonshire have ready access to the information/support they need when making health and social care choices, assisted through local Healthwatch systems that signpost to existing sources of support/datasets. Healthwatch will clearly position itself to add value to already existing sources of information and advice, not replicate them.
3. Health and social care services, both local and national, are demonstrably influenced by the delivery of the consumer voice, including the experiences and views of children and young people and those of minority and traditionally marginalised communities, co-ordinated through local Healthwatch, leading to service improvement actions that build on the patient and service user experience.
4. Local Healthwatch provides a credible and influential presence at agreed key local authority and health commissioning and governance for a - most notably as a member of the Northamptonshire Health and Wellbeing Board: ensuring that consumers have the opportunity to influence and co-design policy and commissioning decisions.
5. Healthwatch will make the views and experiences of local people known to Healthwatch England and making recommendations to HWE (and CQC), helping to carry out its role of national champion.
6. Healthwatch Northamptonshire demonstrates robust and transparent governance arrangements, strong performance management capabilities and processes. Able to demonstrate its clear accountability to those it is charged with supporting.

Under the high-level outcomes are a set of performance indicators, measures and how Healthwatch has achieved them and can demonstrate the impact made.

This document attempts to highlight our aspirations and achievements throughout the year and is a 'work in progress' updated on a quarterly basis by staff and volunteers for presentation at each NCC quarterly monitoring review. The culmination of this work results in the end of year Healthwatch Northamptonshire Annual report which is a requirement of Healthwatch England to be produced by 30<sup>th</sup> June each year.

The annual report for 2018/19 can be found here:

<http://www.healthwatchnorthamptonshire.co.uk/AnnualReport2018-19>

## Decision making

The purpose of the Healthwatch Northamptonshire Board is to oversee the operation of and provide guidance to ensure delivery of our work programmes. The Board takes insight from the Planning Group and a vast array of external sources, both nationally and locally.

## Healthwatch Northamptonshire Strategy and Vision

### Our vision

Healthwatch Northamptonshire will be a strong, resolute and independent community champion. We will give local people a voice and work in partnership to influence the design and quality of health and social care provision so that all local people have an opportunity for an improved quality of life.

### Our values

- We will be accessible and visible
- We will be independent and objective
- We will be open, honest and transparent in all that we do
- We will be inclusive and embrace diversity and equality, reflecting the diverse needs of local people
- We will listen to and understand the views and needs of local people
- We will speak up for local people and enable people to speak for themselves
- We will be fair and credible
- We will seek out and use evidence, including from the public, to inform our work
- We will strive to make a positive difference and campaign for the best possible health and social care for local people

### Our strategy

We have five strategic priorities:

1. To deliver our statutory functions
2. To champion the views of all people who live in or use health, social care or wellbeing services in Northamptonshire
3. To recruit and develop staff and volunteers in Northamptonshire to continue to build the capacity of Healthwatch Northamptonshire as an independent consumer champion of health, social care and wellbeing
4. To work for improved health, social care and mental health outcomes for adults, including vulnerable adults and carers
5. To work for improved health, social care and mental health outcomes for children, young people and families

Read our strategic priorities in full at

[www.healthwatchnorthamptonshire.co.uk/sites/default/files/hwn\\_strategy\\_feb\\_2020\\_-\\_20222020\\_ratfied\\_april\\_2020\\_0.pdf](http://www.healthwatchnorthamptonshire.co.uk/sites/default/files/hwn_strategy_feb_2020_-_20222020_ratfied_april_2020_0.pdf) (or [www.healthwatchnorthamptonshire.co.uk/advice-and-information/2020-05-18/our-vision-values-and-strategy](http://www.healthwatchnorthamptonshire.co.uk/advice-and-information/2020-05-18/our-vision-values-and-strategy) from summer 2020)

## Annual Workplan 2020/2021

### The rationale for our work plan includes:

- Subjects where Healthwatch Northamptonshire has received a significant number of service user experience which suggests there is a gap or inequality of service
- Health and social care areas that have been identified in commissioning intentions from the Northamptonshire Clinical Commissioning Group (CCG), NCC and others
- Topics highlighted to us from other workstreams e.g. Northamptonshire Health and Care Partnership (appendix 2), local Hospital Trusts, the Health and Wellbeing Boards, Public Health etc.
- Areas of concern raised by NHS England, Healthwatch England, Care Quality Commission (CQC)

This year (Feb 2020), after 2 Planning Group meetings and discussions with Healthwatch Northamptonshire volunteers and partners several potential areas for ongoing and future work were highlighted.

