### What are our AIMS?

### What ACTIONS will take to achieve them?

### What are our OUTCOMES?

#### DOMAIN: Mental health services

**Priority 1 - New mental health strategy**
To support the implementation of co-production across the commissioning cycle, specifically the active participation of groups or individuals as equal partners in the development of a new mental health strategy.

- Produce a joint project plan with commissioners.
- Facilitate a system wide response to co-production, supported by an asset based community development approach.
- Support the active participation of people with lived experience of mental health and their carers.
- Nominate one of our trustees or volunteers to take a lead on mental health developments and to represent our interests at a strategic and operational level.

- We have involved a wide range of people with lived experience and their carers.
- We have embedded the principles of co-production in the commissioning process.
- We have built a network of stakeholders to contribute to the implementation of the strategy.
- We have influence at a strategic and operational level.
- Our involvement promotes our commitment to ensuring people have a voice and an opportunity to be heard.

**Priority 2 - Young peoples mental health**
To raise the profile and importance of young peoples mental health and developed innovative solutions for better mental wellbeing.

- Produce a project plan with the Kingston and Richmond Youth Councils and Healthwatch Richmond.
- Conduct a survey to find out what young people think about mental health.
- Facilitate group discussions and one to one conversation with young people to add depth to our understanding.

- We have involved a wide range of young people so that we understand what matters most to them about mental health.
- We have given young people the opportunity to be creative and develop new ideas.
- We have increased awareness of commissioners and providers of the needs of young people.
- We have evidence that we have improved mental health services for young people.

**Priority 3 - Enter & View visits**
To use our Enter & View function to have a positive influence on the delivery of health and social care services.

- Produce a visit schedule and share this with stakeholders to gather feedback.
- Carry out background checks to ensure we are informed about service delivery prior to visits.
- Visit Tolworth Hospital and other services (including regional provision) to observe the environment, talk with patients, carers and staff and make recommendations.

- We identify and share positive stories about service delivery as well as highlighting areas for improvement.
- Our reports inform people about services by providing balanced and objective findings.
- Our recommendations are acted upon and the service user experience is improved.
### DOMAIN: Primary care services

**Priority 1 - New primary care strategy**  
To support the implementation of co-production across the commissioning cycle, specifically the active participation of groups or individuals as equal partners in the development of a new primary care strategy.

- Support the development of a Patient Forum that will have an impact on the implementation of the strategy.
- Work in partnership with primary care Patient Participation Groups to strengthen the voice of the patient.
- Nominate one of our trustees or volunteers to take a lead on primary care developments and to represent our interests at a strategic and operational level.
- We have involved a wide range of people from all sections of the community.
- We have embedded the principles of co-production in the commissioning process.
- We have built a network of stakeholders to contribute to the implementation of the strategy.
- We have influence at a strategic and operational level.

**Priority 2 - Service redesign**  
To be involved in significant changes to service provision so that we are able to influence what happens on behalf of our community.

- Nominate one of our trustees or volunteers to take a lead on the development of an Enhanced Primary Care Access Hub at Surbiton Health Centre and to represent our interests at a strategic and operational level.
- We have influence at a strategic and operational level.
- Our involvement promotes our commitment to ensuring people have a voice and an opportunity to be heard.

**Priority 3 - Enter & View visits**  
To use our Enter & View function to have a positive influence on the delivery of health and social care services.

- Produce a visit schedule and share this with stakeholders to gather feedback.
- Carry out background checks to ensure we are informed about service delivery prior to visits.
- Visit GP practices in accordance to observe the environment, talk with patients, carers and staff and make recommendations.
- Share our findings with CQC, Healthwatch England, commissioners and other relevant partners.
- We identify and share positive stories about service delivery as well as highlighting areas for improvement.
- Our reports inform people about services by providing balanced and objective findings.
- Our recommendations are acted upon and the service user experience is improved.

### DOMAIN: Social care services

**Priority 1 - Home care**  
To contribute to an understanding about how well home care services perform and use this

- Learn about current service provision and what quality assurance processes are in place.
- We identify to what extent home care services offer more choice and control for service users, specifically enabling people to
| Priority 1 - Integrated services | To monitor the roll out of the Kingston Co-ordinated Care programme to ensure that this new way of working delivers a seamless service, a needs led response and person-centred care and support. | Nominate one of our trustees or volunteers to take a lead on the development of integrated provision and to represent our interests at a strategic and operational level. | We have a good understanding about how integrated services improve the patient experience. | We have evidence of our influence on the closer integration of services. |
| Priority 2 - Homelessness | To engage with a wide range of stakeholders to develop better integrated options for people who are homeless. | Build on the success of our work last year to raise the profile of homelessness in Kingston and work stakeholders to improve service responses. | We have involved a wide range of people with lived experience of homelessness and the impact this has on their health and wellbeing. | We have worked with stakeholders and identified a new way of working. |
| Priority 3 - Enter & View visits | To use our Enter & View function to have a positive influence on the delivery of health and social care services. | Produce a visit schedule and share this with stakeholders to gather feedback. | We identify and share positive stories about service delivery as well as highlighting areas for improvement. | Our reports inform people about services by providing balanced and objective findings. | Our recommendations are acted upon and the service user experience is improved. |

**DOMAIN: Service working better together**

- Nominate one of our trustees or volunteers to take a lead on the development of services for carers and to represent our interests at a strategic and operational level.
- Our involvement promotes our commitment to ensuring carers have a voice and an opportunity to be heard.
- Our partnership with Kingston Carers Network has helped strengthen the role of the Carers Forum and supported carers to be involved in our work.

