

## Our Current Work

Project title and details	Which Healthwatch?	What stage is the work at? Red = at the start Amber = mid-way through Green = establishing impact Blue = on hold	What is the scale of the piece of work at the moment?	Predicted end date for completion of our work (not including impact and influence)	Who is leading on this?	Which of the 7 +1 Kirklees Outcomes (where needed) does this map to?
<p>Adult Social Care</p> <ol style="list-style-type: none"> <li>1. Social care co-production Kirklees</li> <li>2. Enhancing our Enter and View Programme by delivering critical friend visits to care home identified as in need of our support by CQC.</li> <li>3. Working with Calderdale Council around social care transformation</li> <li>4. Working with Calderdale Council around care homes</li> </ol> <ul style="list-style-type: none"> <li>- Initial work with Safeguarding Adults Board</li> <li>- Addressing the voicelessness of people residing in care homes</li> </ul>	<p>Kirklees</p> <p>Kirklees and Calderdale</p> <p>Calderdale</p> <p>Calderdale</p>	<p>Co-production of projects with Kirklees Council and partners moving forward. Advisory role at present</p> <p>On hold</p> <p>Helen has made an approach to the new operations managers at adult social care in Calderdale but not heard back as yet.</p>	<p>Large</p>	<p>Project to re-start 2021</p>		<p>Well Independent</p>
<p>Single Point of Access for Mental Health</p>	<p>Kirklees and Calderdale</p>	<p>We continue to work with SWYPFT. The SPA team have completed their compassion training.</p>	<p>Small</p>	<p>Ongoing</p>	<p>Clare</p>	<p>Well Independent</p>

<p>Neurological Conditions Support Group</p> <p>1. Supporting the ME group in Kirklees and Calderdale.</p>	<p>Kirklees and Calderdale</p>	<p>HWK will be meeting with the ME group once they restart their face-to-face meetings. The ME has expanded their remit to include people who have long covid due to the presenting symptoms.</p>	<p>Small</p>	<p>Jan 2021</p>	<p>Debbie</p>	<p>Independent</p>
<p>Care for people with hypermobility syndromes</p>	<p>All Healthwatch across Yorkshire and Humber, led by Calderdale and Leeds</p>	<p>National report currently in draft. CHFT have a copy of the national and local reports and are providing a response.</p> <p>Re-start correspondence with NHS England early 2022.</p> <p>KH was a guest speaker at an international conference on the gaps in care via pre-recorded submission, Jan 2021.</p>	<p>Medium</p>	<p>Ongoing</p>	<p>Karen</p>	<p>Well Independent</p>
<p>Understanding the caring experience for people from ethnic minority communities</p> <ul style="list-style-type: none"> <li>- Focusing on issues of inequality for Kirklees' diverse communities</li> </ul>	<p>Kirklees</p>	<p>Report now finalised and being shared with stakeholders.</p>	<p>Small</p>	<p>Ongoing advisory role</p>	<p>Deborah</p>	<p>Independent</p>
<p>Health service issues for asylum seekers and refugees</p> <ul style="list-style-type: none"> <li>• People who are being placed in Calderdale as part of a resettlement programme and now being dispersed across Calderdale. This means that a new selection of GP surgeries are coming into contact with these communities and there are new issues around enrolment at GP surgeries and interpreting</li> <li>• Interpreting has also been raised as an issue with regard to dentistry and</li> </ul>	<p>Calderdale</p>	<p>Ongoing feedback received from support services indicating that some health care basics are not in place for this group.</p> <p>Frequent involvement with St Augustine's centre who have also made use of the right to register cards.</p>	<p>Small</p>	<p>Ongoing</p>	<p>Jo</p>	