### Our ongoing work and projects include:

- Children and young people - Young Healthwatch
- Demonstrating impact
- Engagement with partners regarding the set up and establishment of the 2 new unitary authorities in Northamptonshire
- Building capacity to respond to partner requests for engagement
- Continuation of 15 Steps audit programme at Kettering General Hospital (KGH)
- Investing in Volunteers reaccreditation
- Investing in Children reaccreditation
- Responding to consultations

This work is in addition to volunteers and staff continuing to attend provider and commissioner meetings as outlined in appendix 3q and delivering the statutory requirements e.g. signposting.

Several other areas for in-depth project work were discussed.

### These included:

- Dentistry
- Dementia (beds/discharge from hospital)
- Social prescribing
- East Midlands Ambulance Service (EMAS)
- Impact of direct payments
- Out of hours services
- Continuation of maternity services project

- Homelessness and access to healthcare
- Respite care
- Care homes
- 15 Steps Audits and Northampton General Hospital (NGH)
- Primary care networks
- Patient participation groups
- Discharge from hospital
- Domiciliary care
- KGH - redevelopment of A&E and urgent care

After a priority setting exercise with the Healthwatch Northamptonshire Board and Planning Group volunteers, three clear priority work areas for 2020/21 emerged. These are:

1. KGH - redevelopment of A&E and urgent care
2. Dentistry
3. Social prescribing

Followed by (in no priority order):

- 15 Steps Audits at NGH
- Primary Care Networks
- Discharge from hospital

As a result of this exercise further operational project plans will be developed to deliver the work throughout 2020/21.

This plan will be regularly reviewed (appendix 3) on an ongoing basis by the HWN Planning Group.

## Appendix 1

### What does the legislation say local Healthwatch must do?

1. Promoting and supporting the involvement of local people in the commissioning, the provision and scrutiny of local care services.
2. Enabling local people to monitor the standard of provision of local care services and whether and how local care services could and ought to be improved.
3. Obtaining the views of local people regarding their needs for, and experiences of, local care services and importantly to make these views known.
4. Making reports and recommendations about how local care services could or ought to be improved. These should be directed to commissioners and providers of care services, and people responsible for managing or scrutinising local care services and shared with Healthwatch England.
5. Providing advice and information about access to local care services so choices can be made about local care services.
6. Formulating views on the standard of provision and whether and how the local care services could and ought to be improved; and sharing these views with Healthwatch England.
7. Making recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews or investigations (or, where the circumstances justify doing so, making such recommendations direct to the CQC); and to make recommendations to Healthwatch England to publish reports about particular issues.
8. Providing Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.

Healthwatch England legislation guide, 2016

## Appendix 2

### Northamptonshire Health and Care Partnership priorities

The first four transformation priorities for Northamptonshire Health and Care Partnership are outlined below. In some parts of the county we are already starting work on these.

By outlining these four priorities, this does not mean there aren't other areas in which we are working together differently... In the next few months and years we will progress to look at other areas of health and care until we have them all aligned across our organisations... as a Partnership, we must focus on our transformation priorities - where we feel we can make the most difference by working together to truly deliver a positive lifetime of health, wellbeing and care in our community.

### Urgent and emergency care

- understanding the ways we can change what we are doing to improve care and health outcomes for local people
- reviewing the care we provide in our community so it's easier for people - especially older people - to get the care and support they need closer to home
- improving the way our health and care services are provided so people are less likely to need urgent hospital care and, if they do have to go to hospital, the right care and support is readily available to them once they leave
- making sure our health and care providers work closely together so our care is joined up and always focuses on the needs of the patient
- working together differently so we're better equipped to cope with the pressures of winter, learning from our collaboration and engaging with people to create future services that are right for our community's needs.