- Produce a project plan with stakeholders such as Staywell and Kingston Centre for Independent Living.
- Conduct a survey to find out what people think about their home care services.
- Our findings are used to improve service provision so that physical and mental wellbeing are at the heart of service delivery.

- Nominate one of our trustees or volunteers to take a lead on the development of services for carers and to represent our interests at a strategic and operational level.
- Our involvement promotes our commitment to ensuring carers have a voice and an opportunity to be heard.
- Our partnership with Kingston Carers Network has helped strengthen the role of the Carers Forum and supported carers to be involved in our work.

- Produce a visit schedule and share this with stakeholders to gather feedback.
- Carry out background checks to ensure we are informed about service delivery prior to visits.
- Visit care homes to observe the environment, talk with residents, carers and staff and make recommendations.
- Share our findings with CQC, Healthwatch England, commissioners and other relevant partners.
- We identify and share positive stories about service delivery as well as highlighting areas for improvement.
- Our reports inform people about services by providing balanced and objective findings.
- Our recommendations are acted upon and the service user experience is improved.

- Build on the success of our work last year to raise the profile of homelessness in Kingston and work stakeholders to improve service responses.
- Produce a project plan with stakeholders such as Churchill Medical Centre, KCAH,
| Priority 1 - Communication | • Learn about current appointments system and what quality assurance processes are in place.  
• Produce a project plan in consultation with Kingston Hospital.  
• Collect information to find out what people think about their communication with the hospital.  
• Work with our volunteers who are visually impaired and those with a learning disability to monitor the implementation of the accessible information standard (e.g. secret shopper exercise). | • We identify what people think about communication processes at Kingston Hospital.  
• We have evidence that we have improved communication processes.  
• We have learnt to what extent the accessible information standard has been implemented.  
• We have increased awareness of commissioners and providers of the communication needs of people. |
| Priority 2 - Discharge processes | • Learn about current discharge processes and identify areas of good practice (e.g. Healthwatch England’ report ‘Safely Home’).  
• Produce a project plan with Kingston Hospital based on the successful project carried out by Healthwatch Richmond in 2015.  
• Collect information to find out what people think about their discharge from hospital. | • We have produced a comprehensive report detailing our findings supported by recommendations.  
• We identify what works well in Kingston and what does not.  
• We promote best practice and better ways of working across the system.  
• We have evidence that we have influenced improvements to discharge processes. |
| Priority 3 - Enter & View visits | • Produce a visit schedule and share this with stakeholders to gather feedback.  
• Carry out background checks to ensure we | • We identify and share positive stories about service delivery as well as highlighting areas for improvement. |

**DOMAIN: Hospital services**

**Joel Project, Spear, YMCA, commissioners and statutory services.**

• Work with people who are homeless to understand what matters most to them and what they need to get off the streets.
• Explore new ways of working such as an integrated service that acts as a one-stop-shop, making it easier and simpler for homeless people to access support.

• We have increased awareness of commissioners and providers of the needs of people who are homeless.
• We have evidence that we have improved health and social care services for people who are homeless.
are informed about service delivery prior to visits.
• Visit Kingston Hospital to observe the environment, talk with patients, carers and staff and make recommendations.
• Share our findings with CQC, Healthwatch England, commissioners and other relevant partners.

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<tr>
<th>Organisational Work Programme 2016-17</th>
<th>Appendix B</th>
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<tbody>
<tr>
<td><strong>What are our AIMS?</strong></td>
<td><strong>What ACTIONS will take to achieve them?</strong></td>
</tr>
<tr>
<td><strong>DOMAIN: Governance</strong></td>
<td></td>
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<td><strong>Priority 1 - Focus on priorities</strong> To be focused on achieving our outcomes, but maintain our capacity to respond to urgent business (e.g. re-tendering of local Healthwatch) or new funding opportunities.</td>
<td>• Develop an effective mechanism for delivering our priorities such as the establishment of project groups. • Consult with our stakeholders to ensure that we are acting in the best interests of our community. • Review what we have achieved on a regular basis and communicate this widely. • Ensure we are fully prepared to write and present our bid for the re-tendering of local Healthwatch.</td>
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<td><strong>Priority 2 - Role of volunteers</strong> To ensure our volunteers understand their role so that their wide range of skills, knowledge and experience have a positive impact on external perceptions of HWK.</td>
<td>• Follow our volunteer policy so that we recruit people who feel supported and motivated to contribute to our work. • Recruit volunteers that reflect the diversity of our community and/or use services. • Provide support, supervision and training opportunities. • Involve experienced volunteers in our training sessions, mentoring and personal</td>
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</table>
| Priority 3 - Continuous improvement | **To demonstrate our commitment to continuous improvement and acting on feedback from our community, voluntary and statutory partners and our commissioner.**

