



Healthwatch Northamptonshire Annual Work Plan

April 2021 – March 2022





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NB: This document was ratified at the virtual Healthwatch Northamptonshire (HWN) Board meeting on 12 May 2021 with the provision that because of the COVID-19 pandemic priorities may need to change more rapidly than anticipated and that HWN will respond accordingly.



Summary

The Healthwatch Northamptonshire (HWN) annual work 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 they are aligned with our Vision and Values¹.

All our work is delivered within a tight budget, which currently stands at £195,000 per annum to cover staff, volunteer expenses and operational costs, such as office premises, insurance, 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.

Background

About Healthwatch Northamptonshire

Healthwatch Northamptonshire is the local independent consumer champion for all publicly funded 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.

¹ www.healthwatchnorthamptonshire.co.uk/what-we-do



Where we feel that the views and voices of Healthwatch Northamptonshire and the people who we strive to speak on behalf of are not 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.

Read more about the work we carried out in 2019/20 in our most recent annual report: <https://www.healthwatchnorthamptonshire.co.uk/report/2020-06-30/annual-report-2019-20>.

See Appendix 1 for details of what the legislation says Healthwatch must do.

See Appendix 2 for our Strategy, Vision and Values.

Key Performance Indicators

Healthwatch Northamptonshire's performance is monitored by the commissioners of the service on a quarterly basis against Key Performance Indicators (KPIs). (Until 30 June 2021 the commissioner is Northamptonshire County Council).

Local Healthwatch statutory duties must also be considered, such as membership of the Health and Wellbeing Boards for Northamptonshire.

The Healthwatch Northamptonshire contract is monitored against six 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 fora - 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 make recommendations to Healthwatch England (and the Care Quality Commission), helping to carry out the 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 and measures to demonstrate the impact and achievements of Healthwatch Northamptonshire.



Responding to changes in Northamptonshire

Unitary councils

The eight borough and district councils in Northamptonshire and Northamptonshire County Council were replaced with two brand new unitary councils on 1 April 2021, North Northamptonshire and West Northamptonshire.

West Northamptonshire unitary council serves the areas of Daventry, Northampton and South Northants, and a North Northamptonshire unitary authority serves Wellingborough, Kettering, Corby and East Northants.

This restructure also created a Children's Services Trust that will act on behalf of the two new unitary councils to provide vital services for children and young people countywide.

Healthwatch Northamptonshire Board and Advisory Board recruitment

In response to the change of council structure, we will be refreshing our Board membership and recruiting new Board members who will represent either West or North Northants, depending on where they live. We will also be forming a new Advisory Board and looking for members with a particular interest in, and willingness to champion the voices of:

- Carers
- Mental health
- Services for children, young people and families
- Acute services
- Learning disabilities and special educational needs
- Physical disabilities and impairments
- GP services
- Black and Minority Ethnic communities
- Ambulance services, transport, and accessibility

This refresh will also include the recruitment and induction of a replacement Chair, whose role will include guiding the Healthwatch Northamptonshire Board to ensure that the public voice is heard across a wide range of services in Northamptonshire.

There will also be new Terms of Reference (ToR) for the Advisory Board and Working Groups and a more thorough induction process based on new guidance from Healthwatch England.

The purpose of the Healthwatch Northamptonshire Advisory Board is to provide guidance and oversee the operation and delivery of our work programmes. The Advisory Board will be informed by the Planning Group, health and care system partners and Healthwatch England.

The Healthwatch Northamptonshire Advisory Board and Planning Group will also use the new Decision-Making policy to help prioritise work and develop future work plans, as well as approving any other proposed projects throughout the year.

Planning Group and Working Groups

In response to the establishment of the Children's Services Trust and the development of an Integrated Care System (ICS)² for health and care across Northamptonshire, we also plan to form two new working groups, in addition to our Planning Group, to help keep abreast of developments. From July 2021, the Healthwatch Northamptonshire Board will be supported by an Advisory Board, Planning Group, Children's Services Working Group and Adult Services Working Group, supported by task and finish groups for specific work and projects. Volunteers

² www.northamptonshirehcp.co.uk/ics-announcement



and other members of the public may attend any working group they are interested or have expertise in.

