

Healthwatch Dorset is the county's independent health and care champion. It exists to ensure that people are at the heart of care. Our dedicated team of staff and volunteers listen to what people across Dorset like about local health and care services, and what they think could be improved. These views are then used to create our Workplan for the year, while also giving consideration to national and local priorities in health and social care.

Healthwatch Dorset Draft Workplan for 2021/22

- Children & Young People - as part of the CAMHS review last year Healthwatch Dorset gathered feedback from marginalised young people eg. children excluded from school, young asylum seekers, young people who are homeless etc:
<https://healthwatchdorset.co.uk/wp-content/uploads/Your-Mind-Your-Say-Full-Report-Final-3.pdf> Our findings fed into the Dorset CCG CAMHS review. This year we are launching a new project called Young Listeners, establishing a group of young people aged 16-25, who we will support to develop their own engagement project this summer:
<https://healthwatchdorset.co.uk/project/young-listeners/>
- Access to Primary Care - one of the most common themes local people speak to us about is their access to primary care. This is a long term project for the year with consideration being given to digital consultations, disabled access, learning disability health checks, carers & older people. This project will also help Healthwatch Dorset develop stronger working relationships with Patient Participation Groups and Primary Care Networks.
- Accident & Emergency Care - in Nov/Dec 2019 we worked on a national project, together with 5 other local Healthwatch, talking to people in Poole A&E about their experience. Our findings helped to inform the national review of A&E performance measures:
<https://healthwatchdorset.co.uk/wp-content/uploads/2020/02/Poole-Hospital-AE-project-report-Final.pdf>
Since our report Covid-19 has changed the way A&E services are provided and the NHS has launched 111 First, encouraging people to contact NHS 111 before visiting A&E. To find out how these changes have affected local people we are now working with Poole Hospital to carry out volunteer led phone call interviews with people who have visited A&E in Jan/Feb/March 2021. We plan to report on this project in May and will also be working with Dorset County Hospital this year on patient experience in A&E, to help inform the next stage of their Emergency Department redevelopment.
- Transport - this is a key theme that local people raise with Healthwatch Dorset and was a long term project for last year which we postponed because of the Covid-19 pandemic. We will be gathering research and taking into consideration the need for clear and accessible information, transport for the vaccination programme, disabled access, older people and rural communities.
- Children & Young People's Cancer Services across Wessex region - Healthwatch Dorset has been commissioned to work on this project, developing creative engagement tools to gather feedback from children and young people who are living with cancer. We are working with Wessex Cancer Alliance and Wessex Voices on this project which will be reported on in June/July.

We welcome your thoughts on our draft Workplan. This workplan has been designed to allow us enough capacity to work on emerging issues, so please take this opportunity to let us know of any other areas you think we should prioritise.

We want to ensure that we're working on projects that are important to local people, feed into NHS and Social Care priorities, don't duplicate work already being done and are able to make a real difference for local people. We also welcome the opportunity to work in partnership, so please get in touch if you'd be interested in working with us.

We will finalise our Workplan at the Healthwatch Dorset Steering Group meeting in March 2021.