

HWW – WCC Commissioner Report 2025-2026 Q1

1. Increased Public Awareness of HWW and its role

Function	Delivery
Number of board meetings in public	22.05.25
Number of volunteers recruited	There are 19 volunteers in total
Number of people Registered for Information	1066 people registered for information
Number and equality characteristics of members of reference and engagement groups	N/A REG is made up of organisations not individuals REG has 98 members
Number of enquiries for advice and information	<ul style="list-style-type: none"> • 107 Patient Experience • 25 Sign posting • 132 in total
Number of hits on website	9522 hits
Number of followers on social media	Total Followers: <ul style="list-style-type: none"> • Facebook 962 • LinkedIn 109

2. Increased stakeholder awareness about the importance of HWW and role in engaging communities

Function	Evidence
Number and range of stakeholder meetings attended.	See separate list
Number of boards HWW is a member of	Health and Wellbeing Board

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3.Promoting and supporting the involvement of people on local health and care services in Worcestershire to include:

Planning/policy/commissioning/ delivery/provision/scrutiny

Function	Evidence
Number of public involved in planning, policy, commissioning, delivery, provision and scrutiny of health and care services.	<ul style="list-style-type: none"> • Education, Health and Care Plan survey published May 2025 • Response to our Dementia Survey June 2025: NHS Herefordshire and Worcestershire is inviting <i>Expressions of Interest</i> for a new Dementia Post Diagnostic Service—an exciting development that closely reflects the 51 recommendations we made in our <u>Dementia report</u> published in July 2024. The service’s primary objectives have been shaped by the voices of patients and carers, and we’re pleased to see our findings being taken seriously. The Dementia Programme Board has been tasked with delivering the action plan, structured around four key workstreams, with senior clinicians leading the way. This is a powerful example of how meaningful patient feedback can drive real change. • WCC Adult Front Door report – research phase, report to be published Q2 <p>All of our reports are shared with Healthwatch England and added to their library.</p>

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4.Enable people to share their views of local health and care services to include: Service need/ experiences of local care services/ service provision and delivery

Function	Evidence
Number of contacts with members of the public i.e. attending events	<p>Healthwatch Worcestershire is committed to representing the views of people in Worcestershire, particularly those facing health inequalities.</p> <p>Our sign posting service helped 25 people find the information to access health and social care.</p> <p>We have a broad range of communication channels to make our service as accessible to as many people as possible. During this quarter the following channels were used:</p> <ul style="list-style-type: none"> • Social Media - 7 • Email – 15 • Face to Face - 605 (including 44 at our Spring Conference) • Community Links - 1 • Phone – 18 • Healthwatch England – 29 • Website – 15 <p>Total 690</p>

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5. Formulating views on the standard of provision of local services and produce reports and recommendations on how local care services be improved. This may include reporting to: Commissioners / Providers / Healthwatch England.

Function	Evidence
The number of reports or briefings published	<ul style="list-style-type: none"> • Annual Report 2024-25 • Education, Health and Care Plan survey published May 2025 • Response to our Dementia Survey (see response to 3) <p>All our reports are shared with Healthwatch England and added to their library.</p>

6. Ensure local views influence national policy, advice and guidelines

Function	Evidence
Number of views fed back to Healthwatch England Hub	All sign posting and patient experience information fed back to Healthwatch England via quarterly data upload.

7. Providing advice and information about access to local care services so people can make choices about local care services

Function	Evidence

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Number of enquiries from public and patients	See answer to question 1
Number of people supported through advice and information	See answer to question 1
Demographics and groups including protected characteristics	<p>Equal Opportunities Data:</p> <p>Age:</p> <ul style="list-style-type: none"> • 25 – 50 – 6 • 51 – 64 – 13 • 65-74 – 9 • Over 75 -1 <p>Disabilities</p> <ul style="list-style-type: none"> • 17 contacts <p>Ethnicity</p> <ul style="list-style-type: none"> • White British – 22 • Other White British – 4 <p>Gender</p> <ul style="list-style-type: none"> • Male – 4 • Female - 24

8. Make recommendations for special reviews or investigations to: Healthwatch England who will advise the Care Quality Commission (CQC) / CQC directly. Make recommendations to Healthwatch England to publish reports about issues. Providing Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.

Number of reports to CQC	We hold regular quarterly meetings between the CQC and our Senior Engagement Officers. A designated lead Director is responsible for managing our relationship with the CQC.
Number of reports to Healthwatch England	
Number of published reports about concerns and issues	

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9. Ensure good governance Improved Quality Assurance of health and social care services in Worcestershire

Function	Evidence
Number of board members and published decision-making policy, board minutes	<p>You can find details of our public board meetings and relevant decision policy on our website.</p> <p>Public Board Meetings https://www.healthwatchworcestershire.co.uk/news-and-reports/search?combine=&field_article_type_target_id_1%5B%5D=126&Search=Apply</p> <p>Relevant Decision Policy https://www.healthwatchworcestershire.co.uk/our-policies</p>

10. Ensure equality, diversity and inclusion by increasing representation of diverse communities across Worcestershire, including reaching out to communities where health and access to services are poorest.

Function	Evidence
Number of volunteers and demographic data	<p>Total of 17 volunteers currently active.</p> <p>16 – White British</p> <p>1 – Iranian</p>