Calderdale and Huddersfield NHS Foundation Trust						
CAMHS - concerns	Calderdale	Ongoing concerns around CAMHS	Small	Ongoing	Julie	
Neurology clinic concerns - CHFT Several complaints linked to a specific clinician at CHFT who works within the neurology clinic	Calderdale	Report being drafted	Small	Ongoing	Julie	
Dentistry <ol style="list-style-type: none"> <li>1. Ravensthorpe dental practice</li> <li>2. Keeping an overview of national work on dental access <ul style="list-style-type: none"> <li>- Await responses from HWE / Y&amp;H Dental Commissioning Exec</li> <li>- Produce summary of progress on the issue</li> </ul> </li> <li>3. Develop a project plan for a Yorkshire and Humber piece of engagement work related to access to dentistry</li> <li>4. Working with Scrutiny around access to dentistry during the pandemic <ul style="list-style-type: none"> <li>- Suggestion already made to Calderdale scrutiny</li> </ul> </li> <li>5. Mystery shopping piece/social media campaign to establish whether dentists are complying with guidance in Covid-19 period</li> <li>6. Access to out of hours dental care and aftercare following emergency treatment</li> <li>7. Dentistry in care homes</li> <li>8. HWE work</li> </ol>	Calderdale & Kirklees	<p>We have reviewed our work to date around dentistry and continue to feel that those who are most impacted by the lack of dental access are those people with complex dental health needs, plus chaotic or difficult lives.</p> <p>We have experienced a considerable increase in contacts from the public around dental access during the Covid-19 pandemic and this has continued into August 2021. Our volunteers have completed mystery shopping with all dental practices in both localities. We did not find any NHS dental practices accepting NHS patients.</p> <p>HWK &amp; HWC along with all other Healthwatch in West Yorkshire, will continue to highlight the lack of local NHS dental appointments to NHS England, Healthwatch England and The West Yorkshire &amp; Harrogate Health and Care</p>	Large	Ongoing	All	

		Partnership. We will continue to work alongside these partners to ensure that NHS dentistry is at the forefront of their national plans and regional plans.				
Improving the complaints process with SWYT	Calderdale	We continue to regularly meet with SWYT to discuss complaints	Small	Ongoing		
Involving people network (Calderdale) <ul style="list-style-type: none"> <li>- Follow-up with all contacts to request learning from engagement work</li> </ul>		Ongoing regular meetings to discuss engagement on an operational level. Further work is to be completed around a strategic oversight group for this network.	Medium	Ongoing	Helen	
Mapping of learning from engagement work (Kirklees) <ul style="list-style-type: none"> <li>- Initial email to all contacts regarding engagement work being delivered in Kirklees</li> </ul>	Kirklees	We continue to have conversations with local partners about how we can move this forward.	Medium	Ongoing	Clare	
Suicide prevention during Covid-19 - WY work	Kirklees and Calderdale	WY&H messages shared locally. We continue to attend suicide prevention meetings.	Small	Ongoing	Clare	
Covid-19 engagement follow up: <ol style="list-style-type: none"> <li>1. Reviewing the impact of the Covid-19 engagement work</li> <li>2. How do we use the information we have gathered to further impact health and care services?</li> <li>3. Close the feedback loop with the public using the creative</li> </ol>		We have received responses to our findings from partners in Kirklees and Calderdale. CHFT found our report useful and were able to use it in their service planning.	Large	Ongoing	All	



Website review and redesign	Kirklees and Calderdale	Website changes are complete User guides and training to be provided to all staff members	Medium	Finalised Jan 2021	Rio	
Kirkwood hospice engagement	Kirklees	Report complete and shared locally.	Small	Ongoing	Katherine	
Community Kindness  1. Information and signposting for business and organisations locally  2. Link with CCG frailty strategy 3. During Covid-19 we experienced a great deal of community kindness how do we harness this moving forward?  4. Loneliness strategy  5. Befriending calls		CC created project plan  SA in contact with Nicola, to provide insight of aging well.  Kirklees Council are working in partnership with organisations around reducing loneliness within Kirklees. Advisory capacity at present  Paused currently to find additional funding.	Medium  Small Small  Small	Ongoing  April 2021 onwards  Ongoing  Ongoing	Clare  Stacey  Stacey  Clare	
One care home one GP - CCG work	Kirklees	Completed, CCG has also provided a response to our work.	Small	To be completed Jan 2021	Katherine/Debbie	
Adult Autism diagnosis and care	Calderdale	Meetings with CCG and other partners regarding choice in mental health, with regard to ADHD and Autism assessments. CCG is currently undertaking independent legal advice and will update us in September.	Small	Ongoing	Jo	

