

Healthwatch Coventry work programme and engagement priorities 2018-19

The Healthwatch Steering agreed the following priorities for the Healthwatch work programme and community outreach/ engagement activity at its June 2018 meeting.

Priorities are identified by examining themes in the intelligence gathered from local people from our many conversations with them about their experiences of NHS and social care services. We also look at the local plans being developed for NHS and social care services and the potential impact.

Our work priorities	
1. Gather views of people who have received 're-ablement support' after a stay in hospital	This can be provided either in a care home setting or at home and aims to support continued recovery
2. Gather views of people about respite care (time off for family carers)	To find out about if people think this meets the needs of the cared for person and their family carer(s)
3. Visits to care homes to talk to residents about their experiences of care	To focus on choice, control and quality of life factors
4. To identify how 'Out of Hospital services' are involving patients/public in service planning and design	This is a new contract and approach to providing joined up care to enable people to live in the community and not need emergency hospital admissions for long term health issues
5. Take part in strategic groups to represent the interests of patients and the public	Task Groups for NHS Trust Quality Accounts; Pharmacy Services Steering Committee; Better Health Better Care Better Value Board; JSNA Steering Group (looks at health and wellbeing needs of the population)

Community outreach/engagement activity

To focus on:

- 1) Building connections with**
 - People living in CV1 and CV4
 - Newer BAME communities
 - Men

- 2) Promoting membership of Healthwatch Coventry**

- 3) Promoting involvement in Healthwatch Coventry**