Alongside this we will be developing a Quality Assurance Framework (Appendix 3) and decision-making policy to support the work of our staff and volunteers as they to continue to deliver a quality, value for money service.

See Appendix 4 for information about the current priorities for Northamptonshire's Integrated Care System.

Annual Work Plan 2021-2022

The rationale for including topics in our work plan includes:

- Subjects where Healthwatch Northamptonshire has received a significant amount of feedback from service users which suggests there is a gap in or inequality of service provision.
- Health and social care priorities that have been identified in commissioning intentions from the Northamptonshire Clinical Commissioning Group (CCG), local authorities and others.
- Priority areas that align with the work streams of the Northamptonshire Health and Care Partnership (Appendix 4), local hospital trusts, the Health and Wellbeing Boards, Public Health Northamptonshire and others.
- Areas of concern raised by Healthwatch England, the Care Quality Commission (CQC) or NHS England,

In early 2021 the Planning Group members identified several potential areas for ongoing and future work.

Our ongoing work and projects include:

- Children and young people - Young Healthwatch.
- Demonstrating impact.
- Engagement with partners regarding the establishment of the two 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 5 and delivering the statutory Healthwatch requirements, such as signposting.



2021/22 priorities

After a priority setting exercise with the Healthwatch Northamptonshire Board and Planning Group volunteers, three clear priority work areas for 2021/21 emerged.

These are:

1. The impact of COVID-19 on people and the resumption of services.
2. Access to quality mental health services for adults, children and young people.
3. The development of integrated care, including social prescribing, primary care networks and iCAN³.

Followed by (in no priority order):

4. Accessibility of health services and mitigation of health inequalities.
5. Patient experience of and access to GPs, including increased engagement with GP Patient Participation Groups monitoring of potential digital exclusion.
6. Improving engagement with Black, Asian and Minority Ethnic communities and people with protected characteristics.

Other themes to keep a watching brief:

7. Issues faced by informal Carers, particularly while access to services is reduced.
8. Access to NHS dentistry.
9. The protection of care homes residents and staff from COVID-19 and the availability of PPE (Personal Protective Equipment).

Internal activities:

1. Recruit and induct a new Healthwatch Northamptonshire Chair.
2. Recruit and induct new Advisory Board members.
3. Refresh and update volunteer training programme.
4. Refresh and update volunteer policies and handbook.
5. Develop the Quality Assurance Framework and action plan.
6. Implement the new Decision-Making policy.
7. Review of meetings attended by staff and volunteers (Appendix 5).

Further operational project plans will be developed to deliver the work on these priorities throughout 2021/22.

This plan will be reviewed on an ongoing basis by the HWN Planning Group.

See Appendix 5 for a detailed list of all work and meetings.

³ See Appendix 4



Appendix 1: What does the legislation say about Healthwatch?

The Local Government and Public Involvement in Health Act 2007, which was amended by the Health and Social Care Act 2012, outlines the main legal requirements of Healthwatch. This is underpinned by many other regulations which give more detail about how activities should be undertaken.

The law refers to the roles of:

- Local authorities - who are required to make provision for Healthwatch.
- Providers of Healthwatch services (referred to as Healthwatch).
- Healthwatch England - whose main role is to provide advice and support to every Healthwatch.

Legislative frameworks are often complex. It is important to consider what legislation states about Healthwatch, local authorities and Healthwatch England. It says:

- What they must do (duties).
- What they may do (powers).
- What is prohibited.

Local authorities must make provision for the following statutory activities:

- Promoting and supporting the involvement of local people in the commissioning, the provision and scrutiny of local care services.
- 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.
- Obtaining the views of local people regarding their need for, and experiences of, local care services and importantly to make these views known to those responsible for commissioning, providing, managing or scrutinising local care services and to Healthwatch England.
- 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.
- Providing advice and information about access to local care services so choices can be made about local care services.
- 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.
- Making recommendations to Healthwatch England to advise the Care Quality Commission (CQC) 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 issues.
- Providing Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.