### Our hospitals working more closely together

- reviewing services across the two acute hospitals to look at areas of care which could be improved through working together
- changing the way some clinical services are provided across the two trusts to remove differences in care across the county, increase efficiency and get the best value from our resources
- considering all options for improved care, from shared treatment pathways and standards across hospitals to potentially providing some specialist services from a single site
- engaging fully with patients, carers and stakeholders as services are redesigned, building on our existing work with these groups
- linking with other specialist services where necessary to achieve and exceed clinical standards

### Care in your area

- deciding how we can shape and bring together services more locally, in ways that are right for our neighbourhoods and natural communities
- investing in general practice and changing the ways GPs work so they have more time to care for patients
- prioritising initiatives to support the health, wellbeing and independence of local people
- helping GPs, nurses and other care professionals refer people into local, non-clinical services provided by voluntary and community organisations to help them live well and stay well, for example leisure activities, social groups and healthy lifestyle support
- developing a new range of care services for older patients so they don't stay in hospital for longer than they need to and are supported to live independently at home
- working together to make sure enough doctors, nurses and other health and care staff are recruited into the right services
- forming stronger links with the voluntary and community sector and local government and improving access to the wide range of services they provide
- ensuring our services are financially sustainable for the future

### How we plan, buy and monitor services

- continuing to engage with our local community to understand their experiences of services and their local needs
- agreeing the health and care outcomes we all want to deliver for our community and the services that need to be in place to achieve that
- looking at ways to reduce unnecessary duplication in the services provided in Northamptonshire, for example where two different services are doing the same thing when it might be better for people to be able to access the service in one place
- developing better ways of working together that help us all share the responsibility as health and care organisations
- making our processes less complex by simplifying and reducing the number of contracts we have
- being more efficient so we can reduce administration costs and focus more on delivering better health and care services

Alongside our four transformation priorities, these are the other main areas of work where we will continue to focus on planning and delivering local improvements to transform health and care in our county - and empower people to choose well, stay well and live well.

- Cancer
- Children and young people
- Learning disabilities
- Health and wellbeing
- Maternity
- Mental health

Priorities from The Director of Public Health, Northamptonshire County Council and Director of Population Health Strategy, Northamptonshire Clinical Commissioning Group:

- Integrated urgent and community care support - patient and public insight into service use
- Outpatients redesign - patient views and behaviours, including use of digital alternatives
- potentially helping to steer PPGs when standards set (working with CCG comms team).
- UCC/OOH/Extended hours review insights
- End of life care, and in particular advanced care planning to avoid unwanted hospital admissions, especially from care homes
- Support around ASC integration
- Children's trust engagement
- LTP priorities

## Appendix 3

Work area/theme	Notes	Timescales	Who responsible	Update
Annual report		Complete by 30 June 2020	Chair/CEO/HWN manager/all	
High level county-wide meetings	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• NSAB (Vice Chair)</li> <li>• NSCB Serious Case Reviews (Helen Statham)</li> <li>• NSCP (Helen Statham)</li> <li>• NHSE Local Leadership Group (Chair)</li> <li>• Health and Wellbeing Board (Chair)</li> <li>• Health and Wellbeing Development Sessions (Chair)</li> <li>• HW East Midlands Regional Network Meeting (Chair and CEO)</li> <li>• Locally Commissioned Services and Any Qualified Provider Review Meetings (CEO)</li> <li>• NHCP Collaborative Stakeholder Forum (Sandra Bell)</li> <li>• Northamptonshire CCG Governing Body (Chair)</li> <li>• NCC Overview Scrutiny Committee (CEO)</li> <li>• Primary Care Commissioning Groups (CEO)</li> </ul> <p><b>Others (resources and capacity allowing):</b></p> <ul style="list-style-type: none"> <li>• Armed Forces Covenant County Meetings (Esther Stimpson)</li> <li>• CYP STP (Esther Stimpson)</li> <li>• Daventry Health and Wellbeing Forum (Wendy Randall)</li> <li>• DCYPDPG (Esther Stimpson)</li> </ul>	Ongoing	Chair/CEO/HWN manager, devolving to volunteers/staff as required	Ongoing

