

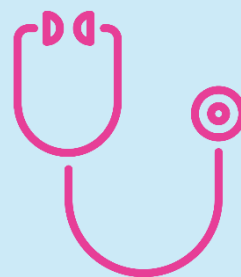
Healthwatch Milton Keynes Business Plan 2024-25



Our priorities 2024-25

Experience of primary care services

Transformation in primary care continues to happen at pace with residents expected to interact with more digital technology to access GP appointments, see more care delivered in their neighbourhood, encouragement to use a pharmacy instead of GP services and an increasing assortment of different professionals to help them. Through surveys, more Enter and view visits to Primary Care and audits of the way GP practices communicate with patients, we will find out what benefits and impacts residents are experiencing.



Health inequalities

We will be supporting the BLMK Integrated Care Board to act against the recommendations of the [Denny Review](#) through 3 projects:

Reducing inequalities through improved accessibility

Researching what translation and interpretation services are available in MK and how well do they work – how can they be delivered better in future?



Reducing inequalities through improved awareness and knowledge of how to prevent ill health and access to support

Events to support residents to talk about their health inequalities and learn about support



Reducing inequalities through improved involvement with services

Working with Patient Participation Groups to identify gaps in their membership and improve participation from diverse communities. We'll co-design a toolkit that other PPGs can use in the future



Co-designing future MSK services

The next muscular-skeletal services provider will be contracted in the Summer. We'll be supporting BLMK ICB to make sure the under-represented communities in Milton Keynes have the opportunity to co-design how future services can work best for everyone with an MSK need in MK



Mental Health

With recent and emerging changes to some of the key sources of support that residents of MK use for support with their mental health we want to hear how residents identify, access and experience mental health support in Milton Keynes. We'll be prepping this large piece of work with initial research.

Enter and view

Using our statutory power, we'll continue reach people whilst they are accessing or receipt of care, be it in their Care Home, their own homes, GP practice or hospital. The residents of Milton Keynes will be able to see, through our reports how others experience care within local health and care services, and what actions service providers commit to, to improve services



Our priorities 2024-25

Experience of primary care services

Feedback about GP services and concerns/queries about availability of NHS dentistry remain the main reasons for contacting HWMK and contacts regarding pharmacy have been steadily increasing across 2024-25.

Transformation in primary care is being driven by a multitude of national strategies and mandates, including the implementation of the modern general practice model, the establishment of Fuller Neighbourhoods, embedding of ICB commissioning of Pharmacy and Dental contracts and GP Access recovery action plans. With relationships established with POD (Pharmacy, Optometry and Dental) commissioning teams, pharmacies and ICB 'Place' Primary Care teams it is timely to present robust insight evidencing the 'wicked issues' for patients in MK and what improvements to services could make all the difference for our community.

We'll be maintaining our focus on primary care and scaling up our activities to review whether patients are experiencing benefits/disbenefits as a result of changes to accessing primary care.

Funding Stream: Core Grant

Key activities

- Repeat The Great Big GP Access survey
- Accessing Pharmacy survey
- Desktop audit of GP practice websites
- Detailed analysis of Primary Care experiences shared
- Enter and view in GP practices
- 200 respondents to pharmacy survey

Outcomes

- Combined and targeted evidence of GP practices with levels of poor experience are submitted to ICB Place team with recommendations for action
- ICB and local Primary Care services are provided with insight into how patient communications can be improved
- ICB and local Primary Care Teams are provided with evidence of the impact on residents using pharmacies

Our priorities 2024–25

Health Inequalities – Interpretation/Translation Mapping

Funded by the ICB to support action on the implementation of the recommendations of the Denny review, we will engage in a coordinated mapping exercise of translation and interpretation services in BLMK.