A guide to running Healthwatch, <https://network.healthwatch.co.uk/guidance/2020-02-12/guide-to-running-healthwatch>



Appendix 2: 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 that 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 well being
4. To work in co-production 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/advice-and-information/2020-05-18/our-vision-values-and-strategy



Appendix 3: Quality Assurance Framework

The Healthwatch England Quality Assurance Framework⁴ aims to provide a shared understanding of the key ingredients for running an effective Healthwatch.

It will help us to:

- Understand where our work is currently effective and where we can make improvements.
- Inform local authorities on how to commission and monitor an effective Healthwatch.
- Enable Healthwatch England to identify where further help is needed by individual Healthwatch and how we can improve the support and training we provide.

The Quality Assurance Framework is made up of six domains. Each domain is accompanied by a series of questions and prompts that will enable us to understand and evidence our effectiveness.

The six domains are:

1. **Leadership and Decision Making:** This looks at the importance of having clear goals and a rationale for the work prioritised. It also looks at the strength of leadership and governance, both of which are key to successfully navigating a complex environment whilst maintaining independence and accountability.
2. **People:** This recognises the importance of staff and volunteers. It can help understand whether the board, staff and volunteers have the right knowledge, skills and support to deliver an effective, consistent service.
3. **Sustainability and Resilience:** This focuses on a business model that enables planning and operating effectively, as well as adapting to the changing needs of communities.
4. **Collaboration:** This recognises the value of working in partnership, and of learning from other Healthwatch.
5. **Engagement, Involvement and Reach:** This focuses on main statutory activities. It looks at how to reach out to all sections of the community, gather people's views, provide advice and information, and involve people in the work.
6. **Influence and Impact:** This focuses on purpose by looking at the difference made by ensuring those in charge of health and care services hear and act on people's views.

Using the Quality Assurance Framework

Healthwatch Northamptonshire has signed up to use the Quality Assurance Framework with the support of Healthwatch England. Healthwatch Northamptonshire volunteers are currently working with staff to complete the framework by July 2021 to then be able to develop an action plan to address any areas of weakness.

⁴ <https://network.healthwatch.co.uk/guidance/2019-10-15/quality-framework>



Appendix 4: Current priorities of the Integrated Care System - Northamptonshire Health and Care Partnership

The four priority programmes for Northamptonshire Health and Care Partnership (NHCP)⁵ (the Integrated Care System for Northamptonshire) are outlined below, in their words.

Introduction

By outlining these four priorities, this does not mean there aren't other areas in which we are working together differently. We are very proud of the hard work of many of our colleagues who are truly transforming care in Northamptonshire, and they will continue to plan and deliver local improvements in our other areas of focus. However, as a Partnership we must be realistic in our daily focus and how we jointly spend our time.

All of the Partnership organisations in Northamptonshire will continue to strive to provide the best possible health and social care for our community across all of our services. Sometimes this will be provided by our organisations individually and sometimes this will be through collaborative projects. As a Partnership, we must focus on our priority programmes - 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.

iCAN (Integrated Care Across Northamptonshire)

Integrated Care Across Northamptonshire (iCAN) is a major new programme of transformation work driven by Northamptonshire Health and Care Partnership.

Its purpose is to deliver a refreshed focus and way to improve the quality of care and achieve the best possible health and wellbeing outcomes for older people across our county, supporting them to maintain their independence and resilience for as long as possible.

In line with NHCP's vision for a positive lifetime of health, wellbeing and care in our community, the three core aims of the iCAN programme are to:

1. Ensuring we choose well: no one is in hospital without a need to be there.
2. Ensuring people can stay well.
3. Ensuring people can live well: by staying at home if that is right for them.

From our previous positive experiences of partnership working through NHCP, we know that it will only be possible to achieve these core aims and successfully deliver the iCAN programme by working closely together as a health and care system.

Why is the iCAN programme needed?

With a growing and ageing population and more people living with increasingly complex long-term health conditions, Northamptonshire's health and social care system faces several key challenges today and in the near future.