<p>Safeguarding Board involvement - Calderdale</p> <ul style="list-style-type: none"> <li>- LeDer reviewers?</li> <li>- Safeguarding Champions - digital launch?</li> <li>- Update of the workplan in line with notes from the C&amp;E subgroup meeting</li> <li>- Leading Calderdale SAB &amp; Safeguarding Children's Partnership Comms and Engagement Sub-group</li> </ul> <p>COMMISSIONED WORK</p>	Calderdale	<p>In Calderdale, the safeguarding adults board have asked for a project where we work with people to find out if they feel safer after having been through a safeguarding intervention. They would like this to be a detailed case study piece of work to help them understand whether or not they are "making safeguarding personal" which is one of their key objectives. KH providing case studies.</p> <p>In Kirklees, we have started a similar piece of work to Calderdale, but on an ongoing basis with about 40 people per month. CC started making contact.</p>			Clare/Helen	<p>Safe and cohesive</p> <p>Independent</p>
<p>Medequip reference group</p> <p>COMMISSIONED WORK</p>	Kirklees	<p>Using a co-production model, Medequip would like to work with Healthwatch Kirklees and other local partners to improve their approach to collecting and acting on people's feedback to enhance service provision. They would like to establish a service user forum as one of the ways to maximise opportunities to gather the views and lived experience of local people accessing their services.</p>	Small	Ongoing	Clare/Helen B	
<p>Access to medication</p>	Kirklees and Calderdale	<p>Following up from the feedback we received during our Covid-19 work we engaged with the public about access to medications throughout the past 12 months. Data analysis and report writing currently underway.</p>	Medium	Ongoing	Karen, Stacey, Rio, Joanne, Helen B	

Delays to care	Kirklees and Calderdale	Following the feedback we received from the public via survey engagement and signposting contacts, we are currently engaging with people in Kirklees and Calderdale around delays to primary and secondary care.	Medium	Ongoing	Stacey, Karen, Jo, Rio, Helen B	
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#### Our work currently on hold

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Children and Young People - Ensuring that we are engaging with children and young people within every project we have moving forward	Kirklees and Calderdale  Calderdale	Rio to write up engagement information he already has collected from previous children and young people work.  On hold- To be embedded into all projects moving forward.		Ongoing	Rio / Joanne / Jo	Best Start
Enter and View visits: Hospices	Kirklees and Calderdale	All Enter and View to be put on hold for the foreseeable future  Potentially could hold virtual visits in April/May 2021	Large	On hold	Katherine	



CHFT membership	Calderdale & Kirklees	CHFT are skill keen to work with us about their membership. WE will be providing a list of events we are attending for Governors to attend and talk to the public.	Small	On hold		
Suicide Prevention	Kirklees and Calderdale	CC completed project plan for engagement with JB  We would like to understand more about the journey that leads people to consider or attempt to take their own life, so that preventative measures can be targeted in the right way. We would like to work with the suicide prevention/reduction groups in each area to help them identify what they would want to know, and how they could use the intelligence.	Large	On hold, has to be done face to face	Clare	

#### Potential commissioned work

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				impact and influence)		
Primary Care Network engagement <ul style="list-style-type: none"> <li>- How do we refresh our approach and respond to the emerging needs of PCNs?</li> <li>- Work to develop the brief, to be redistributed to PCN Clinical leads - do we know what their needs are now?</li> <li>- Link in with Julie Bollus</li> </ul>	Calderdale with the potential to be extended into Kirklees	Commissioned piece of work around Healthwatch engaging with the public and patient reference groups on behalf of primary care networks. Joanne and Jo to update HH original project plan			Jo/ Joanne  Additional staff member	

### Our Watch List

Project title	Summary	Priority score (out of 18)	Work type	Type of care	Resource needed (all projects involve management time)	Where?	When?
Wheelchair Services	<p><b>Instigated by: feedback from the public</b></p> <p>Our engagement work was completed several months ago, however we are still interested to see how the contract process progresses and are watching this closely.</p> <p>We continue to support individuals to raise complaints and concerns about the current provider.</p>	-	Challenging the system	Secondary	REPORT COMPLETED Time for impact and influence	C&K	-
Care for people who make extensive use of health services	<p><b>Instigated by:</b> North Halifax Community Wellbeing Partnership</p> <p>Partners attending this group wanted to understand why some people make extensive use of GP services for non-clinical issues. One to one interviews were completed and a report of findings was provided to the Partnership for their use.</p>	-	Helping the system	Primary	REPORT COMPLETED: Awaiting further feedback on use of the data from NHxCWP	C	-

