

## ISSUE BASED TASKS

TASK	STATUS	LED BY	TARGET & TIMESCALE	LATEST UPDATE
<b>PRIORITY #1: MEDICAL TRAVEL</b>				
<b>1</b> IOS Medical Travel and Transport Group	Active	Jane Hurd	Administer and co-chair IOS Medical Travel and Transport Group (MTTG) Ongoing	See MTTG action plan Meeting 15/05/18 held Meeting 17/07/18 held Meeting 18/09/18 cancelled Meeting 20/11/18 held <b>Next meeting 15/01/19</b>
<b>2</b> Medical Travel comments and reports	Ongoing	Jane Hurd, Julie Love	Collate feedback, identify issues, make recommendations	Nov 2017 Community survey feedback > providers, edited feedback > CIOS and CCG Dec 2017 Request from Shaping our Future Engagement lead on input into patient survey on travel, to inform decisions on service location. Provided comments on survey and additional information pertinent to IOS travel considerations. Dec 2017 Patient travel/no. of overnight stays data requested by Cllr Davis, provided 2016 Winter Medical Travel report. Feb 2018 JH and JD met with Office of National Statistics to discuss costs associated with medical travel. <b>NEXT ACTION:</b>
<b>3</b> Patient transport policy and eligibility criteria	Monitor	Jane Hurd	Added Aug 2017 Scrutinise and respond to Non-Emergency Patient Transport Policy Monitor impact Ongoing	August 2017 Receipt of NEPT policy; community info out; responded to policy. Nov 2017 Confirmation at MTTG regarding definition of usually resident and status of seasonal workers. Nov 2017 Request to CCG for clarification on reimbursement for past travel; position on discretionary escorts; return after medevacuation. J Pendleton sent full response to B Dawson, CIOS. Asked R Murray to co-ordinate a response to HIOS. Received. Info out on social media about latest arrangements regarding urgent treatment and return after a medevac. Jan 2018 NEPT procurement documents for KCCG – JD read

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HEALTHWATCH ISLES OF SCILLY WORK PLAN SUMMARY – updated 14-01-2019

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				<p>documents and made comment on behalf of HIOS.</p> <p>May 2018 spoke to NHS Kernow re: use of helicopter over stretcher flights.</p> <p>July 2018 Confirmation that a clinician must authorise travel warrants.</p> <p>Nov 2018 OT would need to confirm suitability of use of helicopter for some patients rather than stretcher flights.</p> <p>Nov 2018 JL met with SW NHS Kernow to discuss in detail the NEPT policy and escort criteria.</p> <p><b>NEXT ACTION:</b></p> <p>Monitor through feedback and MTTG; CIOS Scrutiny now leading on this matter.</p> <p>November 2018 clarification of charges to NHS patients for ammendments/cancellations.</p>
3.1 Escort criteria	Active	Jane Hurd	<p>Added Aug 2017</p> <p>Discuss escort criteria in respect of IOS circumstances, including escorted travel for 16-18 year olds, with NHS Kernow ongoing</p>	<p>August 2017 Receipt of NEPT policy. Responded to policy; Query re IOS specific scenarios for escorted travel and additional eligibility criteria for discretionary escorts. Raised feedback re self-funding for escorts. Discussion about how to measure extent of self-funding.</p> <p>Sept 2017 included specific question re. funding of escorts with household survey.</p> <p>Oct 2017 Referred to evidence of self-funding in 2<sup>nd</sup> response to NHS Kernow. Referred issue of discretionary escort eligibility to Scrutiny Committee.</p> <p>Nov 2017 NHS Kernow states that discretionary escorts will be funded.</p> <p>Nov 2017 comments and data re escorted travel included in community survey feedback to members of MTTG.</p> <p>Nov 2017 written confirmation that discretionary escorts for IOS patients will not be means tested (20 wk antenatal and 2 week wait appts to receive diagnosis).</p> <p>March 2018 Discussed post 16 escort criteria at MTTG.</p> <p>May 2018 Patient Transport reports to MTTG that they have only just received confirmation regarding discretionary escorts in</p>