Work area/theme	Notes	Timescales	Who responsible	Update
	<ul style="list-style-type: none"> <li>• East Northants Health and Wellbeing Forum (Helen Statham)</li> <li>• East Northants Locality Patient Engagement Group (Sheila White)</li> <li>• Falls Prevention Implementation Group (Chris Drage)</li> <li>• IASS (Esther Stimpson)</li> <li>• KGH Patient experience steering group (Sheila White/Wendy Patel)</li> <li>• KGH Quality Monitoring meetings (Chair)</li> <li>• Local A&amp;E Delivery Board (Chair)</li> <li>• Local Dental Network Steering Group (Jo Spenceley)</li> <li>• Local Maternity System delivery board (Helen Statham/Esther Stimpson)</li> <li>• Maternity Voice Partnership (Esther Stimpson)</li> <li>• NHFT Complaints Review Committee (Vikki Lynes)</li> <li>• NHFT Serious Incidents Review Committee (Sheila White/Wendy Patel)</li> <li>• NHS Corby CCG and NHS Nene CCG Patient and Public Participation Committees in Common (CEO)</li> <li>• Northamptonshire Diabetes Network (Roger Knight)</li> <li>• Northampton VCS Forum (CEO)</li> <li>• Oral Health Alliance Group (NCC Public Health) (Chris Drage)</li> <li>• Joint CCG Quality Meeting (Sandra Bell)</li> <li>• Nene and Corby CCGs PPPG (Jill Spiby, Ric Barnard)</li> <li>• Corby Health and Wellbeing Forum (Ric</li> </ul>			

Work area/theme	Notes	Timescales	Who responsible	Update
	<p>Barnard)</p> <ul style="list-style-type: none"> <li>• KGH Oversight (Chair)</li> <li>• KGH Board (Susan Hills)</li> <li>• KGH Patient Engagement Steering Group (Esther Stimpson)</li> <li>• NCC/CCG/CQC Care homes/Home care information sharing meetings (Jo Spenceley)</li> <li>• NGH Board (David Tredrea)</li> <li>• NGH Patient and Carer Experience and Engagement Group (Jo Spenceley)</li> <li>• NHFT Moving Ahead Steering Group/Community Engagement Group (Jo Spenceley/Katie Bayliss)</li> <li>• NHFT Patient Engagement Steering Group (Jo Spenceley)</li> <li>• EMAS (Dora Shergold)</li> <li>• Primary, Community and Social Care Work stream Delivery Board (Susan Hills)</li> <li>• Regional Quality Surveillance Group (CEO/Jo Spenceley)</li> <li>• SEND Participation sub group (Esther Stimpson)</li> <li>• South Northants Health and Wellbeing Forum (Simon Barter)</li> <li>• Suicide Prevention Partnership (John Rawlings)</li> <li>• St. Andrews Quality Assurance Board/ F/U Risk Review- CAMHS/St. Andrews Partnership (CEO/Jo Spenceley)</li> <li>• University of Northampton Centre for Health Sciences and Services Meetings (Jo Spenceley)</li> <li>• Health and Wellbeing Chairs Fora (Simon</li> </ul>			

Work area/theme	Notes	Timescales	Who responsible	Update
	Barter) <ul style="list-style-type: none"> <li>• Kettering Health and Wellbeing Forum (Roger Knight)</li> <li>• NHFT Last Years of Life Board ( Roger Knight)</li> <li>• Northampton Health and Wellbeing Forum (Jill Spiby)</li> <li>• Northamptonshire Health and wellbeing board (CEO)</li> <li>• KGH Board Meeting (Susan Hills)</li> <li>• UEC Transformation Programme Board (David Tredrea)</li> <li>• Wellingborough Health and Wellbeing Forum (Susan Hills)</li> <li>• Wellingborough Health Engagement Group (Susan Hills)</li> </ul> A full list of meetings attended is regularly updated and can be obtained from the HWN office.			
<b>Horizon scanning and mapping with Providers/Commissioners</b>	Meetings with CEOs/Chairs/directors	Ongoing	Chair/CEO	Ongoing. Meetings listed in CEO and Chair updates to the quarterly HWN Board meetings.
<b>HWN Board meetings</b>	Strategic direction	Ongoing	Chair	Quarterly. Ongoing
<b>HWN Board development</b>	Strategic direction; cross community representation and membership	Ongoing	Chair	Ongoing
<b>HWN Annual meeting</b>		Ongoing	Chair/CEO	8 July 2020
<b>Planning Group</b>	Operational direction	Ongoing	HWN manager/H	Bi-monthly Ongoing

