



Healthwatch Milton Keynes

Business Plan 2022-23
Summary

Message from our Chief Executive

Our Priorities for the People and Communities of Milton Keynes 2022-23

Healthwatch Milton Keynes is the local independent champion for people using health and social care services, their families and carers. Our mission is to provide an effective voice for people in Milton Keynes, influencing and shaping health and social care service to meet their needs.

We do this by collecting people's experiences of health and social care services, and their views on how services could improve and work with the people leading and working in health and care services on bringing about changes that improve access and care for our community.

Every year, Healthwatch Milton Keynes brings together all the views and experiences shared with us through our phone line, email and listening events and match it against what the health and care system are focusing on in the year(s) ahead. The health and care system is everything from your local hospital to social worker, GP practice to community health team and midwife to your mental health care providers.

We then give this information to Healthwatch Milton Keynes members and ask them to tell us which areas of health and social care we should prioritise.



Maxine Taffetani - Chief Executive Officer

Healthwatch Milton Keynes is the local independent champion for people using health and social care services

Our Priorities

What will we do

Monitoring residents and families experience of care in Care Homes

Our staff and volunteers will routinely Enter and view Care Homes in Milton Keynes, listen to residents' and families' experiences of care and work with Care Home managers to agree actions they will take to improve the quality of care and quality life for residents.

GP Services

We will speak on behalf of people contacting us about experiences of access and care with their GP Practice.

We will work with GP Practices and Patient Participation groups to improve experiences of access and care where the commissioners of Primary Care have significant concerns about patient experience.

We will talk to residents accessing pharmacies, emergency services and using online advice to help health and care leaders design care pathways and resources that all residents can use to support ourselves when on backlogged waiting lists, difficulty seeing a GP or have minor ailments.

Access to NHS Dentistry

For every resident that contacts us to tell us their worries about not being able to access an NHS Dentist we will provide you with the most up to date advice about how to access dental care, make your experiences and views known to those paying for and providing NHS Dental services locally and make your experiences and views known to Healthwatch England so they can influence national policy for providing dental care on the NHS.

Our Priorities

What will we do

Inequalities in Health and Care

We will continue to listen to and raise awareness women's experiences of health inequalities in Milton Keynes.

We'll deliver our Health and Wellbeing events across Milton Keynes bringing information about services, screening and vaccination drop-ins and advice on living happy healthy lives to our communities.

We will monitor how health and care leaders act against the recommendations of our 2022 'Perceptions of health inequalities in Milton Keynes' report which include compliance with the Accessible Information Standards, providing Inclusion and Diversity awareness training to the health and care workforce and addressing diagnostic overshadowing (where symptoms of illness or condition are incorrectly assigned to an existing long-term condition, or based on personal characteristics such as gender or gender identity, ethnicity, learning disability, autism diagnosis etc.)

We'll work as a strategic partner within the Bedfordshire, Luton and Milton Keynes Integrated Care System (ICS) supporting the ICS to hear from our communities and identify services and initiatives that could help to health reduce inequalities in Milton Keynes.

Our Priorities

What will we do

Cancer screening, care and treatment

We will be monitoring how health services in Milton Keynes work to improve waiting times for access to cancer screening and reduce referral to treatment times.

We'll provide more opportunities for people affected by cancer, their families and carers to share their experiences of screening, care and treatment and work with already established Cancer Patient groups to highlight concerns about waiting times, treatment and care in Milton Keynes.

Mental Health services for adults and young people

We will continue our active role on the Milton Keynes Mental Health Alliance, ensuring people affected by mental health are involved in the design and improvement of mental health services for adults.

We'll support health commissioners to involve young people reviewing the online counselling support service, Kooth.

As a member of the Milton Keynes Health and Care Partnership we have agreed childrens mental health as a priority this year and will champion the involvement of children and young people, their families and carers.

We'll be monitoring how health and care leaders and providers act against the recommendations of the 'YiS Feedback Forum' report where 150 young people spoke out about what could improve young people's mental health in Milton Keynes.

Our Priorities

What will we do

Special Education Needs and Disabilities

We'll be monitoring how health and care leaders and providers act against the recommendations of the 'YiS Feedback Forum' report and 'I am different, not less' report highlight experiences of CAMHS and mental health support for young people with Special Educational Needs and disabilities.

We'll provide more opportunities for people with special educational needs and disabilities, their families and carers to share their experiences of health and care and what could be done to improve services