

# 2023-2024 Workplan

Healthwatch Luton Workplan – Public Workplan

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## STATUTORY REQUIREMENTS of a LOCAL HEALTHWATCH

1. To obtain the views of Luton residents on health and care service, to help shape the delivery and improve the quality of designing and commissioning services
2. To make recommendations to service providers and commissioners in developing, designing, shaping and improving the quality of service delivery
3. To support the involvement of Luton residents in the designing and commissioning of local services
4. Provide information and advice to inform Luton residents on choices available to them
5. To escalate findings to local commissioners, providers and nationally to Healthwatch England along with recommendations for service change.

## Introduction

### Strategy for 2022–2025 – Healthwatch Luton Strategic Aims

#### 1. Access and Accessibility

- Healthwatch Luton confirmed in 2022 their strategic aim would be to influence and support the improvement in access, focusing on primary, secondary and social care access to services. We would also ensure that services provide accessible information available to all.

#### 2. Person Centric Approach to health and care

- To support the journey of the person whilst experiencing care, and assist with the integration of health and social care in all the work we do; ensuring providers and commissioners seek the holistic approach to service delivery

#### 3. Awareness of local services for residents

- To increase public awareness of services in Luton, to understand the choices available to them and know where to seek information and advice; as well as sharing ongoing communications for all health and care provision in Luton

#### 4. Value of Voice

- To ensure we gather and use resident views in all our undertakings, to help shape service delivery both locally and regionally. To use patient and public stories to influence quality of service; using people's feedback to highlight both positive and negative experiences of services

## Devising Priorities

### How to Healthwatch Luton decide where to focus their resources each year?

Data Insights	Areas of focus
From past year insights from local residents	We gather up to 1000 feedbacks per year and engage with over 30,000 Luton residents. We use a informatic system to provide thematic overviews of Luton needs based on all the individual case studies, surveys and feedbacks we receive. These provide some of our resource focus priorities.
National Input	National bodies outline their policy and campaigns which effect national regional and local health and care, and we link in and analyse priorities which may affect local residents. (NHSE CQC HWE)
Regional Input	Regional commissioning of health and care are managed by the BLMK ICS – and we analyse and review their priorities alongside Luton resident views to see how these can help shape and support health and social care for residents. We also review other HW stakeholders  (ICB / ICS – And East of England – HWE)
Local Input	We also review the local health and care platforms and commissioners and meetings, where local health and care programmes are shaped – and we analyse how we can work in partnership with local providers and commissioners to shape services  (Luton Place, HWB , Scrutiny)
Stakeholder Survey	Healthwatch Luton run their own stakeholder survey each year to ensure people can feed into our workplans ongoing throughout the year
Larger Themes -Issue Trends	We analyse all of the data insights and streams above; and alongside the larger more prominent themes in our feedback – assign relative resource on our future priorities
Current Luton Resident Views	Using past experience from local residents devises the next year's resources – but current and new issues are paramount to shaping our work. We review the feedback weekly – and also have flexibility in our workplan to respond to both current and highlighted issues to support local residents rapidly and in a timely fashion

## Priorities for 2023-2024

No.	Priorities for 2023	Outcome relevant to strategic Aim	Timeline
1	Signposting Information and Advice	1, 2, 3, 4	Ongoing all year New Signposting officer
2	LGBT + Value of Voice Project	4 – increasing this from Denny Engagement 1,2,3 – ongoing during project	April 2023 – Ongoing all year – Project Progress
3	Adult Social Care – Care Homes Enter and View	4, 2 – and Quality of service provision	Sept-Dec (Q3)
4	Listening Events and Information Events	3, 4 – and Gathering Feedback	All year Rebranding Listening Events in April 2023
5	Parental Mental Health	1,2,3,4 – Development on HWE Maternal MH campaign	April – Dec – As part of Preconception and MVP work; Development of HWE work – Focus on Luton across Priorities
6	ICB Programmes: 1. Preconception 2. Asthma	1,2,3,4 Supporting the ICB system on engagement and communications with residents	April – March – All year programme
7	Health Inequalities Programmes: - ICB HI - Luton HI - Asthma Programme - Preconception programme	1,2,3,4	All year To gather views and support work on reducing HI

