

Ref 1	Outcome: Increased consumer awareness of HWW and its role			
	31st March 2015	30 <sup>th</sup> June 2015	30th September 2015	31 <sup>st</sup> December 2015
<b><u>KPI</u></b>				
1a) Number of people Registered for Information	Total 138	189 people to date. <i>(this figure includes HWW volunteers &amp; Members)</i>  Our BME contractor has also provided 6 additional people from BME communities who wish to be RFI.	283 people to date. <i>(this figure includes HWW volunteers &amp; Members)</i>	
1b) Number of members of Reference & Engagement Group	Total 42	70	81	
1c) Number of enquiries for advice and information*	34 this 4th Quarter	31 <i>(plus 4 compliments)</i>  An additional 44 “Your View Forms” have been completed recording individuals experiences via the BAME contract.	70 <i>(this figure includes signposting &amp; advice and information provided at events/outreach work)</i>  108 “Your View Forms” have also been completed recording individuals experiences via the BAME contract	

Ref 2	Outcome: Increased ability of consumers to share their views and concerns about local health and social care services through involvement in HWW			
	31st March 2015	30 <sup>th</sup> June 2015	30th September 2015	31 <sup>st</sup> December 2015
<u>KPI</u>				
2a) Analysis of enquiries by commissioner/ provider/ service area.*	Please see attached spreadsheet.	Please see attached spreadsheet.	Please see attached spreadsheet.	
2b) Number of contacts with members of the public ie attending events	Please see attached.	Please see attached.	Please see attached.	
Ref 3	Outcome: Increased influence of Consumers on policy, planning, commissioning, delivery and scrutiny of health and social care by Worcestershire County Council, Clinical Commissioning Groups, NHS Trusts and other publicly funded providers of health and social care services within Worcestershire			
	31st March 2015	30 <sup>th</sup> June 2015	30th September 2015	31 <sup>st</sup> December 2015
<u>KPI</u>	<b>Co-Production</b> Public survey completed (approx. 750 responses). Results reported to Strategic Partnership Group.	<b>Co-Production</b> Participated in Phase 2 YF workshops. Final Report with recommendations to HWBB September 2015 following Phase 2 YF workshops.	<b>Co-Production</b> Report with recommendations agreed at HWBB.	

	<p>Phase 1 YF workshops identified several issues of concern to patients with LMC in design of service delivery. Issues addressed in 'Worcestershires Trailbalzers' - to be progressed with patients/carers at Phase 2 YF workshops in 2015.</p> <p>Final Report with recommendations to HWBB September 2015 following Phase 2 YF workshops.</p> <p><b>Urgent Care Study</b> Final report of the Urgent Care Study published with recommendations. SWCCG and WAHT using report to inform commissioning and planning of services</p> <p><b>Learning Disabilities - Understanding GP complaints process</b> Report published with recommendations to</p>	<p><b>Learning Disabilities</b> Responses received from GPs and NHS England. Updated report published.</p> <p><b>Meeting with Ian Dodge, Executive Director of Commissioning, NHSE</b> Ian Dodge met with Healthwatch to discuss health and care economy, incl. service integration and primary care co-commissioning. Complimentary feedback received from HWE via the CEOs who lead the 5 yr. Forward View.</p> <p><b>Autism Strategy</b> Response to Autism Strategy prepared and published.</p> <p><b>Carers Strategy</b> Supported Worcestershire Association of Carers in its leadership of a response to the Carers Strategy.</p>	<p><b>CAHMS</b> CAHMS survey commenced in July. Report planned for Q3.</p> <p><b>Adult Mental Health Services</b> Survey commenced. Report planned for Q4.</p> <p><b>Wolverly Prescribing</b> Researched and reported on the impact of NHSE's decision in relation to prescribing at Wolverly Surgery. Escalation to HWE.</p> <p><b>Alvechurch Boundary issues</b> Supported Alvechurch PPG in discussions with South Birmingham &amp; Central CCG over access to services. County cross-border services project commenced.</p>	
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	<p>GP and NHSE. Responses awaited.</p> <p><b>Access to Health &amp; Care services by the Homeless</b> This is a long term study which was prompted by a special enquiry by HWE into unsafe discharge, the closure of the GP 'walk-in' service in Worcester and @Future Lives'</p> <p>Preliminary report published with recommendations. And presented to HWBB.</p> <p><b>Mental Health Crisis Concordat</b> Contributed patient/carer experience to development of Concordat.</p> <p><b>Meeting with Jon Rouse DG DH</b> Invited Jon Rouse to Worcestershire to meet patients/service users/carers -</p>	<p><b>Annual Conference &amp; Annual Report</b> The Annual Conference took place on 26 June 2015. Annual Report published at conference.</p> <p><b>WMRQS Frail &amp; Elderly People.</b> Submitted a response to the WMRQS consultation which influenced the final draft.</p> <p><b>Worcestershire Adult Safeguarding Board</b> Submitted a response to the consultation on the Safeguarding Adults Strategic Plan.</p> <p><b>HWBB Stakeholder Event for Joint Health &amp; Well-being Strategy 2016-2019.</b> Healthwatch Directors, volunteers and members of Reference &amp; Engagement Group attended this event</p>		
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	discussed issues within his portfolio including inequalities, mental health services and service integration.			
	<b>Primary Care Co-Commissioning</b> Started process of engaging in PCCC with SWCCG. ToR for HWW engagement published	<b>Primary Care Co-Commissioning</b> Started process of engaging in PCCC with WF & R&B CCGs. ToR for HWW engagement published		