Long Term change Recommendation – Communication

Based on the findings of the review of interpretation services, ensure there is a consistent service across health and care and that translated materials are available in line with legal duties.

a. Short Term Change – Access

Hospital Trusts and primary care should undertake a review of what, if any, interpreter and translation services are available and accessible to ensure patient needs are met

b. Short term change – Communications

Collaborate to implement a universal translation service for BLMK that provides consistency across all NHS Provider organisations

Urgent review of all translation services provided in BLMK's health and care sector to ensure it complies with Accessible Information Standards. Interpreters are always available, that there is consistency across primary and secondary care services and that BSL interpreters are included in the list of available languages

Working in partnership with the other local Healthwatch in BLMK we will map services and their effectiveness across health and care service providers and core VCSE providers. The ICB will be provided with a final report, with recommendations to ensure that translation and interpreting services are commissioned and supplied in such ways that they are both reliable and effective for the people that need them.

Funding Stream: BLMK ICB – Denny Phase 2

Key activities

- Develop standardised mapping methodology with LHW in BLMK
- Interviews with all service providers, and selection of front-line staff and users of the services
- Interviews with VCSE providers and key anchor VCSE organisations
- Develop and produce scale report in agreement with LHW

Outcomes

- The ICB acts on clear evidence and recommendations to implement an effective translation service for Milton Keynes (within BLMK) that provides consistency
- People in our community that require access to interpreters and translators have their needs met, without delays that compound health inequalities

Our priorities 2024-25

Health Inequalities – Health Events

Funded by the ICB to support action on the implementation of the recommendations of the Denny review, we will support to scale up BLMK health campaigns targeted at communities identified in the Denny Review. We will deliver two health events and support the cascade of relevant health promotion information that supports prevention and promotes access to self-care support.

Short term change recommendation – Communication

Ensuring that residents are asked about/ offered information in a format or language that they can understand, with consideration made to help prevent residents being excluded from services due to barriers which include lack of access to digital technology. Review of all communications and marketing materials to ensure culturally appropriate imagery and language is reflective across BLMK

a. Support proposed by BLMK ICB HI Steering Group

Support of communications and engagement collaborative
Health Education events which are novel, or scale up existing initiatives to improve Health literacy in Denny cohorts

Working in partnership with ICS strategic partners, providers and VCSE in Milton Keynes we run two health events aimed at two communities identified through the Denny Review bringing together advice, support and resources to improve awareness of prevention, self-care. We will utilise opportunities to research barriers to good health and support.

Funding Stream: BLMK ICB – Denny Phase 2

Key activities

- Identify communities whom events will target
- Coordinate attendance of providers and VCSE and relevant translators
- Full and targeted promotion of events
- Report on each event to CEO, via Communications Officer for cascade to ICB

Outcomes

- Targeted communities received information about how to stay well, how to access support and participate in service design/delivery
- People in our community that experience the greatest inequalities are more knowledgeable about information, advice and help available, and the importance of sharing their experiences

Our priorities 2024–25

Health Inequalities – Increasing Diversity on PPGs

Funded by the ICB to support action on the implementation of the recommendations of the Denny review, we will support GP Practices to ensure that Patient Participation Groups (PPGs), as required within the GP contract, are in place, receive sufficient funding and are sustainably representative of their community.

Short term change recommendation – Representation

Support GP practices to ensure that Patient Participation Groups, as required within contracts, are in place and receive sufficient investment

b. Long term change

Develop an Asset Based Community Development (ABCD) approach to engaging with local communities to drive grassroots change and represent their views in service development.

Working in coordination with Healthwatch Central Bedfordshire we will recruit established PPGs to develop toolkits that can be used by PPGs independently to assess their representation and map gaps, identify key resident groups, access support to engage their communities and increase membership and operate their PPGs in ways that work to sustain membership from diverse backgrounds. HWMK will focus on ethnic minority communities.

Funding Stream: BLMK ICB – Denny Phase 2

Key activities

- Identify and recruit PPGs to project
- Design representation/effectiveness audit for PPGs to undertake
- Develop toolkit
- Recruit separate PPG and test

Outcomes

- PPGs taking part in the pilot establish greater, and more diverse representation to their PPG
- PPG(s) testing the toolkit report its effectiveness as a tool to identify and fill member gaps, and retain membership
- PPGs report positively on the support of HWMK in self-assessing effectiveness and establishing core resources required to sustain an effective PPG

Our priorities 2024–25

Co-designing future MSK services

Funded by the ICB support co-design of a re-design of Musculoskeletal (MSK) services. The ICB's aim is to design and commission a single model of MSK service provision across Bedfordshire, Luton and Milton Keynes from 2026 which delivers a smoother patient journey, greater clarity for referrers to the services, equity of service for patients across BLMK and the right treatment, at the right time, in the right place.