	<ul style="list-style-type: none"> <li>- LGBT Programme</li> <li>- Denny Review</li> <li>- Marmot Town</li> <li>- Cancer Outcomes</li> <li>- Access to Primary Care</li> </ul>		
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### Backlog Priorities:

No.	Back Log Priority from 2022	Ongoing Support Provision
1	Primary Care Access	Luton resident views ongoing; Review in 2024 with THIS Institute
2	Denny Engagement ICB	Ongoing LGBT Support Stage 3
3	MH patient feedback	Representing at Boards; RAR review
4	Young People Views	Progress Uni of Beds partnership Support further YP groups and work on MH;

### Measuring Impact

No.	Priorities for 2023	Impact and Outcome
1	Signposting Information and Advice	<ul style="list-style-type: none"> <li>• Increase in positive outcomes of signposting</li> <li>• Information provisions updated and provided local service</li> <li>• Advice measurement on successful review programme</li> <li>• No Targets on Numbers of Signposting; but outcome and review improvements</li> <li>• Set review process with Board Director</li> </ul>

		<ul style="list-style-type: none"> <li>• Achieve 90% positive outcome from information advice and signposting service (currently at 89% with intermittent review process)</li> <li>• Recording of sentiment change in signposting statistics across HW feedback</li> </ul>
2	LGBT + Value of Voice Project	<ul style="list-style-type: none"> <li>• Create project plan in partnership with willing collaborators for HWL to focus on 3 aims</li> <li>• Set Aims in partnership and review with ICS system aims; including Denny Steering Group</li> <li>• Support Stage 3 of Denny Engagement</li> <li>• Hold 1 or 2 Face to Face events with partners/collaborators</li> <li>• Partners do session on AGM / 10 year anniversary to share information and advice to public</li> <li>• Support training potential for ICB from partners for local understanding of health and care needs</li> </ul>
3	Adult Social Care – Care Homes Enter and View	<ul style="list-style-type: none"> <li>• Run series of 11 Enter and Views chosen by LBC to Report and make recommendations</li> <li>• Integrate recommendations with ASC PAMS Quality Assessments</li> <li>• Review recommendations in March 2024</li> </ul>
4	Listening Events and Information Events	<ul style="list-style-type: none"> <li>• Review Listening Event programme and re-shape (wording) for 2023</li> <li>• Run at least x 4 Listening Events in 2023 for gathering views on topics; topics set by public / vols</li> <li>• Information events run x 4 alongside Listening Events (Have your Say events) – and develop in partnership with partner organisations</li> <li>• Report on findings of Listening Events for information for ICS and Local Place systems</li> </ul>

5	Parental Mental Health	<ul style="list-style-type: none"> <li>• Develop a new MH Campaign for Parents off the HWE Maternity MH Campaign and survey</li> <li>• Develop survey with ICS Support (Preconception) and MVP (Local Hospital Maternity department) – and public</li> <li>• Run Survey from May – October</li> <li>• Report findings and recommendations</li> <li>• Review and request Collaborators to support ongoing Parental MH for ICS</li> </ul>
6	ICB Programmes 1, preconception 2, Asthma	<ul style="list-style-type: none"> <li>• Supporting Local engagement with Tommy's and Diabetes UK on Preconception support for residents on planning pregnancies</li> <li>• Supporting local engagement on asthma and behaviour changes in supporting residents in awareness and education on asthma support</li> <li>• Measuring Impact – on both programme, measures will be placed by the ICB and will be linked to ICB outputs and outcomes. HWL outputs will be measured on ensuring both Asthma and Preconception awareness has been improved (via survey baseline data insights)</li> </ul>
7	Health Inequalities Programmes	<ul style="list-style-type: none"> <li>• Measures of general inequalities with output measures in programme plans (from System) using PH profile indicators and influences from programmes</li> <li>• Attendance at relevant and appropriate Boards Workshops and Events; raising value of resident voice</li> <li>• Support in raising Value of Voice – and resident views in all Inequality programmes; reaching seldom listened too or those disproportionately affected residents</li> </ul>

# Engaging with under-represented communities in Luton

## What does seldom heard mean?

The term 'seldom heard' refers to under-represented people who use or might potentially use health or social services and who are less likely to be heard by service professionals and decision-makers.

It is the responsibility of Healthwatch to reach out to excluded people, ensuring that they have access to health and social care services and that their voices are heard.