- Act in accordance with the Council’s requirements as our commissioner.
- Evaluate our impact using robust performance management processes.
- Develop the scope of our work to ensure it continues to meet the needs of our community.
- We deliver against our statutory functions and the Council is satisfied with our performance.
- We receive feedback from our community that we act in accordance with our values and strategic objectives.
- We listen to our partners so that we learn what we need to do to improve our role. |
| Priority 1 - Ease of access | **To ensure anyone who wishes can contact us for information and advice that is accessible, up to date and provided in a timely manner.**

- Accessible website, publicity material and social media channels.
- Systems in place to record contacts, inquiries and our response times.
- Ensure information about us, how we work and what we do is up to date.
- Establish links with other information and advice providers.
- We have evidence our website is used as a source of information about what we are doing and what we can offer our community.
- Our advice and information is being used to help people make informed choices about their treatment and care.
- We have evidence that our signposting activities is supported and used by a diverse range of people. |
| Priority 2 - Promoting consumer rights | **To ensure our community understands that as citizens and users of services they have certain rights in terms of quality and access to services.**

- Monitor inquiries to ensure the most disadvantaged are receiving information to make informed choices.
- Analyses the information provided by services to ensure it is accessible, up to date and relevant.
- Ensure services make it easy for individuals to make a complaint or provide feedback about the service they are using.
- We have evidence that people are increasingly inquiring about their entitlement to services.
- We use our website to provide information about the latest developments in health and social care that will impact on choice.
- We use intelligence about service deficits to improve the experience of people accessing health and social care.
- We have a good working relationship with advocacy providers and complaints services. |
| Priority 3 - Research | **To ensure commissioners and providers respond positively to our evidence based assessments, intelligence and research based on the lived experience of people.**

- Provide reports to commissioners and providers and ensure that they respond to our recommendations in a timely manner.
- Use our knowledge of local services to provide unique insights about service delivery.
- Our contributions are acknowledges and our recommendations are acted upon.
- We are valued as an organisation that can provide unique insights about service delivery. |
<table>
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<tr>
<th>Experience of people using health and social care services.</th>
<th>Contribute to statutory responsibilities such as the JSNA, Quality Accounts and statutory consultations.</th>
<th>Provision.</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Respond to requests for local intelligence from Healthwatch England and the CQC.</td>
<td>• Our research and intelligence gathering supports improvements to service delivery.</td>
<td>• Our reports to Healthwatch England and the CQC add value to their work.</td>
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**DOMAIN: Relationships**

**Priority 1 - Community**

To understand our community and what it wants from us so that we are trusted to act as an independent voice speaking on behalf of people who use health and social care services.

- Use local intelligence such as the JSNA to learn about the key issues facing our community.
- Identify a variety of approaches to engage with people, particularly those whose voices are less heard such as young people, those with disabilities, the homeless and older people.
- Involve people from a range of backgrounds in our community engagement activities, outreach work and Enter & View visits.
- Implement a programme of grassroots led events that raise our profile and that of our target audience.

- Our work programme is driven by input from our community.
- We gather stories from individuals about how they have made a difference by engaging with us.
- We have a diverse range of volunteers involved in our work, including outreach to seldom heard groups.
- Our events attract a wide audience and our evaluation processes show that participants have benefited from their involvement.
- Our outreach work demonstrates that we have reached out to all sections of the community.

**Priority 2 - Voluntary sector**

To be seen as a partner and a potential source of support by the voluntary and community sector, particularly service user led groups.

- Develop partnerships with the voluntary sector to strengthen the voice of the community.
- Promote best practice in the development of grassroots led networks.
- Collaborate with community groups to champion high quality health and social care services.

- We have evidence that our partnerships have has a positive influence on health and social care services.
- We work collaboratively with our partners to bring about a more integrated approach to network development.
- Our role is valued and supported by our voluntary and community sector partners.

**Priority 2 - Statutory sector**

To be treated as an equal partner and a critical friend by all sections of the statutory sector and influence what they do.

- Involvement with statutory governance processes such as the Health & Wellbeing Board, Health Overview Panel, CCG’s Governing Body and NHS Trust Boards.
- Contribute to the development of local strategies, needs assessment processes and service redesign through attendance at relevant strategic meetings (e.g. dementia, dignity and autonomy).

- We provide regular input about what we know about our community.
- We bring emerging themes about health and social care provision to the attention of statutory partners and they act on this information.
- We have evidence that we have influenced commissioning decisions and supported
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<tr>
<th>Action</th>
<th>Outcome</th>
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<tr>
<td>Present evidence-based reports and recommendations about how services can be improved, such as Enter &amp; View reports.</td>
<td>• Influence the work of the CQC and Healthwatch England.</td>
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<td>• We have a proactive relationship with the CQC and we are seen as adding value to their inspection processes.</td>
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