BLMK ICB has funded Healthwatch Milton Keynes to deliver co-design workshops with communities identified as being under-represented within engagement data from Milton Keynes:

- Asian/Asian British
- Mixed/Multiple ethnic groups
- Black African/Caribbean
- Residents of most deprived areas in MK (i.e. Coffee Hall, Netherfield, Fuller Slade, Water Eaton)

Funding Stream: BLMK ICB

Key activities

- Identify communities and undertake full and targeted recruitment
- Agree co-design activities programme (supplied by ICB)
- Coordination of translators/interpreters
- Run workshops against programme mandate

Outcomes

- HWMK has ensured that residents from under-represented communities identified in the ICB's brief have been involved in the co-design of future MSK services
- The reputational impact of delivering a high-quality programme of targeted engagement and co-design results in increased funding opportunities

Our priorities 2024-25

Mental Health

HWMK and residents are concerned about where the real parity of esteem is in MK when it comes to providing residents with mental health support. Following the recent closure of a 40-year-old MK based VCSE organisation providing counselling services for young people, information that the Recovery College in Bletchley will close due to lack of funding and indications that there is a bias toward mental health needs and support in Bedfordshire, it is timely that we prioritise Mental Health in our 2024-25 plans.

Recognising that this project may require more time and resources than allows for a 12-month project alone, this year our team will lay the groundwork.

Funding Stream: Core Grant

Key activities

- Full mapping activity of statutory and non-statutory support for young people and adults
- Mapping of referral and system flow
- Reviewing progress against the recommendations of the PACA report 2022

Outcomes

- HWMK have a full map of services available for the residents of MK
- Parent Carers are able to see any changes made in response to the recommendations of the 2022 PACA report and are assured through a BLMK ICB response to the follow-up report a commitment to addressing areas of poor experience in support for those they care for
- The staff team demonstrate a clear plan for the resident research phase of the project in 2025-26

Our priorities 2024–25

Enter and view

We will continue to use our legislative powers to undertake Enter and view visits to a range of services across Milton Keynes. Working in strategic partnership with the Quality Monitoring Team at Milton Keynes City Council we will undertake targeted visits to Care Homes and residential settings based on level of concerns raised by residents and their families, MKCC quality team and CQC inspectors.

We will continue to encourage GP practices to request Enter and view visits and will work with the ICB Primary Care Place-based team to undertake unannounced visits where necessary.

Funding Stream: Core Grant

Key activities

- Identify and agree a schedule of Care Home visits with MKCC Quality Team
- Identify and agree a schedule of GP Practice visits against Primary Care priority objectives, and ICB Primary Care lead for MK
- Engage Enter and view volunteers to participate in visits
- Provide the Board of Trustee with information of compliance against recommendations from Enter and view reports

Outcomes

- Residents can see clear evidence of GP Partner and BLMK ICB acknowledgement and response to GP practice Enter and view reports which demonstrate clear commitment to addressing any areas of poor experience in services visited
- Residents and families of those living in Care Homes can see clear evidence of Care Home provider acknowledgement and response to Enter and view reports which demonstrate clear commitment to address any areas of poor experiences

Core engagement activities

In 2024-24 we have £3,000 available for Project staff to deliver a series of engagement, listening and focus groups. These are core activities where we will focus on encouraging people to come together to share their experiences. As well as an opportunity to share details about their journeys within care services, we can hear how services and the Working with People and Communities mandate to ICSs could work better for, and with them.

We will deliver 10 monthly engagement sessions, supported by a focused communications campaign around each theme.

