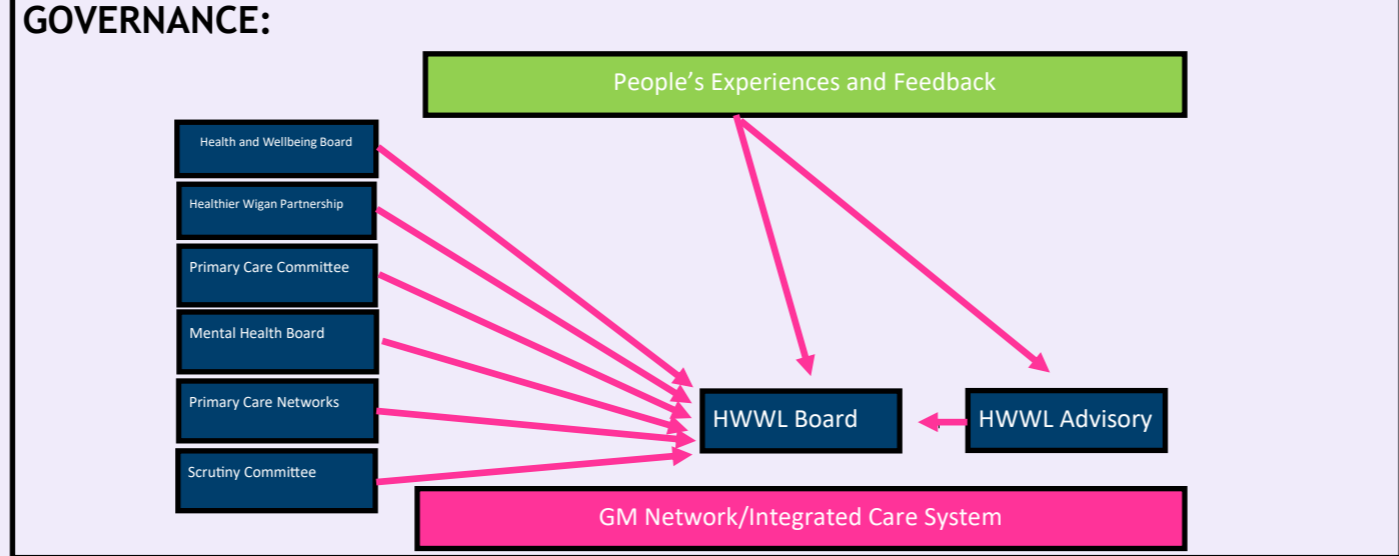


Every year Healthwatch Wigan and Leigh (HWWL) puts in place a work plan that sets out what we are going to focus on to ensure our work reflects the issues that matter to local people. Our plan is based on feedback and patient stories received from residents of the Wigan Borough; statutory activities we are required to undertake under the Health and Social Care Act 2012; current priorities for the health and social care system across the Wigan Borough; which includes the Healthier Wigan Partnership and the Locality Plan for Wigan.

KEY PRIORITIES & AIMS:

- Raising the profile of HWWL
- Making HWWL accessible and visible
- Volunteer recruitment drive
- Enhancing Information and Signposting Resources
- Developing NHS Complaints Advocacy Service
- Implementing HWE Quality Framework
- Improving our partnership working



KEY PERFORMANCE INDICATORS;

- Number of volunteers/activity/hours
- Number of people we have engaged with across the Borough
- Activity by SDF/PCN
- Evolving themes
- Case Studies/Outcomes/Impact
- Annual Report/Project Reports/Bulletins/Newsletters
- Information and Signposting activity
- Advocacy Activity
- Social Media presence

DELIVERY AND WORK PLAN

PRIORITY ONE: MENTAL HEALTH

- CAMHS/Neuro Pathway
- Access to Urgent Care YP/ Adults
- Post Natal Maternity Care
- Expert by Experience Forum
- Dual Diagnosis

PRIORITY TWO: INTEGRATED CARE SYSTEM

- Experience of End of Life Care
- Access to GP services (Digitally)
- Access to Urgent and Emergency Care

PRIORITY THREE: INEQUALITIES

- Homelessness
- Carers
- Young People
- Social Isolation
- Deaf
- Travelling Community

PRIORITY FOUR: QUALITY

- Continence Services

ENTER & VIEW:

- Care Homes

PARTNERSHIP DEVELOPMENT:

- Healthier Wigan Partnership—Place Based System Board
- Greater Manchester Network
- Primary Care Networks
- Hospital Trusts (GMMH/WWL)
- VCSE Network

COMPLAINTS ADVOCACY:

- Developing Advocacy Framework based on best practice
- Developing the offer around outreach for Advocacy clients
- Raising the profile of the service