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				<p>revised policy and will not reimburse pre May escorts. Referred to CCG.</p> <p>July 2018 NHS Kernow agreed to refund maternity escorts between Nov and May. Talked to midwife in regards to letting people know.</p> <p>July 2018 discussed with NHS Kernow information available re: 16/17 years old who are unable to travel home due to travel disruption.</p> <p>July 2018 Confirmation that escorts are limited to 72 hrs, does not include Sundays.</p> <p>Nov 2017 Confirmation that escorts are for medical need only, includes maternity if giving birth on mainland. Advice on privately paid for escorts during weather advisories to contact ISSG managers to discuss requirements.</p>
3.2 Travel for urgent treatment	Monitor	Jane Hurd	<p>Added June 2017</p> <p>Address withdrawal of NHS funding for travel for urgent treatment</p> <p>Monitor development of additional policy</p> <p>Completion Jan/Feb 2018</p>	<p>Nov 2017 provided evidence and made case to CCG regarding access to urgent treatment on the mainland. Subsequently referred to CCG.</p> <p>Nov 2017 NHS Kernow says that funding for urgent travel has been reinstated and additional policy will be written, due end Jan.</p> <p>Nov 2017 Confirmation at MTTG about procedure for booking urgent travel.</p> <p>Nov 2017 Confirmation from Scrutiny that they will require discussion with NHS Kernow on additional policy.</p> <p>Jan 2018 participated in working group looking at the new policy for 'Funded transport for patients usually resident on the Isles of Scilly requiring treatment at ED, UCC on the mainland'.</p> <p><b>NEXT ACTION:</b></p> <p>Monitor development of new policy through Scrutiny and MTTG.</p>
3.3 Return after a medevacuation	Monitor	Jane Hurd	<p>Added Nov 2017</p> <p>Address withdrawal of NHS funded travel for return after a medevacuation</p> <p>Monitor development of additional policy</p> <p>Completion Jan/Feb 2018</p>	<p>Nov 2017 Provided evidence and made case to CCG regarding cessation of funded travel to return after a medevac. NHS Kernow states that return travel is not funded. Referred to Scrutiny Committee.</p> <p>Nov 2017 Confirmation at MTTG that as of 21/11 return travel</p>

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				<p>will be funded and confirmation of procedure for booking travel. These arrangements will pertain until the additional policy is written, due end Jan.</p> <p>Jan 2019 confirmation that information given to patients at point of medevacuation has been reviewed and updated.</p> <p><b>NEXT ACTION:</b> Monitor development of new policy through Scrutiny and MTTG.</p>
3.4 Patient information	Active	Julie Love	Produce and make available up to date patient information on medical travel Ongoing	<p>Ongoing: produce and update timetable information for mainland leg of trip.</p> <p>June 2017 PTS produced updated FAQs and requested that HIOS bring these to people's attention. Included updated information in members' bulletins, website, social media and leaflets around the islands.</p> <p>Aug 2017 Revised FAQs produced and published as above</p> <p>Oct 2017 Researched options for public transport LE&gt;PZ and included in HIOS timetable info.</p> <p>Nov 2017 Added Skybus shuttle pick up times to HIOS timetable info.</p> <p>Nov 2017 removed PTS FAQs from circulation as now out of date</p> <p>Nov 2017 posted updates on changes to funded travel criteria on social media.</p> <p>March 2018 updated travel map for NHS and HIOS medical travel leaflets.</p> <p>Nov 2018 updated travel map for NHS and HIOS medical travel leaflets</p> <p>Dec 2018 made comment on text for a new IOS Travel website section on medical travel</p> <p><b>NEXT ACTION:</b> JL to give feedback on information required for NHS Kernow information leaflet</p>
<b>PRIORITY # 2: HEALTH AND SOCIAL CARE PROVISION</b>				
5 Adult Health and Social Care	Monitor/liaise Adult social care:		Monitor delivery and request information about future planning	April 2017 NHS Kernow stakeholder meeting re primary care contracts.

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provision			Ongoing	<p>June NHS England meeting re primary care contracts                      June 2017 Liaison meeting with Senior GP                      July 2017 Liaison meeting with Senior Officer ASC                      Sept 2017 - introduction to new Senior Officer ASC                      Nov 2017 Liaison meeting with Senior GP                      Nov 2017 forwarded community survey feedback to providers, for response and discussion tba                      July 2018 Attended workshop with regional commissioners for Mental health, looking at services for the islands                      October 2018 Attended Park House meeting to discuss CQC inspection                      October 2018 Meeting with Senior Officer ASC and AK                      Dec 2018 Meeting with Senior GP St. Mary's Health Centre CD and IML                      Dec 2018 Meeting with new CPN and AK</p> <p><b>NEXT ACTION:</b></p>
5.3 System transformation: health and social care integration and Sustainability & Transformation Plan	Participate /monitor	Board	<p>Monitor delivery and request information about future planning.                      Participate in meetings                      Promote community engagement and consultation                      Ongoing                      Support RCHT-led work stream to develop virtual care options</p>	<p>June 2017 Hitachi co-production workshop (wave 1).                      June 2017 Healthwatch Cornwall STP group meeting, by skype                      Sept 2017 participated in wave 2 co-production workshop.                      April 2018 participated in wave 3 co-production workshop.                      Sept – JD sent all minutes and emails re: SoF etc                      Sept 2018 HIOS invited to attend monthly CAP – Citizens Advisory Panel                      09/11/18 CAP meeting dial in JL                      14/12/18 CAP meeting dial in IML                      11/01/19 CAP video conference JL &amp; IML</p> <p><b>NEXT ACTION:</b></p> <p>PC/JD to attend a System Transformation Panel Board meeting                      HIOS to attend monthly CAP meeting                      JL to discuss Virtual Citizens Panel project with Healthwatch Cornwall</p>
<b>PRIORITY # 3: CHILDREN &amp; YOUNG PEOPLE'S SERVICES</b>				