<p>Week 1 Campaign Launch</p> <p>E-bulletin Socials/Press Release News Page— website</p> <p>Desktop Research Recruit Professional speaker</p>	<p>Week 2 Information Drop: Awareness</p> <p>Socials/website Q of the week- your experience /Survey</p> <p>Promote event VCSE insight gathering</p>
<p>Week 3 Information Drop: The MK offer</p> <p>Socials/website Share known insight and data Q of the week—what could be better /Survey</p> <p>Promote event/agree attendees</p>	<p>Week 4 The session</p> <p>Session held Evaluation and report</p> <p>Socials/website short term: Highlight activity and key findings Thanks to invitees</p> <p>Website/bulletin – within 6 weeks: Full report on website inc. relevant responses from prof stakeholders</p>

Month	Theme
May	Menopause
June	Patient Participation
July	Personalised Care in your neighbourhood
August	Getting involved in Research
September	Mental Health Support in Milton Keynes
October	Learning Disabilities and health
November	Womens Health – female only spaces
December	Mens Health
January	Refugees – Health literacy and access
February	Needs of the Digitally Excluded

Our website and social media

Each year, we set objectives to deliver continuous improvement to our Advice and Information service to patients, service users and the public. Our advice and information is designed to help people across Milton Keynes to access, understand and navigate health and social care services.

2024–25 objectives

- Deliver digital campaigns to encourage and empower residents to share their experiences of health and social care in Milton Keynes.
- Develop content that is accessible to people with additional language and communication needs.
- Do what we can to ensure digital access is not the only way we reach out to residents.
- Promote the value and importance of volunteering for Healthwatch Milton Keynes.
- Work in partnership with the ICB, MKCC and the VCSE Alliance to cascade health and social care information that supports health literacy and spread the impact of people and community voice.

Key activities

By the end of 2024–25 we will:

Develop audio files for some of our key website content to support

Advice and Information pages have improved content for:

- Men's health
- Women's health
- Annual health checks

Improve navigation through our Advice and Information website section.

Have our GP digital screen advertising available for use within GP practices

Retain live pages for public information on:

- Denny Review
- Bletchley Pathfinder and MK Neighbourhoods
- GP registration

Work with the local BSL community to improve accessibility of information on our website

Improve the volunteering pages of our website to attract and retain more volunteers

Long-term projects and proposals

As we move into the 2024-25 financial year, Healthwatch Milton Keynes has projects and active proposals that need to be considered within the capacity resource allocation for the year.

Project: Campbell Centre Inpatient Experience Improvement

Project Timescales: July 2023–June 2024

Funding Stream: CNWL

This 12-month activity, funded by CNWL, is delivered via weekly patient discussion sessions at the Campbell Centre. The aim is to understand challenges to good relationships between inpatients and staff at the Campbell Centre. Feedback on themes of issues, and trends of sentiment are provided to CNWL based on an agreed QI methodology. This project will operate until June 2024. At the end of the project HWMK will publish a briefing of the activities, the findings and the outcomes and impact of our work with inpatients and staff teams.

Improving System Flow – Patient Evaluation of Discharge Pathways 1 and 2

Project Timelines: April 2024 (TBC) – 18 months

Funding Stream: MK Deal

At the request of the MK Health and Care Partnership Joint Leadership Team and Improving System Flow Steering Group, we have proposed to establish and operate an 18-month pilot working with a sample size of patients being discharged on pathway 1 and 2 to evaluate and inform both the implementation and quality improvement of the new integrated discharge hub, and the operational elements around the hub.

Patients will have opportunities to speak with us to discuss their experience through the integrated discharge hub. We will jointly agree a methodology and QI approach with the System Flow Steering Group. Their real-time insight and expertise by experience, will enable system flow leads to test new pathways, evidence where they are providing improved patients outcomes, and inform further improvements to integrated ways of working.

A decision on the funding of the project will be made on 7th March 2024.

BLMK ICB research workstreams

In 2023-24, we supported the BLMK REN (Research Engagement Network) map opportunities for developing community research champions in MK. Further funding for a phase 2 of the REN project is likely to be bid for by the ICB in 2024-25. This will likely include requests for HWMK to support the recruitment of community research champions in Milton Keynes. This will be considered within the capacity resource allocation for the year.