

Proposed business plan until 31 March 2019

Area of work	Project	Project Description	Delivery time	Completion time
Gaining views	Weekly outreach	Meeting residents and getting their views at Croydon University Hospital and GP Hubs as well as other locations.	Continuous, reviewed quarterly	Continuous
	Listening Tour	Meeting residents and getting their views on tours in specific areas based on NHS network. First one at Woodside/Shirley. Next one Addington/Selsdon.	Aim to do an area every three months	Aim to completed Woodside Network by end of November, Addington and Selsdon in February.
	Grassroots	South West London NHS sponsored programme of supporting engagement events which Healthwatch Croydon recruit and manage. We also do outreach at these seldom-heard and hard-to-reach groups.	Completes in November	
Specific insight	Dementia Carers	Asking carers of those with dementia their experience of using services to support the Croydon Dementia Awareness Alliance.	Six months	Publish in January 2019
	Mystery Shopping	Assessing the experience of enquiries.	Start in November	Publish in January 2019
	BME Mental Health	Asking BME people how they access mental health services. This will help support the work of the	Start in November	Publish in March 2019

		BME Wellbeing Partnership Board		
	Adult Autism services	Asking those who have autism and those caring for those with autism their experience of using health and social care services.	Start in November	Publish in March 2019
Governance	Board Recruitment	Currently recruiting the new Local Leadership Board in line with agreed governance structure.	November	December
Influencing	Attendance at key meetings	Official attendee at Croydon CCG Governing Body and regular attendee at other meetings including Croydon Health Services NHS Trust Board meeting.	Continuous, reviewed quarterly	Continuous
Communications	Newsletter	Regular round-up of Healthwatch activity and other useful information.	Monthly	Continuous
	Website and social media development	Source for information and for giving views via our response form.	Continuous, reviewed quarterly	Continuous
Volunteers	Outreach	Volunteers are regularly involved in our outreach, gaining views from the public.	Continuous, reviewed quarterly	Continuous
	Data processing	Volunteer are trained to use our Salesforce database, learning a new skill and significantly supporting our work.	Continuous, reviewed quarterly	Continuous