⁵ <https://northamptonshirehcp.co.uk/our-work/our-priorities/>



We know that the majority of our patients want to be at home, not in hospital, and we know that we can improve the long-term health and wellbeing outcomes that we are supporting people to achieve. We also know that if we carry on working in exactly the same way as we do currently, within four years we will no longer be able to properly support the health and care needs of our county’s older residents.

The COVID-19 pandemic has showed us that when we really need to work together to change things quickly, we can do this by working together across organisational boundaries. So now is the time to act - and do the right thing to achieve better health, care and wellbeing for the people of Northamptonshire.

Supporting mental health in Northamptonshire

Over the course of their lifetime, one in four people will experience mental ill health - that’s more than 185,500 people in Northamptonshire alone.

It’s currently too early to know the full mental health impact of the COVID-19 pandemic but it is undoubtably affecting people and services, meaning this number is certainly expected to increase.

What we do know about mental health is:

- Good mental health improves people’s lives, increases their life chances and impacts positively on families and communities.
- Mental health does not only impact on the individual - but also those around them.
- Prevention of, and recovery from, mental ill health relies on people having hope, control and opportunity in their lives.

In Northamptonshire...



Northamptonshire Healthcare NHS Foundation Trust (NHFT) is our NHS mental health care provider. The trust works closely with service users and carers, mental health care providers and practitioners in the voluntary and community sectors, as well as with other providers of secure and community mental health care in the county and the region.



Children and Young People

Improving health and wellbeing outcomes for the children and young people of Northamptonshire is a priority for NHCP.

The first Children and Young People Transformation Board meeting took place in early March, which built upon the success of the system's summit on 3 November 2020. The meeting attendees unanimously agreed to drive forward the commitments that were achieved at the summit. The summit highlighted how it is essential to put the voice of the children and young people from within our county at the heart and centre of everything we do.

It is imperative that our children and young people hold us to account. A key area of focus for the board is to deliver effective co-production with children and young people to ensure services are reviewed, developed and introduced that make a difference to their health and wellbeing.

Our next steps include the emergence of an outcomes framework that will hold all NHCP partners to account for their contributions to services as we embark upon what will be an ambitious and sustainable programme.

As NHCP's work to develop as an Integrated Care System (ICS) progresses at pace, the focus on improving the care of our children and young people remains one of our four top priorities for the Northamptonshire population.

Elective Care

Faster diagnosis and quicker access to the right treatment are at the heart of a new-look service being developed for people in Northamptonshire.

This increase in demand of patients requiring elective care puts pressure on local services and makes it more difficult to meet waiting time standards - but thanks to advances in technology and modern treatment methods it's now possible to give more people the care they need without the requirement for surgery, or an overnight hospital stay.

Not only does this mean shorter waiting times, faster treatment, and fewer trips to hospital for the patient, resulting in less stress and more convenient care, but it also helps to reduce pressure on wider health and care services by managing demand more effectively.



Appendix 5: Work plan timescales and priority leads

This table summarises all work plan activities, including routine and project work, and forecast timing for 2021/2022. It is reviewed on an ongoing basis.

In the event that new or unanticipated work arises during the year, which is determined to be a higher priority (following use of the decision-making policy) and/or the scope or time/resource requirement of any current project extends, Healthwatch Northamptonshire and Connected Together (the contract holder) reserve the right to revise the agreed 2021/22 work plan and deliverables as appropriate through discussion with the commissioner.

Routine activities

Work area/theme	Notes	Timescales	Who responsible	Update
Horizon scanning and mapping with Providers/Commissioners	Meetings with CEOs/Chairs/directors	Ongoing	Chair/CEO	Ongoing. Meetings listed in CEO and Chair updates to the quarterly HWN Board meetings.
HWN Board meetings	Strategic direction	Ongoing	Chair	Quarterly. Ongoing
HWN Board development	Strategic direction; cross community representation and membership	Ongoing	Chair	Ongoing
HWN Annual meeting	Q2-Date to be confirmed once contract status is known	Ongoing	Chair/CEO	
Planning Group	Operational direction	Ongoing	HWN manager	Bi-monthly Ongoing
Task and Finish Groups	Ad hoc and project based	Ad hoc	HWO/HWN Manager	
Consultations	HWN Board to determine and review on a quarterly basis to be responsive to changing demands.	Ongoing	HWN Manager/All	Ongoing
Marketing strategy/PR/Comms		Ongoing	CEO/Research and Communications Manager	To be developed
Website/newsletter/social media	Monthly newsletter, regular social media postings on Facebook and Twitter, HWN website to be reviewed and updated	Ongoing	CEO/Research and Communications Manager and Communications Assistant	Ongoing



