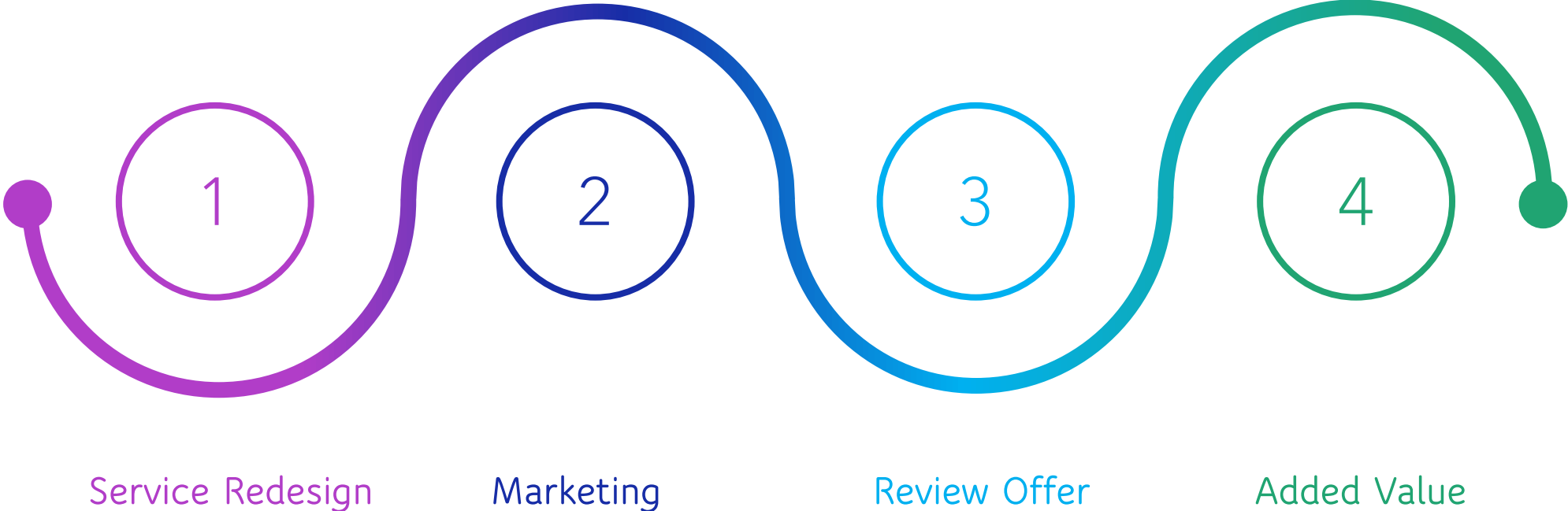


WIGHTCARE TRANSFORMATION PLAN 2023 - 2025



WIGHTCARE TRANSFORMATION PLAN

1 - SERVICE REDESIGN

1

Referral Process

Revise referral process for internal and external stakeholders, creating comprehensive data to capture benefit realisation

2

Review Delivery Methods

A review of the core service function and delivery methods which may realise cost savings

3

Staff Development

Implement development pathways for staff to expand knowledge and skills

WIGHTCARE TRANSFORMATION PLAN

2 - MARKETING

1

Continue with engagement events and social media activities

Wightcare have attended local events for the first time this year and found these to be a positive experience with interest shown in the work we do. Facebook paid advertising has been the most successful use of social media and created interest in the service and increased interaction with our audience

2

Create bespoke website

The service would greatly benefit from its own website which can provide increased information and interaction with the public and potential service users. With links back and forth to the Council's main website, the dedicated pages would be more aligned with the Council's commercial agenda.

3

Creation of permanent Marketing Officer post to support delivery of marketing opportunities

Wightcare has benefited from transformation funds to create a new temporary Marketing post, this dedicated resource will lead on all engagement and stakeholder activities

WIGHTCARE TRANSFORMATION PLAN

3 - REVIEW OFFER

1

Revise available packages

Remodeling of 'packages' available through Wightcare to be more relevant and taking into consideration emerging needs in the community.

2

Review Island offer

Consider implementing joined up approach to assistive technology across the Island, bringing together Telecare and Telehealth services, promoting a one stop approach and delivering efficiencies into the health and social care system on the Island.

3

Emerging Technology

Implementation of digital technologies opens door to new and emerging technologies that could compliment traditional offer

WIGHTCARE TRANSFORMATION PLAN

4 - ADDED VALUE

1

Review fees for providing OOH service to Council colleagues

Full cost of providing an OOH service on behalf of the Council is to be explored

2

Explore funding opportunities

Explore funding opportunities to deliver wider costs savings/cost avoidance within the Health & Social Care system on the Island

3

Implement fees for Lone Working System

Wightcare delivers and monitors the lone working system for Council staff, meeting corporate need but at nil cost to the authority. By moving to a more commercial fee-based model, the service could be extended to other organisations.