



Healthwatch Milton Keynes

Business Plan 2019-20
Summary

Message from our Chief Executive



Maxine Taffetani - Chief Executive Officer

Last year, Healthwatch Milton Keynes launched a three-year strategy for 2018-21, refreshing our mission, values and vision for the future.

Alongside the 2018-21 strategy, we produced a 3-year business plan. This set out our key aims and activities and a path towards achieving our strategic objectives, whilst remaining broad enough to support our recently independent organisation through a period of growth and development.

With a fully established and expanded staff team, we have now produced our year two Business Plan for 2019-20 which has a more outcome-focused approach than was possible previously. This means our work, more than ever, will be driven by impact.

Our work remains aligned with the aims set out in the 3-year Business Plan, but our refreshed year two plan takes account of new developments, including our management of Milton Keynes Council's Social Care Partnership Boards, the release of NHS England's long-term plan and the increase in our activities in response to the pace of integrated health and social care in Milton Keynes.

Our mission is to be an independent organisation, providing an effective local voice for people in Milton Keynes, influencing and shaping Health and Social Care services to meet their needs.

The year two Business Plan sets out our 8 business priorities for 2019-20, and describes what success will look like for each of them, in relation to the 6 objectives within our strategy. It also sets out key operational activities and performance measures for the organisation over the year.

This is a short summary of our year two Business Plan, designed to introduce its main features to our members, to the public and to our professional stakeholders.

Our Strategic objectives

Engage

To give all people in Milton Keynes the opportunity to engage on matters relating to their health and social care needs and experiences



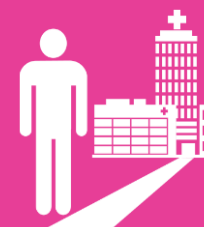
Empower

To bring patients and providers together, empowering the community to evaluate and shape health and social care services



Influence

To use local people's experience and insight of health and care services to influence the way they are designed and delivered, now and in the future



Inform

To be the organisation of choice for information that advises commissioners and providers to understand what local people need from health and care services



Develop

Through good governance, develop a workforce and volunteer team with a shared set of values, that provides a strong, independent and influential voice for the people of Milton Keynes



Grow

To increase our capacity to provide a high quality, sustainable and responsive service to the people of Milton Keynes



Projects



Our progress

Last year we set up projects themed around engaging with under-represented groups, social care, mental health, primary care and integrated health and social care.

We delivered 9 projects (excluding our Enter and View activity), which involved talking to and gathering experiences from the public, patients, service users and carers.

We are confident that awareness of Healthwatch Milton Keynes in the adult population is growing at pace and more people are proactively contacting us to share their experiences.

What we want to do better

We want to ensure that we can meet demand, in response to increases in the community's voice.

We want to address the fact that young people remain under-represented in our membership and in the feedback we gather from our activities.

The year ahead

We have committed to a single core project, which will focus on young people's health and care experiences and needs.

The remainder of our projects will be planned in response to the issues raised with us by people contacting us, the issues we hear at Social Care Partnership Boards we run and developments within integrated health and social care.

One of our key outcomes for this area will be have built strong and sustainable relationships with our young citizens and their professional stakeholders.

Enter and View



Our progress

Our Enter and View volunteer team have undertaken a programme of 16 visits to Care Homes and we have followed up on Enter and View visits to the GP services we visited last year. We also undertook a responsive unannounced visit to a GP setting, and at the request of local health providers visited the Windsor Intermediate Care Unit and Urgent Treatment Centre.

What we want to do better

We must act to sustain the Enter and View programme without compromising the delivery of our statutory functions or limiting our capacity to respond to issues raised with us by service users, patients and the public.

We want to work with health and care system leaders to embed Enter and View findings and recommendations into their service design, delivery and monitoring processes, enabling them to keep patients and service users at the centre.

The year ahead

We have invested funds in a dedicated Enter and View Programme Coordinator. This will enable us to maintain the pace of demand for visits and undertake robust follow-up activities, monitoring compliance against patient/service user recommendations.

We have agreed a rolling programme of Social Care Enter and View activity with Milton Keynes Council and believe that a continued focus on visiting healthcare settings is essential to improving patient access and quality of care locally.

One of our key outcomes for this area will be demonstrable change to services, based on our recommendations which we communicate to our members and the public.

NHS Long Term Plan



Our progress

Now that NHS England's Long Term Plan has been published, Bedford, Luton and Milton Keynes Integrated Care System (BLMK ICS) has been asked to develop local plans to put the long term plan into action. The ICS is expected to involve staff, patients, the public and other stakeholders and provide opportunities for them to help determine what the plan means in our area, and how services need to change and improve in the short and medium term.

Healthwatch Milton Keynes is working with the ICS and other Healthwatch in our area to listen to public, patient and service user views about what these plans should include, with a specific focus on Cancer and Mental Health services.

What we want to do better

We want to ensure that citizens are more aware of how ICS developments affect them and give them a voice in those developments.

We want to improve the link between the public and BLMK ICS through ongoing collaborative activities which introduces the community's voice to high-level system redesign.

