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# 2025 Workplan

April 1<sup>st</sup> 2025 – 31<sup>st</sup> March 2026

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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 2021–2026 – Healthwatch Luton Strategic Aims

#### 1. Access and Accessibility

- Healthwatch Luton confirmed in 2021 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 the past year, insights from <b>local residents</b>	We gather up to 2458 feedback per year and engage with over 30,000 Luton residents. We use an informatic system to provide thematic overviews of Luton needs based on all the individual case studies, surveys and feedback we receive. These provide some of our resource focus priorities. We also reach out on social media, providing health and well-being information to 10900 residents of Luton.
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 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 , Health & Well-being board, Scrutiny).
Stakeholder Survey	Healthwatch Luton run their own <b>stakeholder survey</b> each year to ensure people can feed into our workplans ongoing throughout the year.
Larger Themes -Issue Trends	We analyse all 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 Luton residents past experience, HWL devises the next year's resources – current and new issues are paramount to shaping our work. We review the feedback weekly – and have flexibility in our workplan to respond to both current and highlighted issues to support residents rapidly and in a timely fashion.

## Priorities for 2025

No.	Priorities for 2025	Outcome relevant to strategic aims	Timeline
1	<p>Signposting Information and Advice</p> <p>Build relationships with communities through attending and supporting events</p> <p>To increase feedback from underrepresented groups and share information about HWL and advice about services</p>	1, 2, 3, 4	<p>Ongoing all year</p> <p>Support community events across Luton</p> <p>Social prescriber events</p> <p>Picnic in Park</p> <p>Community centres</p> <p>Family Hubs</p> <p>Men's Health Event- High Town Community Centre</p> <p>Denbeigh Health Fest</p> <p>MECCA Bingo</p> <p>Pride LGBTQIA+</p> <p>winter warm spaces</p>
2	<p>Internal</p> <ul style="list-style-type: none"> <li>- Quality Framework</li> <li>- Volunteer Recruitment</li> <li>- Board Recruitment</li> <li>- AGM / Annual Reporting</li> </ul>	3	Ongoing
3	<p><b>Mental Health- continue work from 2024 -25 on mental health services, getting feedback from community groups and ward patient meetings.</b></p> <ul style="list-style-type: none"> <li>- Community services, MIND, Caroline, Mount Batton House, CAMHS, TOKKO, LIF, Pride in Luton, Family Hub, Resolutions</li> <li>- Men's health week-mental health- June</li> <li>- Attend ELFT patient meetings on wards</li> </ul>	1, 2, 3,4	<p><b>April –June 2025</b></p> <p>Case studies/focus groups gathering information/ questionnaires</p> <p><b>Partners:</b></p> <p>Caudwell group</p> <p>Tokko</p> <p>Luton Irish Forum</p> <p>Men in Sheds</p> <p>Table tennis group</p>

	<ul style="list-style-type: none"> <li>- Work with ELFT to meet recommendations set in 2024/25 Enter and View.</li> </ul> <p>Short questionnaire at events with space for longer feedback.</p> <p>Case studies</p> <ul style="list-style-type: none"> <li>- Young people</li> <li>- LGBTQIA+</li> <li>- SMI / LC experiences</li> <li>- Maternity/ postnatal</li> <li>- Luton MH Strategy Consultation ongoing</li> </ul> <p>Marmot Town, Health Equity</p> <p>Co-production – what would make the most impact on mental health care, for these communities?</p>		<p><b>Pride in Luton</b></p> <p>ELFT</p> <p>Maternity services</p> <p>Caroline</p> <p>Mind</p> <p>Recovery College</p>
4	<p><b>Enter and view of virtual wards in Luton</b></p> <p>Questionnaire for patients and staff</p> <p>Working with service users to start up a focus group to feedback on services.</p>	1, 2, 3,4	<p><b>April –June 2025</b></p> <p><b>Cambridge Community Services</b></p>
5	<p><b>Access to Primary Care</b></p> <p>Short primary care questionnaire at events with space to give additional information</p> <p>-GP</p> <p>-Dentist- phone calls April</p> <p>Visits July PPGs PCNs</p> <p>-Pharmacy</p> <p>- 111</p>	1,2,3,4	<p><b>July–September 2025</b></p> <p>Picnic in the Park</p> <p>Luton Carnival</p> <p>Events across Luton</p> <p>Questionnaire</p> <p>Survey</p> <p><b>Partners:</b> HWBLMK</p> <p>Community Centres and community services across Luton</p> <p>Family Hubs</p> <p>Phone calls to services.</p>