Examples of seldom heard groups could include:

- Specific ethnic minority groups
- Carers
- Disabled people - please refer to our [guidance on engaging with people with dementia](#)
- Lesbian, Gay, Bisexual, Transgender, and Queer people
- Refugees/asylum seekers
- People who are homeless
- Younger people
- People with language barriers
- Veterans and military families
- People who live on boats
- Gypsy and Traveller communities
- Farming communities

For the purposes of Healthwatch research we should aim to engage with anyone who is under-served and be aware that these people may have particular needs when it comes to participating.

## Why is engaging with diverse groups in your community important?

Engaging with the wide range of people that make up our local communities is essential for Healthwatch to ensure health and social care services provide the right care for everyone.

Healthwatch is subject to the Public Sector Equality Duty as part of the legal requirement set out in the Equality Act (2010).<sup>1</sup> This requires public bodies to have due regard to the need to eliminate discrimination, advance equality of opportunity and foster good relations between different people when carrying out their activities. Therefore, we need to consider how best to engage with diverse communities and improve the data that we collect on equality issues.

# Linking Healthwatch Luton with Luton's 2040 Priorities

## Luton 2040 priorities



### Our Shared Vision for Luton

Priority	Outline	HW Involvement
1	Strong economy and inclusive economy	<ul style="list-style-type: none"><li>Review of inclusive economy Board at Health and Wellbeing Board</li></ul>
2	Greener Sustainable Town	<ul style="list-style-type: none"><li>Support BLMK Green Plan and support Local incentives across health and wellbeing programmes</li></ul>
3	Fair Community	<ul style="list-style-type: none"><li>Fairness Taskforce, support in community Value of Voice</li></ul>
4	Child Friendly Town	<ul style="list-style-type: none"><li>Supporting children programmes such as Asthma, LD, Autism, Neurodiversity, Obesity etc</li></ul>
5	Disadvantaged and reducing Health Inequalities	<ul style="list-style-type: none"><li>Supporting all HI in Luton and BLMK with gathering views of those most disproportionately affected</li></ul>

# Linking Healthwatch Luton with Luton Population Wellbeing Strategy

No.	Population Wellbeing Strategic Aim	Healthwatch Involvement
1	Starting Well	<ul style="list-style-type: none"> <li>• Maternal MH campaign with HWE</li> <li>• Parental MH Campaign with local MVP, and Preconception ICB team, support from MIND, Total Wellbeing etc</li> <li>• Supporting programmes around birthing, information and advice, for parents</li> <li>• Support programmes on LD and Autism and SEND agenda</li> <li>• Young People's views on health and social care -supported by 6<sup>th</sup> Form College and University of Bedfordshire partnership programmes</li> <li>• Transition feedback triangulated with provider feedback</li> <li>• Child Friendly Town information supported and publicised</li> </ul>
2	Living and Working well	<ul style="list-style-type: none"> <li>• Mental Health programmes supported and feedback gathered via both inpatient, and community MH support programmes</li> <li>• Luton Adult Safeguarding Board, training and development regarding reducing abuse, neglect and safeguarding concerns</li> <li>• Carers views – representation on Boards and workstreams, as well as feeding into Luton Carers Strategy</li> <li>• Cancer programmes</li> <li>• LGBT – work on STIs</li> <li>• </li> </ul>
3	Living Life Longer and Ageing Well	<ul style="list-style-type: none"> <li>• Falls and Frailty</li> <li>• Care Homes E&amp;V</li> </ul>

		<ul style="list-style-type: none"> <li>• Elderly – Digitally Excluded</li> <li>• Elderly – voice heard</li> <li>• LGBT Isolation views</li> <li>•</li> </ul>
4	Dying Well	<ul style="list-style-type: none"> <li>• Uni of Beds Support EOL with community Groups research</li> <li>• Keech / Marie Curies support on EOL with CCS</li> <li>• Listening and Information Events</li> </ul>