The year ahead

Healthwatch Milton Keynes has a continuing role in scrutinising the level of public involvement as BLMK ICS develops and transforms health and care services across BLMK as a whole area, and within Milton Keynes particularly. One of our key outcomes will be to ensure that people in Milton Keynes can see their views reflected in these plans.

Partnership Boards



Our progress

In order to support Milton Keynes Council in promoting the independence of the Mental Health, Dementia, Older Persons and Carers Partnership Boards, Healthwatch Milton Keynes has provided the management and administration of these Boards since October 2018. All Terms of Reference, including membership for the Boards have been reviewed and we have brought together the Chairs of all 6 Partnership Boards (inclusive of Autism and Learning Disabilities Partnership Boards) to promote consistency in their approach. We have seen an increase in the participation of system leaders and providers as well as service users/carers.

What we want to do better

We want to ensure the experiences shared by service users and carers at Partnership Boards is enhanced by the voices we hear through our core community engagement activity, by focusing some engagement in these areas.

Work with the independent Chairs to ensure that meeting content is relevant, appropriate and supports co-production between service users, carers and health and care professionals.

The year ahead

The delivery of Partnership Boards provides valuable opportunities to empower service users/carers to input into, and challenge service design and delivery of social care services and their joint delivery/integration with health services.

One of our key outcomes will be that service users and carers can see that their input is valued and acted upon.

Advice and Signposting Services



Our progress

Advice and signposting services are a core function of all Healthwatch services. In 2018-19 we signposted and gave advice to over 260 people by telephone. As a result of our Enter and View in Care Homes and our 'Right to Healthcare' project we have seen an increase in the number of people contacting us for advice about a range of health and social care issues. In all cases, we had the right contacts and knowledge to fully support each contact in finding the help they needed.

Due to the complexity of the calls coming through to Healthwatch Milton Keynes, there isn't organisational capacity to effectively manage larger numbers of calls and emails per week.

We've launched a new website platform with improved navigation for Advice and Signposting, making it easier for people to find the information they need.

What we want to do better

We want to create a more robust follow-up process with people that contact us, so we can ensure the information we give them helps.

We want to increase our capacity for complex cases on the phone by ensuring we have easy to find, relevant information on our website.

The year ahead

Our new website will have more information about local services available, including a direct link to the NHS services portal. It will be easier for local people to learn about their rights, get the information and help they need, and share their experiences with us. One of our key outcomes is that people report being satisfied with the level of support they receive from us.

Membership



Our progress

Healthwatch Milton Keynes has over 300 members who receive our 'e-alert' newsletters online every fortnight, or via post every quarter. We have received much positive feedback about the developments we made last year to our e-alert, particularly around the quality of the content.

We developed additional capacity for outreach work in our team and this helped us increase our membership numbers steadily.

We reviewed the information about our members and know that 18-24 year olds are most under-represented within our membership.

What we want to do better

Continue to increase our membership and make sure that our membership more accurately represents our whole population.

We must help our members understand their vital role in providing us with regular feedback, encouraging others to become members and volunteering with us.

The year ahead

We'll make regular call-outs to our membership for their feedback and their support through volunteering. Our aim is to increase our membership, achieve greater representation of the whole population and see our members become more involved with our work. One of our key outcomes will be an increase in experiences shared by our members.

Investing in our people and the organisation

Sustainability



Investing in our people and the organisation

Our progress

Last year we developed our workforce to match the needs of the organisation better, taking on a Communications and Engagement Lead to manage the Partnership Boards and increase our outreach, and an Enter and View Programme Coordinator.

We welcomed 7 new volunteers. Our team of volunteers was involved in the design, research and delivery of our projects, as well as supporting us in patient representative roles.

What we want to do better in the year ahead

We will act upon the feedback we receive from staff and volunteer surveys and ensure that volunteers can see their value and their impact on the organisation and its stakeholders. One of our key outcomes will be high levels of satisfaction in our annual staff and volunteer survey.

Sustainability

Our progress

In 2018-19 we secured funding for additional projects/work from Milton Keynes Council, BLMK ICS and Healthwatch England. Funding from Milton Keynes Council is used to manage and administrate Partnership Boards.

What we want to do better in the year ahead

In order to maintain the levels of additional resource that we have secured over the last 12 months, we must ensure the sustainability of funding for outreach engagement and Enter and View coordination. We will formulate a clear vision for sustainability for Healthwatch Milton Keynes, and draw up and implement an action plan to fulfil that vision.

“Personal experience has given me a passionate belief that everyone in the UK should receive their rightful access to high quality healthcare. Volunteering for Healthwatch gives me that enjoyable buzz that I am, to some small degree, contributing to making that belief a reality”.

Colin - Healthwatch Milton Keynes Volunteer

We need your help! The bigger our fantastic volunteer team is, the more people we can reach, the more we can do and the bigger the impact we can make.



Healthwatch Milton Keynes is the local consumer champion for Health and Social Care services.

If you are interested in hearing more about getting involved or volunteering contact us.



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