			1 to 1 with service users/ professionals
6	<b>End of Life Care</b>  BLMK priority  Enter and View of settings  Patient, relative, staff questionnaires,  Focus groups	1, 2, 3,4	<b>July–September 2025</b>  <b>Bedfordshire Care Alliance</b>  <b>Hospice</b>  <b>McMillan</b>  <b>Marie Curie</b>  <b>Gypsy &amp; Traveller community</b>
7	<b>Men Health</b>  <b>Short questionnaire with space for longer feedback.</b> <ul style="list-style-type: none"> <li>- Prostate cancer</li> <li>- Mental Health</li> <li>- Suicide</li> <li>- Anorexia</li> <li>- Diabetes</li> <li>- Events and activities across Luton to get feedback on men's health,</li> <li>- <b>Access to GP</b> – access to information / advice / education</li> <li>- Focus area: most deprived wards.</li> <li>- Community event</li> </ul>	1,23,4,  Mapping information and advice for men's health and ethnic minority groups across Luton	October – December 2025  <b>Partners:</b>  Community activities  Denbeigh Health Fest  Community Group/ events  Picnic in the Park  Men in Sheds  Identify future events  Table tennis group  Hold events at Mosque, Hindu Temple, Sikh Temple, Church. Amenia Centre  Focus groups  Innovation East, Diabetes UK, CRN NIHR and ICB  Event in across Luton  Penrose Ambassadors  PRIDE  Hat Factory groups  Gypsy & Traveller community

8	<b>Health Inequalities Priorities</b>  <b>Learning disabilities</b>  <b>Deaf community</b>  <b>Visually Impaired community</b>  <b>Individual case study</b> <ul style="list-style-type: none"> <li>- Co-production – what work would make the most impact for these communities?</li> <li>- Maternity services access for minority groups</li> </ul>	1,2,3,4  <i>Priority is Deaf community and access to interpreters in primary care settings and at the hospital.</i>	Jan- March 2026  Enter and view  LD care homes, day centres, community groups, Haywards House, Mencap, EPIC, Sundon Park Baptist Church  Ongoing  Case studies
9	<b>ICB Project</b> <ol style="list-style-type: none"> <li>1. REN Champions</li> <li>2. LGBT Denny Development</li> <li>3. Engagement with community could be around end of life care?</li> </ol>	1, 2, 3,4	Continue to support REN champions with promoting diabetes research and health  Continue to work with LGBTQIA+ community to equal opportunities when accessing health and social care

### Reviewing Workplan: Non-Priority

No.	Review work 2025/6	Outcome relevant to strategic Aim	Timeline
1	Dental / Oral Health <ul style="list-style-type: none"> <li>- PH Support in Luton</li> </ul>	1,2,3, 4	Ongoing all year
2	GP Access <ul style="list-style-type: none"> <li>- Ongoing issues around accessing appointments</li> <li>- Support to ICB with BSR and POD</li> </ul>	1,2,3,4	Ongoing
3	Vaccinations <ul style="list-style-type: none"> <li>- Support ICB Programmes on Immunisations</li> </ul>	3	Ongoing



	<ul style="list-style-type: none"> <li>- Support Immunisation programme</li> <li>- Education on measles / health vaccinations through social media</li> </ul>		
4	<b>Hospital Care</b> <ul style="list-style-type: none"> <li>- Treatment and care ongoing review</li> <li>- Complaints and support during complaints</li> <li>- Discharge feedback review</li> <li>- A&amp;E and step-up step-down approach</li> <li>- Access to interpreters / BSL / translations</li> </ul>	3	Ongoing

