

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	
1		timeline for workplan 2018/19																	
2		Activity	staff/vol leading	April	May	June	July	August	September	October	November	December	Jan	Feb	March	Apr-18	May-18	Jun-18	
3		INTERNAL ACTIVITIES																	
4			SM, HW TEAM	planning			Implementation												
5	1	Quality Self-Assessment Process		Planning	Implementation and monitoring														
6	a	General Data Protection Regulation		Planning	Implementation and monitoring														
7			LE FC SM	Training and delivery, inc stalls					Delivery of activities inc. stalls and talks				Training and delivery						
8	2	Volunteers - Training, Activity Delivery		dissertations completed					proposed one year's placement commences Sept										
9	3	working with Portsmouth Uni		PLAN activities															
10			SM, AN, FC	DEVELOPING A PRESENCE TO EXPAND OUR REACH TO WIDEST POSSIBLE COMMUNITY															
11	4	Broadening our reach in Portsmouth		DEVELOPING A PRESENCE TO EXPAND OUR REACH TO WIDEST POSSIBLE COMMUNITY															
12		- HWP presence at CA Portsmouth,		promoting our outreach across the city to visitors to Kingston Road Hub who seek support from Learning Links															
13		HWP prescence at Learning Links HUB																	
14	5	Information and Advice provision	SM, AN, VOLS	use of Healthwatch Service Directory			switch to PCC Service Dir with link to our website												
15		- involvement in Portsmouth City Council's Information and Advice Strategy Group		ONGOING															
16		- improving Healthwatch Portsmouth newsletter		to produce 4 editions of HWP newsletter															
17			LE	ASSESSMENT OF UTILITY			REGULAR UPDATING												
18	6	Healthwatch Portsmouth CRM database – optimising utility																	
19			LE	plan	DELIVERY														
20	7	Social Media Strategy – streamlining current activity																	
21	8	Outcomes and follow-up work to reviews, advocacy services and recommendations made to providers/commissioners	HW TEAM	Solent Quality Improvement project - reviewing Local Resolution Meetings			Delivery												
22																			
23		ADVOCACY WORK																	
24		advocacy client caseload 25- 30 managed on rolling basis	FC	ONGOING - ON A MONTHLY BASIS WITH 25 -30 CLIENT LED CASE WORKLOAD - REVIEWED MONTHLY															
25		ENGAGEMENT WORK																	
26	1	Shaping health and social care services	SM Board	Attending Health and Wellbeing Board, Health Overview and Scrutiny Panel, Primary Care Commissioning Committee, Portsmouth Hospitals Trust Quality Improvement Oversight Board, City Council Quality Improvement Board															
27	2	Healthwatch Portsmouth Public, Patient and Carer Information stalls (bi-monthly)- health and social care foyers		Planning	ONGOING - REGULAR STALLS ON MONTHLY BASIS														
28	3	Encouraging best practice engagement to shape the Sustainability and Transformation Plan (STP) /'The Big Conversation/Portsmouth Blueprint	SM, BOARD	ONGOING - REGULAR ATTENDANCE AT MTGS WITH PCC/PCCG AND VIA WESSEX VOICES															
30		Activity	staff/vol leading	April	May	June	July	August	September	October	November	December	Jan	Feb	March	Apr-18	May-18	Jun-18	

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31	4	Support for Carers – Carers Executive Board, Carers Strategy Grp; Carers Week event; Patient, Family Carer Collaborative	SM		ONGOING - ATTENDING CARERS EXEC BOARD, CARERS STRATEGY GROUP, CARERS GROUP LEADERS MEETINGS. In particular Unpicking the Carers' Story																
32	5	Enter and View - Learning Disability for service design work visiting two care homes with trained volunteers with Learning Disabilities		VISIT #2 to be organised and undertaken						report write up											
33	7	Wessex Voices collaboration NHS Eng/Healthwatches across Hampshire, Isle of Wight and Dorset	SM (PF)																		
34		ACTIVITIES: STAKEHOLDER SURVEY																			
35	A	Follow-up work to the QA Hospital Urgent Care Pathway rep QA Patient Discharge Survey (telephone based)	SM /BOARD/VOLS	planning Walk Thru #3 visit based on recommendations from Walk Thru #2 Discharge and Carers issues																	
36																					
37	A	Solent Health Trust Quality of Hospital Discharge 'dishcage to assess' proj	SM	Planning			Implementation														
38	B	Access to Mental Health services – access for young people to Child and Adolescent Mental Health Services	SM, vols	Planning	action																
39	B	Access to Mental Health services – review of access to appropriate accommodation for service users	SM, vols	awaiting contact from Solent																	
40	C	Experience of people in care homes - Enhanced Health in Care Homes as part of MCP project	SM, FC,LE, vols	present findings from phase 1 & 2 visits	re-visit 7 homes to check if changes from Nov	report writing and recommendations made to project group															
41	D	Experience of people in care homes - involvement in Portsmouth City Council Quality Improvement project, working with team to discuss findings of the Independent Visiting Teams.	SM	Attending meetings of Quality Improvement Board to offer insight from feedback received by Healthwatch Portsmouth																	
42																					
43		Activity	staff/vol leading	April	May	June	July	August	September	October	November	December	Jan	Feb	March	Apr-18	May-18	Jun-18			
44		PROJECTS																			
45	1	Unpicking the carer's story including issues affecting young carers linking with NHS England Carer Lead	SM, BOARD						GATHERING INFO ON CARERS ISSUES AND CARER IDENTIFICATION AT GP SURGERIES												

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46	2	Shaping the service and delivery of Mental Health Services - attending Mental Health Forum, promoting Southern Health focus groups	SM																	
47			University of Portsmouth student	UNI PORTSMOUTH STUDENTS																
48	3	Experience of people in care homes – stroke care research																		
49	4	<i>Working with the Learning Disability Partnership Board to review usage of the Accessible Information Standard</i>	FC, SM	<i>SM UNABLE TO ATTEND LDPB BOARD AND COMMENT ON USE OF ACCESSIBLE INFO STND UNTIL BOARD RECONVENES</i>																
51	5	Transforming Out of Hospital Care – Multi-speciality Care Provider patient engagement work including differing ways of accessing GP services and gaining feedback on the Acute Visiting Service and Enhanced Access Service	SM, FC, LE, BOARD, vols	patient engagement work to gather patient feedback on the Acute Visiting Service, the Enhanced Access Service, carer awareness and differing methods of accessing GP services through Healthwatch Portsmouth Enter & View Visits to 17 GP surgeries						Enter & View visits to 17 GP surgeries and report write-up				Review of findings						
52																				
53	6	Porstmouth Autism Community Forum	LE	promoting and supporting activities of PACF								re-apply for funding for continuation of project								