<b>Ref 4</b>	Outcome: Increased representation of the diverse communities across Worcestershire, including reaching out to communities where health and access to services are poorest			
	<b>Period ending 31st March 2015</b>	<b>30<sup>th</sup> June 2015</b>	<b>30th September 2015</b>	<b>31<sup>st</sup> December 2015</b>
<u>KPI</u>  4a) Demographic Analysis	Out of the 34 Contacts:- 10 Equal Opportunities were completed.	See attached schedule	See attached schedule	

	<p>We continue to email the form along with signposting replies.</p> <p>We have created a new “Your View” form to be used primarily for the Engagement Contracts (BME &amp; Young People). This will also capture equal opportunity data.</p> <p><b>Engagement Services</b> Contractors reported on BAME and YP engagement at BMiP.</p> <p>Annual reports to be published in Q1 2015. Research used to identify projects for 2015/16 engagement services and to influence primary care commissioning.</p>	<p><b>Engagement Services</b> Report of engagement undertaken on 2014/15 about the Health &amp; Social Care Needs and Experiences of Black &amp; Minority Ethnic Groups published. Report of engagement with Young People and Parental Engagement published.</p>	<p><b>Engagement Services</b> BME Engagement focused on Primary Care and Access to Information.</p>	
<p><b>Ref 5 a</b></p>	<p><b>Outcome: Improved Quality Assurance of health and social care services in Worcestershire</b></p>			
<p><u>KPI</u></p>	<p><b>31st March 2015</b></p> <p><b>6 Enter &amp; Visits</b> undertaken to residential care providers with focus on meaningful activity.</p>	<p><b>30<sup>th</sup> June 2015</b></p> <p><b>Enter &amp; View</b> Reports published.</p>	<p><b>30th September 2015</b></p> <p><b>Enter &amp; View</b> Phase 2 commenced, 8 visits continuing the</p>	<p><b>31<sup>st</sup> December 2015</b></p>