## Measuring Impact

No.	Priorities for 2023	Impact and Outcome
1	<b>Signposting Information and Advice</b>	<ul style="list-style-type: none"> <li>• Increase in positive outcomes of signposting promoting at events</li> <li>• Information provisions updated and provided local service</li> <li>• Advice measurement on successful review programme</li> <li>• Set review process with Board Director</li> <li>• Recording of sentiment change in signposting statistics across HW feedback</li> </ul>
2	<b>Internal</b> <ul style="list-style-type: none"> <li>- Quality Framework</li> <li>- Volunteer Recruitment</li> </ul> AGM / Annual Reporting	<ul style="list-style-type: none"> <li>• Quality Framework internal review with Board – Healthwatch England review yearly. Ongoing review with Commissioners to ensure HWL provide up to date and quality service</li> <li>• Recruitment to increase from 10 Champions to 12 in 2025</li> <li>• Recruitment of a new board member</li> <li>• AGM to run community event in partnership with local community groups</li> </ul>

		<ul style="list-style-type: none"> <li>Annual Report to be published in June 2025</li> </ul>
3	<b>Mental Health</b>	<ul style="list-style-type: none"> <li>Run community programme, using questionnaire and collecting feedback from service users, relatives, staff and organisation in partnership with local services with feedback to these and other services.</li> <li>Attendance on ELFT ward patient meetings</li> <li>Work with ELFT to meet recommendation set following Enter and View during 2025.</li> <li>Recommendations to Community services / Maternity wards for improvement to Quality – link to Quality Teams.</li> <li>Representatives at meetings and panels, represent the patient voice, being involved in the influences of change to services.</li> <li>Working in partnership with services.</li> <li>RAR table introduced – monthly catch ups on improvements</li> </ul>
4	<b>Enter and view of virtual wards in Luton</b>  <b>Questionnaire for patients and staff</b>  <b>Working with service users to start up a focus group</b>	<ul style="list-style-type: none"> <li>Run Enter and View programme in partnership with Cambridge Community services.</li> <li>Patient and staff questionnaire.</li> <li>Meetings with organisations/ LBC to feedback</li> <li>HWL Introduction and support of a Patient Focus group to measure the impact of virtual wards</li> <li>Feedback to influence development of services.</li> </ul>
5	<b>Access to Primary Care</b>  <b>Short primary care questionnaire at events with space to give additional information</b>  <b>-GP</b>  <b>-Dentist- phone calls March</b>  <b>visits April</b>  <b>-Pharmacy</b>  <b>- 111</b>	<ul style="list-style-type: none"> <li>Run community programme across summer events and activities in Luton, using questionnaire and collecting feedback from service users on access to primary care services and feeding back to service providers and LBC.</li> <li>Recommendations to community services, ICB primary care leads, LBC – link to Quality Teams.</li> <li>Representatives at meetings and panels, being involved in the influences of change to services.</li> </ul>

6	<b>End of Life Care</b> <b>Enter and View of settings</b> <b>Patient, relative, staff questionnaire</b>	<ul style="list-style-type: none"> <li>• Visit to hospice – questionnaire for feedback from staff, volunteers, patients and relatives</li> <li>• Case studies</li> <li>• Questionnaire on website/ community organisations</li> </ul>
7	<b>Men's Health</b> <ol style="list-style-type: none"> <li>1. Link to Uni of Beds</li> <li>2. Mental Health</li> <li>3. Cancer</li> <li>4. <b>Access to GP</b> – access to information / advice / education</li> <li>5. Focus area: most deprived wards</li> <li>6. Focus on</li> </ol>	<ul style="list-style-type: none"> <li>• Develop HWL Plan with University of Beds Masters students to support mental health projects</li> <li>• Link to MIND, services for men, community groups</li> <li>• Link to cancer LBC connectors</li> <li>• Survey across services, information available for men in relation to health, screening for men, feedback from ethnic minority groups and impact on health/ life expectancy.</li> <li>• Find targeted community groups to feedback on men's health</li> <li>• Ethnic minority groups, LGBTQIA+, Young people mental health, cancer, diabetes, anorexia</li> <li>• Recommendations to Primary care for Access for Men's health</li> <li>• Link to Menopause UK and checklist – Pilot with PCN / Surgery to trial supporting women more</li> </ul> <p>Men's health questionnaires at events during summer</p>
8	<b>Health Inequalities Priorities</b> <b>Learning disabilities</b> <b>Deaf community</b> <b>Visually Impaired community</b> <b>Individual case study</b>	Enter and View– <ul style="list-style-type: none"> <li>• Run Inpatient Enter and View programme in partnership organisations offering services to individuals with learning difficulties / Service Users</li> <li>• Meetings with organisations/ feedback to LBC</li> <li>• Recommendations to organisations for improvement to Quality – link to Quality Teams. Link to Luton Council.</li> <li>• Feed recommendations in – Service user involvement.</li> <li>• RAR table reintroduced – monthly catch ups on improvements</li> <li>• Measures of general inequalities with output measures in programme plans (from System) using PH profile indicators and influences from</li> </ul>