# Linking Healthwatch Luton with BLMK Priorities

SOME OF OUR SHARED PRIORITIES IN BLMK	Milton Keynes Council	Bedford Borough Council	Central Bedfordshire	Appendix A <b>Luton</b>
	Mental health	Mental health and emotional wellbeing	Mental health and wellbeing	<b>Mental health and emotional wellbeing</b>
	Healthy behaviours throughout life	Healthy behaviours throughout life	Healthy behaviours throughout life	<b>Healthy behaviours throughout life</b>
	Long term conditions prevention, detection, management	Long term conditions prevention, detection, management	Long term conditions prevention, detection, management	<b>Long term conditions prevention, detection, management</b>
	Independence and resilience for older people	Supporting older people to remain independent	Technology-enabled care to promote independence and self-management in older people	<b>Independence for older people, prevention of frailty</b>
	Social isolation	Loneliness and isolation	Social isolation	<b>Social isolation and connectedness</b>
	Homelessness	Housing and homelessness	Housing	<b>Quality affordable housing</b>
	Employment opportunities for people with autism	Health-related worklessness and workplace wellbeing	Workplace wellbeing	<b>Access to employment</b>
www.luton.gov.uk	Green spaces and public transport	Green and open spaces and active travel	Health and wellbeing is planned into new developments	<b>Active travel and the natural environment</b> <b>Luton</b>

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No.	BLMK Theme	Healthwatch Involvement
1	Mental Health	<ul style="list-style-type: none"> <li>• Luton MH Strategy</li> <li>• ELFT MH Strategy</li> <li>• BLMK MH</li> <li>• Total Wellbeing staff / and Vols</li> <li>• Listening events / Info Events</li> </ul>
	Healthy Behaviours	<ul style="list-style-type: none"> <li>• YP and Voice</li> <li>• Drugs and Alcohol support services publicity and comms</li> <li>• Walking support communications</li> <li>• Physical Activity Strategy</li> </ul>

	LTC	<ul style="list-style-type: none"> <li>• Listening Info events –</li> <li>• Programme support on Boards</li> <li>•</li> </ul>
	Elderly / Older	<ul style="list-style-type: none"> <li>• ASC Q3</li> <li>• Digital Excluded</li> </ul>
	Social Isolation	<ul style="list-style-type: none"> <li>• Sharing communications and publicity</li> </ul>
	Affordable Housing	<ul style="list-style-type: none"> <li>• Attend Boards reflective of housing and health integration</li> </ul>
	Employment	<ul style="list-style-type: none"> <li>• Supportive of Employment Programmes affecting Health and wellbeing</li> </ul>
	Active Travel and Green Plan	<ul style="list-style-type: none"> <li>• Supporting 2040 approach and ICS Green Plan</li> </ul>

## Timescales

No.	QUARTER WORK	TOPIC
1	Q1	<ul style="list-style-type: none"> <li>• Workplan Publish and Promote</li> <li>• 10 YEAR AND AGM PREP</li> <li>• LGBT Prep and Collaborate</li> <li>• Reporting from 2022</li> <li>• ICB and Place Programme Support</li> <li>• Talk to us – Listening event rebrand</li> <li>• Kings Ceremony Communications</li> <li>• Quality Framework</li> <li>• Interviewing new internal roles</li> <li>• Community events</li> </ul>

		<ul style="list-style-type: none"> <li>• Annual Report Prep</li> <li>• ICP Preconception and Asthma support</li> </ul>
2	Q2	<ul style="list-style-type: none"> <li>• 10 Year AGM – 13<sup>th</sup> July RUN</li> <li>• Community Engagement Events Summer</li> <li>• Quality Framework complete</li> <li>• Enter and View Prep for Q3</li> <li>• Annual Report PUBLISH</li> <li>• LGBT Programme Develop</li> <li>• Develop Womens Health</li> <li>• Prep up Elderly Health</li> <li>• THIS GP Access work</li> <li>• ICP Preconception and Asthma support</li> <li>• EOL work Uni of Beds</li> <li>• Development of YP Voice: OK2B</li> <li>• Chinese Community Develop</li> </ul>
3	Q3	<ul style="list-style-type: none"> <li>• THIS complete</li> <li>• Talk to Us and Information Events</li> <li>• <b>Enter and View Programme Run</b></li> <li>• Women's Health support</li> <li>• ICP Preconception and Asthma support</li> <li>• Prep end of Year reporting</li> <li>• Talk to Us and Info Reporting</li> <li>• </li> </ul>
4	Q4	<ul style="list-style-type: none"> <li>• GP Access and THIS development</li> <li>• Info and Talk to Us</li> <li>• <b>E&amp;V reporting</b></li> <li>• <b>End of Year Reporting</b></li> <li>• Stakeholder Review and Survey</li> <li>• 2024 Workplan Development</li> </ul>



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