Work area/theme	Notes	Timescales	Who responsible	Update
Engagement events	HWN Board to determine key high-profile events countywide and review priorities and resources available. Bookings of events are ongoing and subject to providers releasing dates of events.	Ongoing	HWN Manager/ HWOs/All	Ongoing
Signposting and outreach	Web and telephone service	Ongoing	HWN Manager/ HWOs	Ongoing
Engagement with seldom heard groups	We work or have links with the following groups for example: <ul style="list-style-type: none"> Support Northamptonshire NHFT Moving Ahead project/Community Engagement Project (BAME) Autism East Midlands (CYP) Young Carers (CYP) Carers' Voice (Carers) Deafconnect (Hearing impaired CYP and adults) Northants Parent Forum Group (SEND) Northamptonshire Youth Offending Team (CYP) 	Ongoing	HWN Manager/ HWOs	Ongoing
Patient Engagement Groups/Meetings	<ul style="list-style-type: none"> 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. Information sharing meetings with CQC/NCC/CCGs re residential and domiciliary care providers. 	Ongoing Usually bi-monthly	HWN Manager/ Research and Communications Manager/HWOs/ Volunteers	Ongoing
Intelligence reporting to HWE and CQC	As per agreed research area and report production see Projects section below	Ongoing	HWN Manager/ Research and Communications Manager	Ongoing
Quality Account responses	NHFT/NGH/KGH/SAH/EMAS	Late April/May	Research and Communications Manager/Volunteers	Annual
Volunteer strategy	Support current cohort of volunteers and maintain current level of capacity	Ongoing	HWN Manager/HWO	Ongoing
Volunteer training	Maintain regular programme of training to ensure maintenance of capacity	Ongoing	HWN Manager/HWO	Ongoing



Work area/theme	Notes	Timescales	Who responsible	Update
Volunteer recruitment	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).	Ongoing	HWN Manager/HWO	Ongoing
Young Healthwatch (YHW)	YHW work plan for 2021/22 includes: <ul style="list-style-type: none"> Young carers' emotional wellbeing Takeover Day 		YHW Lead/ Supported by all	Ongoing
STP/NHCP	Involvement in workstreams. Previously involved in: <ul style="list-style-type: none"> Primary, Community and Social Care Workstream Collaborative Stakeholder Forum CYP Workstream Urgent Care Digital Framework Cancer 	As required	HWN Manager/ HWO/Volunteers	Replaced by four new NHCP priorities
Annual report		Complete by 30 June 2021	Chair/CEO/All staff	Annual

Project work

Work area/theme	Notes	Timescales	Who responsible	Update
Priority 1	The impact of COVID-19 on people and the resumption of services	Q1/Q2	All	Timescales may change or overlap
Priority 2	Access to quality mental health services for adults, children and young people.	Q2/Q3	HWN Manager/ HWO/Volunteers	Timescales may change or overlap
Priority 3	The development of integrated care, including social prescribing, primary care networks and iCAN.	Q3/Q4	HWN Manager/ HWO/Volunteers	Timescales may change or overlap
Enter and View	KGH 15 steps audits to continue (Sheila White/Wendy Patel/other volunteers)	2021/2022	HWN Manager/ HWO/Volunteers	Possibility of virtual visits or in person depending on COVID-19
Demonstrating impact	Led by Jo and Katie	2021/2022	CEO/HWN Manager/ HWOs	Also part of QAF



