



Workplan 2024/25
Healthwatch Oldham

What Healthwatch does

1. Listen

We proactively gather the views of people about their needs and experiences of local health and care services in Oldham. We try to help resolve queries or concerns people may be having and connect them to the local provider.

2. Involve and Engage

We work with volunteers and with the voluntary and community sector to ensure we can gather experiences from all the different communities in Oldham and can tap into the trusted networks that exist to learn more about what is important to local people.

3. Provide Data and Insight

We share the data and insight that we gather and produce reports with recommendations about what local people have said about ways health and care services can be improved.

4. Share Information

We provide information and advice to the public about the local health and care services available to them and share information and support to access this.

- Small team (3fte), based within Action Together as the 'host'
- Support an Independent Advisory Board for Healthwatch Oldham



Prioritisation process



Healthwatch Oldham's workplan

- Identify priorities where we can achieve meaningful outcomes
- Focus on health inequality
- Build in timeframe for effective engagement and diversity of experience
- Robust project planning and project management
- SMART Recommendations
- Resource to follow up on recommendations



Framework of the plan

- Split into **projects** - two local projects and three projects with GM counterparts
- Identify where we should target our **engagement**
- Share with partners where there is an intent to work **strategically** with others on issues that may not be solely delivered by a health or care provider.



Workplan - Projects

- Secondary/Metastatic Cancer Services – in progress
- GM CAMHS – being finalised
- GM Menopause and Mental Health – late summer 2024
- People with learning disabilities experiences of diabetes services - December 2024



Workplan - Engagement

- Youth Watch 100
- Forums in August & December
- Hospital Services – working with Oldham Hospital to understand experiences in different hospital departments
- Social care and older people – understanding experiences of day services, care homes and supported accommodation



Workplan - Strategic

- Child Vaccination Uptake – reviewing data and current activity re this to understand issues, with health inequality focus and identify potential for future project work.
- Damp in housing and impact on health – understand the system response in place already to address damp in housing, monitor progress against improvement plans and promote to the public what progress is being made.



Workplan - Other

- Follow up on previous recommendations – use Impact Tracker to monitor progress against recommendations
- Health & Wellbeing Board – ensure we are proactive members
- Adult Social Care and Health Scrutiny Board – ensure strong partnership working
- Signposting and support to the public



Our approach

- Advisory Board will monitor progress on the workplan
- Horizon scanning for potential / new urgent priorities
- Flexible so can adjust /re-prioritise urgent issues if needed
- Strengthen data and insight capabilities to help the team give the board the information needed for each potential priority
- Prioritise our resources for impact

