

Healthwatch Merton Workstreams Programme Report

Workstream	Evidence	What We Do	How We Will Do It	Who Will be Involved	Next Step
Locally Directed					
Older People	From our Workstream survey and listening events	Engagement work to identify areas within this we should focus on: <ul style="list-style-type: none"> • 1 focused workshop • Develop work plan • Start Delivery of work plan 	Engagement and work plan development – Share plan	HWM team Patients Voluntary and community organisations Public	Workshop May – July 2015 Develop work plan August 2015 Start work September 2015 – March 2016
A&E and Urgent care services	From our Workstream survey and listening events	Engagement work to identify areas within this we should focus on: <ul style="list-style-type: none"> • 1 focused workshop • Develop work plan • Start Delivery of work plan 	Engagement and work plan development – Share plan	HWM team Patients Voluntary and community organisations Public	Workshop May – July 2015 Develop work plan August 2015 Start work September 2015 – March 2016
Operational					
Children and Young People	HWM resources still mainly directed on Adult Health and Social Care areas	Develop our Children and Young People function	Work with Children and Young people Groups/ forums to develop clear plan	HWM Manager Youth Partnership VCM young people Youth Parliament Young Advisors	May – July 2015 Implement plan once agreed

Top Down					
Integration	Largest reform of health and social care – still ongoing	Watching brief on integration and lead on patient public engagement	<p>‘Integration’ Project meetings</p> <p>Continue to hold events to engage patients and public to feed directly into ‘Integration’ developments and progression</p> <p>On-going information and communication using HWM channels and bulletins</p>	<p>HWM Manager</p> <p>HWM team Integration Project Voluntary and community organisations Patients Service users Public Carers</p>	<p>Ongoing</p> <p>May 2015 – March 2016</p>
Existing					
GP Services		<p>Promote findings directly with GP surgeries</p> <p>Review HWM GP Services Impact</p>	<p>Meet with all practices</p> <p>Survey and engagement with patients, GP’s and MCCG</p>	<p>HWM team Volunteers</p> <p>HWM team Volunteers</p>	<p>Sept 2015</p> <p>Dec 2015</p>
Hospital: Inpatient/ Outpatient		Finalise Report	Online and share widely	HWM team	June 2015

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