		<p>programmes. Attendance at relevant and appropriate Boards Workshops and Events; raising value of resident voice</p> <ul style="list-style-type: none"> <li>• Support in raising Value of Voice –and resident views in all Inequality programmes; reaching out to communities in Luton.</li> </ul>
9	<p><b>ICB Projects</b></p> <p>REN Champions</p> <p>LGBT Denny Development</p> <p>End of Life work</p>	<ul style="list-style-type: none"> <li>• ICB and HW meet monthly to review Funded projects; most projects are outlined with project leads within ICB</li> <li>• HW to report on all findings with projects and ICB</li> <li>• Ren Champions – to continue to work with REN champions to promote Diabetes research and living healthy with Diabetes, reaching out to ethnic minority groups.</li> <li>• Currently working with REN champions identifying opportunities within HWL and organising small events around diabetes with each champion. Diabetes.</li> <li>• Continue working with Penrose and Pride in Luton, meeting with groups at; Hat factory, LGBTQIA+ and Trans support group, TOKKO, Caudwell group and Luton Irish Forum to meet the health needs of this community</li> <li>• New project- looking at end of life care</li> <li>• Build relationships with organisations providing end of life care</li> <li>•</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:

Luton will be a healthy, fair and sustainable town, where everyone can thrive and no-one has to live in poverty.

#### Our Strategic Priorities 2020 - 2025

Securing a strong economic recovery from COVID-19, which protects jobs, incomes and businesses and enables us to build a more inclusive economy.



Protecting the most disadvantaged in our town by prioritising services and interventions that focus on prevention, alleviate the impact of poverty and reduce health inequalities.



Making Luton a child-friendly town, where our children and young people grow up feeling happy, healthy and secure, with a voice that matters and the opportunities they need to thrive.



Becoming a greener and more sustainable town, to meet our long-term ambition to be carbon neutral and climate resilient by 2040.



A strong and empowered community supporting fairness, equality and local pride and speaking with a powerful voice.



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



## Linking Healthwatch Luton with BLMK Priorities

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>
	LBC	<ul style="list-style-type: none"> <li>• Listening Info events –</li> <li>• Talk, Listen, Change</li> <li>• Programme support on Boards</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>

**SOME OF OUR SHARED PRIORITIES IN BLMK**

Mental health	Mental health and emotional wellbeing	Mental health and wellbeing	Mental health and emotional wellbeing
Healthy behaviours throughout life	Healthy behaviours throughout life	Healthy behaviours throughout life	Healthy behaviours throughout life
Long term conditions prevention, detection, management	Long term conditions prevention, detection, management	Long term conditions prevention, detection, management	Long term conditions prevention, detection, management
Independence and resilience for older people	Supporting older people to remain independent	Technology-enabled care to promote independence and self-management in older people	Independence for older people, prevention of frailty
Social isolation	Loneliness and isolation	Social isolation	Social isolation and connectedness
Homelessness	Housing and homelessness	Housing	Quality affordable housing
Employment opportunities for people with autism	Health-related worklessness and workplace wellbeing	Workplace wellbeing	Access to employment
Green spaces and public transport <a href="http://www.luton.gov.uk">www.luton.gov.uk</a>	Green and open spaces and active travel	Health and wellbeing is planned into new developments	Active travel and the natural environment <b>Luton</b>



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