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<b>6</b> Children's Services	To do	Penny Penn-Howard Julie	Establish more effective liaison with service providers and improve engagement with children and young people Ongoing	<p>April 2017 Meet with Acting Head Teacher re students access to School Nurse, and online access to health information.</p> <p>July 2017 'One Vision' question circulated via School.</p> <p>Sept 2017 collate feedback to One Vision Q and pass on.</p> <p>Nov 2017 2<sup>nd</sup> Takeover Day, report sent to Student Council, Head teacher, Children's Services and J Williams and A Khan (Children's Trust Board).</p> <p>Feb 2018 PPH attended training workshops arranged by IOS Parent Carers group on SEND and the law.</p> <p>July 2018 JL met with Parent Carers Grp to give a talk on what HIOS work.</p> <p><b>NEXT ACTION:</b></p> <p>Review task and next steps</p> <p>Meet with PPH to update this area of work plan</p> <p>Organise a takeover day with Five Islands School student Councilors</p> <p>PPH invited to meet Parent Carers Group Jan 19</p>
<b>6.1</b> Family support	To do	tba	Added Nov 2017 Improve engagement with families and raise awareness of HIOS remit for children and family services	<p>July 2018 JL gave presentation to IOS Parent Carers Group about work of HIOS</p> <p><b>NEXT ACTION:</b></p> <p>JL Write activity and outreach plan.</p>
<b>OTHER ISSUE BASED TASKS</b>				
<b>7</b> Dementia care and support	To do	tba	Added Nov 2017, start tba. Following success of the 'Tell us your story' section in the survey, plan survey work on the dementia journey.	<p><b>NEXT ACTION:</b></p> <p>To be included in Healthwatch Cornwall work in the future – Key focus area Mental Health in HC Strategy 2018 – 21. HIOS to participate in joint work 2019/20</p>
<b>8</b> End of Life care	To do	tba	Following feedback to community survey, plan survey work on end of life care	<p><b>NEXT ACTION:</b></p> <p>To contact Healthwatch Cornwall re: outcomes and initiatives that HIOS can be included. Discuss future work.</p>

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**OTHER TASKS**

TASK	LED BY	PROGRESS / LATEST UPDATE	
<b>Community engagement</b>	Julie	Q1 2018	Promotion of health & care services and events via bulletins and social media; April newsletter, August newsletter.
		Q2 2018	Promotion of drop in sessions and activities with third sector organisations through social media. November AGM.
		Q3 to date	
<b>Community feedback</b>	Julie	Q1 2018	Data for quarter available
		Q2 2018	Data for quarter available to end September
		Q3 2018	Data for quarter available to end of December
		To date	
<b>Reporting feedback</b>	Julie	Q1 2018	Medical travel feedback summary to MTTG May
		Q2 2018	
		Q3 2108	Medical travel feedback summary to MTTG November
<b>Working with services (including support for third sector organisations)</b>	Julie & Board	Q1 2018	Brighter Dental re: Orthodontistry; Macmillan re local support for cancer patients,
		Q2 2018	Victim Support, Macular Society and RNIB
		To date	
<b>Working with Regulatory, Scrutiny and Planning Bodies:</b> Care Quality Commission; NHS England Quality Surveillance Group; CIOS Health and Wellbeing Board; CIOS health scrutiny.		Q1 2018	Shaping our Future Wave 3; Community Safety Partnership; Scrutiny Committee;
		Q2 2018	Health and Wellbeing board, Children’s Trust Board and One Vision, CAP
		Q3 2018	
		To date	
<b>Signposting and providing information</b>	Julie	Q1 2018	Data for quarter available end June
		Q2 2018	Data for quarter available to end of September
		Q3 2018	Data for quarter available to end of December
		To date	
<b>Independent Health Complaints Advocacy &amp; DOLS</b>	seAp Julie	Q1 2018	Nothing to date
		Q2 2018	
		Q3 2018	
		To date	

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