

## INTERIM JOINT WORK PROGRAMME April to September 2017

Area of Work	Actions	Responsibility	Reporting
<b>1. Communications</b>	<ul style="list-style-type: none"> <li>Design and deliver communications, using a range of formats and channels to raise awareness of the work of HWC&amp;P</li> <li>Review effectiveness and reach of communication and develop approach accordingly</li> <li>Implement a consistent approach, including branding and website, and shared resources across Cambridgeshire and Peterborough</li> </ul>	Angie Ridley Angela Burrows Samuel Lawrence	6 monthly Board Reports  Bi-monthly summary in CEO Board Report to Commissioner (Cams)  Quarterly Report to Commissioner (PB)
<b>2. Engagement</b>	<ul style="list-style-type: none"> <li>Engage with a wide range of people from different backgrounds and communities with a focus on local priority areas</li> <li>Partnership engagement (HD trialing Partnership Agreement)</li> <li>Identify and progress opportunities to work with existing networks and groups</li> <li>Development of PPG Toolkit and promotion of best practice involvement in Primary Care (EL)</li> </ul>	Heather Davison Angela Burrows Heather Lord  Elizabeth Locke	Bi-monthly summary in CEO Board Report to Commissioner (Cams)  Quarterly Report to Commissioner (PB)

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<p><b>3. Engage with and listen to children &amp; young people about their experiences and views on health and social care</b></p>	<ul style="list-style-type: none"> <li>• Deliver a range of engagement activities through schools and other young people’s groups, to listen to children and young people regarding emotional wellbeing (see detailed JCU Work Plan)</li> <li>• Work with partner organisations to improve children and young people’s influence in the development and delivery of health and social care services</li> <li>• Promote Youth Connect network and use to facilitate engagement of young people</li> </ul>	<p>Sandie Smith Rita Nunes</p>	<p>Quarterly reports to JCU (Commissioners)</p>
<p><b>4. Provide an Information and Signposting service</b></p>	<ul style="list-style-type: none"> <li>• Record and analyse experiences collected, compiling into regular feedback to providers, commissioners and regulators</li> <li>• Develop interim protocol for sharing experiences and delivering Signposting Service across Cambridgeshire and Peterborough</li> <li>• Raise concerns as appropriate, recording progress and tracking outcomes</li> <li>• Plan development of one feedback centre and evidence-base across Cambridgeshire and Peterborough</li> <li>• Work with other information providers to maximize capacity and prevent duplication</li> <li>• Deliver a range of promotional activities to raise awareness of the service</li> </ul>	<p>Julie McNeill Angela Burrows Heather Lord</p>	<p>6 monthly Board Reports  Bi-monthly summary in CEO Board Report to Commissioner (Cams)  Quarterly Report to Commissioner (PB)</p>

<p><b>5. Development and delivery of an intelligence-led Enter &amp; View programme</b></p>	<ul style="list-style-type: none"> <li>• Identify opportunities for Enter and View visits across Cambridgeshire and Peterborough using HWC&amp;P intelligence and knowledge of the system and produce a single schedule of visits</li> <li>• Liaise with providers to deliver programmes, tracking and reporting outcomes</li> <li>• Support partnership visits</li> <li>• Recruit and retain Authorised Representatives</li> <li>• Produce a single set of policies, procedures and guidance</li> </ul>	<p>Heather Lord Kate Hales</p>	<p>Published Enter and view reports</p> <p>Bi-monthly summary in CEO Board Report to Commissioner (Cams)</p> <p>Quarterly Report to Commissioner (PB)</p>
<p><b>Area of Work</b></p>	<p><b>Actions</b></p>	<p><b>Responsibility</b></p>	<p><b>Reporting</b></p>
<p><b>6. Recruit and retain volunteers</b></p>	<ul style="list-style-type: none"> <li>• Develop a unified approach to volunteering across Cambridgeshire and Peterborough and produce reviewed policy, practice and procedures</li> <li>• Support volunteers in existing roles</li> <li>• Recruit and induct into any new roles identified</li> <li>• Volunteer recognition activities</li> <li>• Develop a single timetable of development and support activities across Cambridgeshire and Peterborough with local needs identified (AB)</li> <li>• Extend HWC Volunteer Newsletter to Peterborough (AR)</li> </ul>	<p>Heather Davison Kate Hales Elizabeth Locke Angela Burrows Angie Ridley</p>	<p>Bi-monthly summary in CEO Board Report to Commissioner (Cams)</p> <p>Quarterly Report to Commissioner (PB)</p>
<p><b>7. Influence the strategic agenda of health and social care commissioners</b></p>	<ul style="list-style-type: none"> <li>• Raise the profile of engagement and voice in planning, consultation and decision-making processes</li> <li>• Support and facilitate best practice in patient and public involvement across the STP Programme</li> <li>• Gather soft intelligence and contribute toward the monitoring by regulators and commissioners and escalate as appropriate</li> <li>• Review and revise attendance at meetings and reporting across Cambridgeshire and Peterborough</li> </ul>	<p>Sandie Smith Angela Burrows</p>	<p>Bi-monthly summary in CEO Board Report to Commissioner (Cams)</p> <p>Quarterly Report to Commissioner (PB)</p>

8. Intelligence-led projects	a) Discharge Charter 'Heading Home from Hospital' (Cambs project)	Angie Ridley	Report to Board Report to Cambridgeshire Safeguarding Adults Board
	b) Gypsy and Traveller Action Plan (Cambs project)	Sandie Smith	Report to Board
	c) NHS Accessible Information Standard Projects (Cambs and Peterborough projects)	Julie McNeill Heather Lord	Published Report(s) Report(s) to Board
	d) Maternity Services (Cambs and Peterborough)	Elizabeth Locke Angela Burrows	Report to Board
<b>Area of Work</b>	<b>Actions</b>	<b>Responsibility</b>	<b>Reporting</b>
8. Intelligence-led projects (cont.)	e) Cancer Wellbeing Centre (Peterborough project)	Angela Burrows	Report to Board
	f) Prisoner Engagement (Peterborough project)	Angela Burrows	Report to Board
	g) Public Health work streams (Peterborough)	Angela Burrows	Report to Board
9. Organisational development and governance	<ul style="list-style-type: none"> <li>• Strategic Review of combined Healthwatch</li> <li>• Development of organisational structure to deliver revised priorities and work programme</li> <li>• Review full policy set for new combined Healthwatch</li> <li>• Set and monitor budget for new combined Healthwatch</li> <li>• Maintain required regular reporting arrangements including Annual Report and Audit</li> </ul>	Sandie Smith Angela Grief Angela Burrows	Bi-monthly summary in CEO Board Report to Commissioner (Cambs)  Quarterly Report to Commissioner (PB)