

Project work		
To address current concerns about Health and Social Care that affect people that live in Barking and Dagenham		
WORKSTREAM/ LEAD	REASON	METHOD & REPORTING
<p>The Homeless</p> <p>Richard Vann</p>	<p>According to the Department for Communities and Local Government, the number of rough sleepers has increased by 27% in London and 31% in the rest of England since autumn 2014.</p> <p>We also have an increasing number of homeless people in Barking and Dagenham. This may be due to the benefit cap. Healthwatch will be speaking to these individuals in regards to their health and social care needs.</p>	<p>Engage with the organisations representing the group and with directly with the homeless community.</p> <p>Use questionnaires and surveys to identify how people access health services if any and what happens if there is a social care need.</p> <p>To deliver a report from the findings and make any recommendations needed.</p>
<p>How do people dispose prescribed medication they decide not to take.</p> <p>Manisha Modhvadia</p>	<p>Pharmacies are obliged to accept back unwanted medicines from patients. However members of the public informed Healthwatch of many cases where medication has not been properly disposed and where family and friends still have medications on their prescriptions they no longer need. People have also highlighted that at times they are prescribed medication and then have not taken them for a number of reasons.</p> <p>The project will look into a number of areas including, disposal of medication and management of medication.</p>	<p>Speak directly with members of the public to gather information in regards to disposal and medicine management.</p> <p>HW to deliver a report from the findings and make any recommendations needed.</p>
<p>Mental Health Young people</p> <p>Roman Lakhera</p>	<p>Through the young people's representative it has come to the attention that young people in the Borough are waiting too long to be seen at the CAMHS service, in the meantime there is not much support provision available for them.</p> <p>Healthwatch will be looking further into this matter to create a better vision of what the young people are experiencing. Areas that will be focused on will be waiting times to be seen, support available whilst waiting to be seen and the experiences of the</p>	<p>To work with professionals, young people and families to gather feedback of the service.</p> <p>Deliver a report from the findings.</p>

	young people once they have been seen.	
Air Pollution Richard Vann	<p>During a London based meeting Healthwatch discussed air pollution and the impact on local people within their areas. Many Healthwatches have undertaken a piece of research to look at the local impact.</p> <p>Healthwatch Barking and Dagenham found that although some local authorities had information on air pollution within their Joint Strategic Needs Assessment (JSNA), our borough has not. There is also the healthy town development which is being, what is being put in place to make it healthy?</p> <p>Healthwatch will look at the following within this piece of work.</p> <ul style="list-style-type: none"> • Some local authorities have information on air pollution within their JSNA, The Barking and Dagenham JSNA does not contain any information. • What's the local impact on diseases like COPD • What is the Healthy town development and what's being put in place to make it healthy? 	<p>Undertake a piece of research to look at what is taking place locally.</p> <p>A report will be produced.</p>
Breast Screening and survival rates Manisha Modhvadia	<p>Barking and Dagenham are not hitting the breast screening target. We have found that screening takes place at only @ Harold Wood. Barking and Dagenham have the 2nd worst breast cancer survival rates. Healthwatch will be looking into this matter to find out why women are not attending breast screening services. We will also look to see if extended waiting times for hospital appointments are affecting positive outcomes for women diagnosed with cancer.</p>	<p>Speak directly with women in Barking and Dagenham to establish if they have been for their screening and the reasons if they have not. To speak to women who have been diagnosed with breast cancer to speak about their experiences.</p> <p>Produce a report on the findings.</p>
Community Equipment Roman Lakhera	<p>Healthwatch have had concerns from the public highlighting the wastage of community equipment. Equipment is not being re used and people want to know why this is happening. Healthwatch will find out from the relevant providers the process of giving equipment back? and the reasons why certain equipment cannot be used.</p> <p>Furthermore Healthwatch will speak to individuals who have used the service to see what they did with unwanted equipment.</p>	<p>Healthwatch will produce a report of the responses received from providers, commissioners and service users and share this information with the local community.</p>

Better Care Fund Richard Vann	<p>The Better Care Fund (BCF) is a national initiative which operated last year in Barking and Dagenham and will also be this year. Healthwatch are interested in how the integration improved health and social care outcomes for people and how the BCF will work in the future.</p>	<p>Produce a report with the findings.</p>
Choose and Book Manisha Modhvadia	<p>Healthwatch consulted with the CCG PEF about the work-plan, one of the areas discussed was Choose and Book. The PEF discussed areas such as how does choose and book work, what have peoples experience of using it been? Can you go anywhere? Is it based on what is commissioned? Therefore Healthwatch would like to take this forward to research and respond.</p>	<p>Undertake a piece of research to look at Choose and Book and how this service has worked for people who have used it.</p> <p>A report will be produced.</p>
Have you heard of Healthwatch Manisha Modhvadia	<p>Healthwatch Barking and Dagenham undertook a project last year asking the public, if people have heard of Healthwatch, how they heard of us, If they have used the service and what the outcome was for them and any ideas on what Healthwatch could do, to reach the local community.</p> <p>This year Healthwatch will implement the recommendations from the report but also continue to receive feedback from the general community to make recommendations for change the following year and capture what we are doing well and where we need to improve.</p>	<p>Undertake recommendations made from last year's report.</p> <p>Continue to consult with the public and stakeholders this year and make recommendations for improvement.</p>
Project Follow up : Healthwatch Team	<p>HW has made recommendations through several reports. HW will be contacting relevant organisations and professionals to see what has been the impact and if the recommendations have taken place.</p>	

Enter and View

Enter & view visits carried out by Healthwatch that represent local peoples' feedback for services to be enquired into and monitored

WORKSTREAM LEAD	REASON	Method
Social Care Provider Manisha Modhvardia	Provider identified from feedback and/or concern raised by the public. This will be an announced visit.	Plan the visit with Enter & View volunteer representatives; notify the provider if an announced visit; undertake debriefing post visit. Healthwatch will produce a report of the findings of the visit; highlight key issues from it and make appropriate recommendations.
Social Care Provider Manisha Modhvardia	Provider identified from feedback and/or concern raised by the public. This will be an announced visit.	Plan the visit with Enter & View volunteer representatives; notify the provider if an announced visit; undertake debriefing post visit. Healthwatch will produce a report of the findings of the visit; highlight key issues from it and make appropriate recommendations.
Social Care Provider Richard Vann	Provider identified from feedback and/or concern raised by the public. This will be an announced visit.	Plan the visit with Enter & View volunteer representatives; notify the provider if an announced visit; undertake debriefing post visit. Healthwatch will produce a report of the findings of the visit; highlight key issues from it and make appropriate recommendations.
Healthcare Provider Richard Vann	Provider identified from feedback and/or concern raised by the public. This will be an announced visit.	Plan the visit with Enter & View volunteer representatives; notify the provider if an announced visit; undertake debriefing post visit. Healthwatch will produce a report of the findings of the visit; highlight key issues from it and make appropriate recommendations.
Healthcare Provider Manisha Modhvardia	Provider identified from feedback and/or concern raised by the public. This will be an announced visit.	Plan the visit with Enter & View volunteer representatives; notify the provider if an announced visit; undertake debriefing post visit. Healthwatch will produce a report of the findings of the visit; highlight key issues from it and make appropriate recommendations.

Healthcare Provider Richard Vann	Provider identified from feedback and/or concern raised by the public. This will be an announced visit.	Plan the visit with Enter & View volunteer representatives; notify the provider if an announced visit; undertake debriefing post visit. Healthwatch will produce a report of the findings of the visit; highlight key issues from it and make appropriate recommendations.