Work area/theme	Notes	Timescales	Who responsible	Update
<b>Task and Finish Groups</b>	Ad hoc project based		WO	
<b>Consultations</b>	HWN Board to determine and review on a quarterly basis to be responsive to changing demands.	Ongoing	HWN manager/All	Ongoing
<b>Marketing strategy/ PR/Comms</b>		Ongoing	CEO/Communications and Research Manager	Ongoing
<b>Website/ newsletter/social media</b>	Monthly newsletter, regular social media postings on Facebook and Twitter, HWN website to be reviewed and updated	Ongoing	CEO/Communications and Research Manager with apprentice	Ongoing
<b>Events</b>	<p>HWN Board to determine key high-profile events countywide and review priorities and resources available:</p> <ul style="list-style-type: none"> <li>• Volunteers' Fair Week</li> <li>• Northampton Carnival</li> <li>• HWN Annual Meeting - 8 July</li> <li>• Corby Carnival</li> <li>• Young people's emotional wellbeing groups - Daventry</li> <li>• Northampton Mela</li> <li>• World Breastfeeding Week Community Picnic</li> </ul>	Ongoing	HWN manager/H WOs/All	Ongoing

Work area/theme	Notes	Timescales	Who responsible	Update
	<ul style="list-style-type: none"> <li>• Kettering Health and Wellbeing Festival</li> <li>• National Play Day</li> <li>• Northamptonshire CCGs AGM</li> <li>• NHFT AGM stall</li> </ul> <p>Bookings are ongoing and subject to providers releasing dates of events.</p>			
<b>Signposting and outreach</b>	Web and telephone service	Ongoing	HWN manager/H WOs	Ongoing
<b>Engagement with seldom heard groups</b>	<ul style="list-style-type: none"> <li>• We work or have links with the following groups e.g.:</li> <li>• NHFT Moving Ahead project/Community Engagement Project (BME)</li> <li>• Autism East Midlands (CYP)</li> <li>• Young Carers (CYP)</li> <li>• Carers' Voice (Carers)</li> <li>• Deafconnect (Hearing impaired CYP and adults)</li> <li>• NFPG (SEND)</li> <li>• Northamptonshire Youth Offending Team (CYP)</li> <li>• VoiceAbility (Quality Checkers SEND)</li> </ul>	Ongoing	HWN manager/H WOs	Ongoing
<b>Patient Engagement Groups/Meetings</b>	<ul style="list-style-type: none"> <li>• Attend essential NHFT/KGH/NGH/SAH meetings to enable information sharing about the patient/service user experience, prioritising those linked to main project work areas</li> <li>• Information sharing meetings with CQC/NCC/CCGs re residential and domiciliary care providers</li> </ul>	<p>Ongoing</p> <p>Usually bi-monthly</p>	HWN manager/Communications and Research manager/H WOs/volunteers	Ongoing

Work area/theme	Notes	Timescales	Who responsible	Update
Intelligence reporting to HWE and CQC	<ul style="list-style-type: none"> <li>As per agreed research area and report production see Projects section below</li> </ul>	Ongoing	HWN manager/Communications and Research manager	Ongoing
Quality Account responses	<ul style="list-style-type: none"> <li>NHFT/NGH/KGH/SAH/EMAS</li> </ul>	Late April/ May	Research and reporting/volunteers	
Volunteer strategy	<ul style="list-style-type: none"> <li>Support current cohort of volunteers and maintain current level of capacity</li> </ul>	Ongoing	HWN manager/HWO (Katie)	Ongoing
Volunteer training	<ul style="list-style-type: none"> <li>Maintain regular programme of training to ensure maintenance of capacity</li> </ul>	Ongoing	HWN manager/HWO (Katie)	Ongoing
Volunteer recruitment	<ul style="list-style-type: none"> <li>Ensure targeted recruitment to sustain existing capacity and ensure the availability of the right mix of volunteers to support the agreed work programme (communicating with different groups).</li> </ul>	Ongoing	HWN manager/HWO (Katie)	Ongoing
Young Healthwatch (YHW)	<ul style="list-style-type: none"> <li>YHW work plan for 2019/20 includes:</li> <li>Working with KGH re feedback system</li> <li>Investing in Children reaccréditation</li> <li>Young carers' emotional wellbeing</li> <li>Primary care visits</li> <li>PHSE evaluation project</li> <li>Takeover Day</li> </ul>		HWN manager/HWO (Esther)/YHW volunteers	Ongoing
STP/NHCP	<ul style="list-style-type: none"> <li>If available:</li> <li>Primary, Community and Social Care Workstream (Susan Hills/Jo)</li> <li>Collaborative Stakeholder Forum (Sandra</li> </ul>	Ongoing	HWN manager/HWO/volunteers	