Potential priority 4	Accessibility of health services and mitigation of health inequalities. Project to be scoped after completion of priority work 1.			Subject/work may be integrated into priority work
Potential priority 5	Patient experience of and access to GPs, including increased engagement with GP Patient Participation Groups monitoring of potential digital exclusion. Project to be scoped after completion of priority work 2.			
Potential priority 6	Improving engagement with Black, Asian and Minority Ethnic communities and people with protected characteristics. Project to be scoped after completion of priority work 3.			Subject/work may be integrated into priority work

Meeting attendance

Work area/theme	Notes	Timescales	Who responsible	Update
High level county-wide meetings	<p>Essential:</p> <ul style="list-style-type: none"> Northamptonshire Safeguarding Adults Board (Vice Chair) Northamptonshire Safeguarding Children Board Serious Case Reviews (Vikki Lynes) NHS England Local Leadership Group (Chair) Northamptonshire Health and Wellbeing Board (Chair) Health and Wellbeing Development Sessions (Chair) Healthwatch East Midlands Regional Network Meeting (Chair and CEO) Locally Commissioned Services and Any Qualified Provider Review Meetings (CEO) NHCP Collaborative Stakeholder Forum (CEO) Northamptonshire CCG Governing Body (Chair) NCC Overview Scrutiny Committee (CEO) Primary Care Commissioning Groups (CEO) <p>Others (resources and capacity allowing):</p> <ul style="list-style-type: none"> Armed Forces Covenant County Meetings (Esther Stimpson) 	Ongoing	Chair/CEO/HWN Manager, delegating to volunteers/staff as required	To be reviewed



	<ul style="list-style-type: none"> • East Northants Health and Wellbeing Forum (Simon Barter) • East Northants Locality Patient Engagement Group (Sheila White) • Falls Prevention Implementation Group (Chris Drage) • IASS (Information, Advice and Support Service) (Esther Stimpson) • Kettering General Hospital (KGH) Patient Experience Steering Group (Sheila White/Wendy Patel/Esther Stimpson/Jo Spenceley) • KGH Oversight/Quality Monitoring meetings (Chair) • Local A&E Delivery Board (Chair) • Local Dental Network Steering Group (Jo Spenceley/Chris Drage) • Local Maternity System Delivery Board (Esther Stimpson) • Maternity Voice Partnership (Esther Stimpson) • Northamptonshire Healthcare NHS Foundation Trust (NHFT) Complaints Review Committee (Vikki Lynes) • NHFT Serious Incidents Review Committee (Sheila White/Wendy Patel) • NHS Corby CCG and NHS Nene CCG Patient and Public Participation Committees in Common (CEO) • Northamptonshire Diabetes Network (Roger Knight) • KGH Board (Susan Hills) • NCC/CCG/CQC Care homes/Home care information sharing meetings (Jo Spenceley) • NGH Board (David Tredrea) • NGH Patient and Carer Experience and Engagement Group (Jo Spenceley) • NHFT Moving Ahead Steering Group/Community Engagement Group (Jo Spenceley/Katie Bayliss) • NHFT Patient Engagement Steering Group (Jo Spenceley) 			
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	<ul style="list-style-type: none"> • East Midlands Ambulance Service (EMAS) (Dora Shergold) • Primary, Community and Social Care Workstream Delivery Board (Susan Hills) • Regional Quality Surveillance Group (CEO/ Jo Spenceley) • South Northants Health and Wellbeing Forum (Simon Barter) • Suicide Prevention Partnership (John Rawlings) • St. Andrews Quality Assurance Board/Risk Review-CAMHS/St. Andrews Partnership (Katie Bayliss) • Kettering Health and Wellbeing Forum (Roger Knight) • NHFT Last Years of Life Board (Roger Knight) • Northampton Health and Wellbeing Forum (Simon Barter) • Urgent and Emergency Care Transformation Programme Board (David Tredrea) • Wellingborough Health and Wellbeing Forum (Susan Hills) • Wellingborough Health Engagement Group (Susan Hills) <p>A full list of meetings attended is updated as and when required and can be obtained from the HWN office.</p>			
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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
First for Community Engagement

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





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