Project title	Summary	Priority score (out of 18)	Work type	Type of care	Resource needed (all projects involve management time)	Where?	When?
Challenges with the Connect Eating Disorder Service	<p><b>Instigated by: feedback from the public</b></p> <p>A new eating disorder service has been commissioned on a West Yorkshire footprint. In Calderdale, through the NHS Complaints Advocacy Service, we are hearing examples of adults with eating disorders struggling to get the support they need through this service. There has been no feedback about this to date in Kirklees.</p> <p>To find out more, we have contacted the other WY Healthwatch to see if they have been hearing feedback, and we have contacted the complaints advocacy service in Kirklees to see if they have been dealing with complaints about the service. We are yet to hear back.</p>	16	Challenging the system	Mental Health	Scale of the issue is unclear, further research needs to take place	WY	TBC
Providing information for Care Homes	<p><b>Instigated by: feedback from professionals (care homes)</b></p> <p>Despite Care Homes playing a pivotal role in the delivery of appropriate care to some of the most vulnerable people, they often aren't aware of some of the support and services that are available to the people living there. Care homes have asked for an information pack about local services/support in Kirklees relevant for their residents.</p> <p>As we are currently hosting the CCGs signposting directory, we feel that there could be a role for us in delivering this information to care homes, including toolkits for other organisations, brief information about the Red Bag Scheme, how the access dentistry, etc...</p> <p>We think this would fundamentally improve the delivery of care to people living in residential and nursing care facilities.</p>	14	Helping the system	Social		K	TBC

Project title	Summary	Priority score (out of 18)	Work type	Type of care	Resource needed (all projects involve management time)	Where?	When?
Commissioning of Flash Glucose Monitors for Diabetes	<p><b>Instigated by: feedback from the public</b></p> <p>The Dewsbury Young Diabetes Group approached us to discuss Flash Glucose Monitors. These devices provide continuous blood sugar monitoring for people with type 1 diabetes, reducing the need for blood sugar testing by pricking your fingers. When living with diabetes, reducing the number of blood sugar tests can have a significant positive impact on quality of life, e.g. parents aren't having to wake small children in the night to test their blood sugars, reducing disturbed sleep and tiredness for the whole family.</p> <p>These can now be prescribed through the NHS, but local commissioners and providers are not choosing to make these available.</p> <p>The Diabetes Group argue that better monitoring of blood sugars improves people's lives and reduces their need to access health care services in emergency situations at great cost to the NHS. They would like our support to make this case to the CCG.</p> <p>We have created an infographic regarding this, and are exploring channels for making this impactful.</p>	13	-	Primary	-	K (C)	
Continuing Healthcare	<p><b>Instigated by: feedback from the public and Adult Social Care</b></p> <p>Both HWC &amp; HWK have received a small number of detailed stories regarding Continuing Healthcare. These have related to the limitations of the processes, and a lack of compassion. They also link to arguments between Adult Social Care and CCG staff who are assessing the level of health care need of individuals.</p>	12	Challenging the system	Social	-	C&K	

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	Due to small numbers and the complexity of the individuals who receive this care, we have struggle to get feedback through some of our regular channels, but Adult Social Care in particular would be interested in receiving some specific feedback about this theme from Healthwatch. There may be a possibility of including this in the social care project.						
Ambulance travel for people with dementia	<b>Instigated by: feedback from the public</b> We've received a small amount of feedback from the public saying that paramedics don't necessarily have the right awareness and understanding of people with dementia so that they can deal with them appropriately when they need transporting by ambulance.	- Unscored due to limited feedback	Challenging the system	Emergency	-	K	
Syringe disposal via Sharp's bins	<b>Instigated by: feedback from the public and stakeholders</b> We routinely update the sharps disposal list for Kirklees as patients are not sure where these services are available in their area.	-	Helping the system				
Maternity services	<b>HWC have provided CHFT and Maternity Voice Partnership with feedback around maternity services due to the increase in contacts we have received from the public.</b>	-					