Work area/theme	Notes	Timescales	Who responsible	Update
	Bell) <ul style="list-style-type: none"> <li>• CYP Workstream (Esther)</li> <li>• Urgent Care (David Tredrea)</li> <li>• Digital Framework</li> <li>• Cancer</li> </ul>			
<b>Priority 1 KGH - A&amp;E and urgent care redevelopment</b>	<ul style="list-style-type: none"> <li>• Set up task and finish group June/July 2020 - HWO</li> </ul>	Ongoing	All	
<b>Priority 2 Dentistry</b>	Task and finish group to be set up to plan and deliver project April 2020	Q1/Q2	HWN manager /HWO/ Volunteers	
<b>Priority 3 Social Prescribing</b>	Task and finish group to be set up to plan and deliver project. Sandra Bell - HWN Board Lead	Q3/4	HWN manager /HWO/ Volunteers	
<b>Enter and View</b>	KGH 15 steps audits to continue (Sheila White/Wendy Patel/other volunteers)	2020/21	HWN manager/HWO/ volunteers	Ongoing. Katie is going to draft the year's work completed by SW/WP into one report so that we can ensure that the follow up of recommendations has taken place to demonstrate impact.
<b>Demonstrating Impact</b>	Led by Jo and Penny	Q1/Q2	CEO/HWN manager/HWOs	See separate list
<b>15 Steps Audits at NGH</b>	Project to be scoped after completion of priority work 1			
<b>Primary Care Networks</b>	Project to be scoped after completion of priority work 2			
<b>Discharge from Hospital</b>	Project to be scoped after completion of priority work 3			

This work plan comprises the current forecast work for 2020/21. It is reviewed on an ongoing, regular basis. The next work planning meetings will be held in February 2021.

In the event that during the year either new or unanticipated work arises, and/or any piece of currently identified work extends in volume, time and resource commitment, and which change or addition HWN and Connected Together CIC (CT CIC) determines to be of a higher priority than the work described in this work plan, then HWN and CT CIC reserves the right to revise the agreed 2020/21 work plan and deliverables as appropriate through discussion with the commissioner.

The application of new resources as may be made available by commissioners or third parties to be applied to such new or extended tasks would be considered in the process of routine work plan review. Such matters will be considered and discussed as part of routine quarterly review meetings with NCC.

## About Healthwatch Northamptonshire

Healthwatch Northamptonshire is the local independent consumer champion for health and social care. We are part of a national network of local Healthwatch organisations. Our central role is to be a voice for local people to influence better health and wellbeing and improve the quality of services to meet people's needs. This involves us visiting local services and talking to people about their views and experiences. We share our reports with the NHS and social care, and the Care Quality Commission (CQC) (the inspector and regulator for health and social care), with recommendations for improvement, where required.

Our rights and responsibilities include:

We have the power to monitor (known as “Enter and View”) health and social care services (with one or two exceptions). Our primary purpose is to find out what patients, service users, carers and the wider public think of health and social care.

We report our findings of local views and experiences to health and social care decision makers and make the case for improved services where we find there is a need for improvement

We strive to be a strong and powerful voice for local people, to influence how services are planned, organised and delivered.

We aim to be an effective voice rooted in the community. To be that voice, we find out what local people think about health and social care. We research patient, user and carer opinions using lots of different ways of finding out views and experiences. We do this to give local people a voice. We provide information and advice about health and social care services.

Where we do not feel the views and voices of Healthwatch Northamptonshire and the people who we strive to speak on behalf of, are being heard, we have the option to escalate our concerns and report our evidence to national organisations including Healthwatch England, NHS England and the Care Quality Commission.

Find out more at [www.healthwatchnorthamptonshire.co.uk](http://www.healthwatchnorthamptonshire.co.uk)



## About Connected Together

Connected Together Community Interest Company (CIC) is the legal entity and governing body for Healthwatch Northamptonshire.

The remit of the Connected Together CIC includes:

- Contract compliance
- Legal requirements
- Financial and risk management
- Sustainability and growth
- Agreeing strategy and operations
- Agreeing policies and procedures

Connected Together CIC is a social enterprise and a partnership between the University of Northampton and Voluntary Impact Northamptonshire. It aims to be first for community engagement across the county of Northamptonshire and beyond.

By using our expertise and experience, we can help you in delivering community engagement programmes including workshops, research, surveys, training and more. Contact us to find out how we can help your community.

We welcome ideas and suggestions for projects that benefit Northamptonshire and its community.

Find out more at [www.connectedtogether.co.uk](http://www.connectedtogether.co.uk)



**Connected Together**  
First for Community Engagement



## Contact us

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