	<p>Draft reports moderated and prepared for publication in Q1 2015.</p> <p><b>Quality Surveillance/Scrutiny</b> Attendance at LAT and CCG QSGs, and Adult Services and Childrens' Services scrutiny committees.</p> <p>Representations at February LAT QSG influential in prompting 'Risk Summit' to address performance issues at WAHT. Attended Risk in March and subsequently invited to be a member of the Quality Review Group. WAHT distributing HWW leaflets to discharged patients and have agreed to join a WAHT Public and Patient Forum meeting in Q2 2015. Influenced for patient engagement in WAHT patient care improvement plan.</p>	<p><b>Quality Surveillance/Scrutiny</b> Attendance at LAT and CCG QSGs, and Adult Services and Childrens' Services scrutiny committees.</p> <p>Continuing attendance at the Quality Insight Review Group following Risk Summit.</p> <p>Attended WAHT PPF and feedback observations to Trust.</p> <p><b>Quality Accounts</b> Responses published to Quality Accounts for the following providers:</p> <ul style="list-style-type: none"> <li>• WAHT</li> <li>• WH&amp;CT</li> <li>• St Richards Hospice</li> <li>• Primrose Hospice</li> </ul>	<p>focus on meaningful activity</p> <p><b>Quality Surveillance/Scrutiny</b> Attendance at LAT and CCG QSGs, and Adult Services and Childrens' Services scrutiny committees.</p> <p>Continuing attendance at the Quality Insight Review Group following Risk Summit.</p> <p><b>CQC Hospital Inspection of WAHT.</b> Written submission to CQC to inform Inspection and organised/promoted 2 listening events with CQC, Redditch &amp; Worcester.</p>	
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Ref 5 b	Outcome: Local views influence national policy, advice and guidelines			
	31st March 2015	30 <sup>th</sup> June 2015	30th September 2015	31 <sup>st</sup> December 2015
<p><u>KPI</u></p> <p>Attendance and feedback at the HWBB</p>	<p>All HWBB and SPG meetings attended. Co-Production work contribution to Well Connected Programme under the communications and engagement enabler.</p> <p>Chair of HWW member of the Board of the NHS Leadership Academy representing Healthwatch network.</p> <p>Primary Care Co Commissioning - raised with HWE and NHSE implication of delegating management of GP complaints process to CCG, interpretation and operation of NHSE guidance to CCGs on managing conflicts of interest, and role of LHW on PCCC.</p> <p>Participated in the development of 'Standards for local Healthwatch' by HWE. HWW stakeholder survey delayed as Quality Standards</p>	<p>All HWBB and SPG meetings, and development meetings attended. Co-Production work contribution to Well Connected Programme under the communications and engagement enabler.</p> <p>Primary Care Co Commissioning - NHSE suspend decision to devolve responsibility for GP Complaints process temporarily. Issue on interpretation of conflict of interest resolved.</p> <p>Memorandum of Understanding agreed with University of Worcester including HWW representation on Institute of Health &amp; Society Ethics Committee.</p>	<p>All HWBB and SPG meetings, and development meetings attended. Co-Production work contribution to Well Connected Programme under the communications and engagement enabler.</p> <p><b>Emergency &amp; Urgent Care Network</b> Nominated to represent LHW in the E&amp;UCN which covers 22 South Midlands CCGs.</p>	



	<p>to form the basis of the survey to enable national benchmarking.</p> <p>Influenced MHRA approach to public/patient engagement through work on UK Stakeholder Platform.</p> <p>Connected CEO Royal Pharmaceutical Society with HWE to facilitate the development of community pharmacy.</p>			
<b>Ref 6</b>	<p>Outcome: Increased awareness among stakeholders about the importance of the HWW role and of engaging with communities</p>			
	<b>31st March 2015</b>	<b>30<sup>th</sup> June 2015</b>	<b>30th September 2015</b>	<b>31<sup>st</sup> December 2015</b>
<p><u><b>KPI</b></u></p> <p>6a) Attendance at HW public meetings</p>	<p>BMiP 18th February Worcester, attended by 18 members of the public.</p>	<p>BMiP 16th April held in Kidderminster, attended by 17 people.</p> <p>Our Annual Conference was held on the 26<sup>th</sup> June by 101 members of the public, VCS &amp; statutory organisations.</p>	<p>BMiP held in Pershore, attended by 15 people.</p>	

6b) Visits to Healthwatch Worcestershire's website	During quarter 4 we received 1396 visits. 66% were new visitors.	During Q1 we had 3190 visits to our website. 86% were new visitors.	During Q2 we had 2670 visits to our website. 2262 were unique visitors.	
6c) Number of followers on Twitter & Facebook	At the end of FY we had 345 followers.	At the end of the Quarter we had 400 followers.	At the end of Q2 we had 479 followers on twitter.	
Ref 7	Outcome: Consumers are enabled to make choices about appropriate publicly funded health and social care services			
	31st March 2015	30 <sup>th</sup> June 2015	30th September 2015	31 <sup>st</sup> December 2015
<u>KPI</u> 7a) Satisfaction with the Signposting' service	<p>We continue to email out our Customer Satisfaction Questionnaire.</p> <p>We have received several verbal expressions of appreciation with regard to the signposting service provided.</p>	<p>We received one formal Customer Satisfaction form during the period which rated the service as being very good.</p>	<p>Two Customer Satisfaction forms were received during the quarter. Both rated the service as "6" - very good.</p>	