



Project/Service	Healthwatch
Project/Service Commissioning Manager	Matt Fung Public Health
Project/Service Sponsor	

Version	0.1		
Document Location			

Monitoring Period: Quarters 3 & 4 [October to March] 2022-23

1. Progress report from the Provider for above period:

To include:

- What has gone well/not so well
- Work being undertaken to increase service uptake
- Information relating to KPI's
- Case studies where enhanced outcomes have been achieved
- Service developments
- Partnerships and collaborative working opportunities

Detail	Activity Measure supported
<p>1. Community Engagement Engagement in Quarters 3 and 4 has been primarily focused on developing our links with minority communities, those who live with health inequalities in the Redditch and Wyre Forest areas and Young People. Examples include:</p> <ul style="list-style-type: none"> • Participating in Worcestershire Pride. • Engaging with rough sleepers and the homeless. • Listening to the experiences of patients who attend Redditch Asian Women's Group. • Listening to the experiences of young people in Redditch • Attending events organised by Bromsgrove District Housing Trust. • Engaging with students at High Schools and Worcester University. <p>2. Volunteer Refresh In January 2023 our volunteers joined us for a co-production workshop where we refreshed our work with volunteers. Volunteers helped us shape the way we will work with them going forward and a comprehensive action plan was developed. Quarterly volunteer network meetings have been established and the agenda is led by them. New opportunities are being identified to involve them in our work and focus continues on the development of the Community Link role.</p> <p>3. Public Board Meetings HWW held Public Board meetings via Zoom with an open invitation to the public to attend on:</p> <ul style="list-style-type: none"> • 24 November 2022 	



View the minutes of the of the Public Board Meeting on 24 November 2022 here:

- 6 February 2023

View the minutes of the of the Public Board Meeting on 6 February 2023 here:

- 23 March 2023

View the minutes of the Public Board Meeting on 23 March 2023 here:

View HWW's record of 'relevant' decisions relating to its local Healthwatch activities taken at its Public Board meetings here:

4. Healthwatch Worcestershire's Business Plan 2021-2023

[View the current Business Plan here.](#)

Progress against the Business Plan is reviewed at the Public Board Meetings. View the progress report presented to Public Board Meeting on 23 March 2023 here:

The process of developing a new Business Plan for the period of the contract extension from 2023-2025 started in Q3 and has continued through Q4. The Plan is informed by patient experience collected by HWW, an 'environmental scan' and enquiries with commissioners and providers about their planning intentions during the Plan period.

To date members of HWW's company membership scheme have been engaged in the process and further engagement will take place at HWW's Annual Conference with members of the Reference & Engagement Group with the intention of approving the Plan for 2023-25 at the Public Board Meeting on 27 July 2023.

NB. The delivery of some of the projects in the Business Plan for 2021-2023 was frustrated by the pandemic and resourcing in because of staff vacancies in Q3 and Q4 2022-23. Those projects have been carried forward for consideration for inclusion in the new Plan.

5. HWW Projects

- **Herefordshire and Worcestershire Integrated Care Strategy.**

HWW is a member of the Herefordshire and Worcestershire Integrated Care Partnership Assembly [ICPA] which is responsible for putting in place an Integrated Care Strategy [ICS].

HWW has facilitated public engagement in the development of the ICS with a presentation by a Non-Executive Member and an Officer of NHS Herefordshire & Worcestershire at the Public Board Meeting on 24 November 2022. You can view their presentation here:

<https://www.youtube.com/watch?v=ZzoOLHIX5f8>



Subsequently at the Public Board Meeting on 23 March 2023 HWW's Board discussed and agreed it's response to the Phase 3 Engagement on the ICS. During the period between the Board meetings HWW had gathered comment from its volunteers, members of its Reference & Engagement Group and members of the public which were reflected in the response. The response whilst agreeing with the overall direction and principles of the ICS included comment on co-production with individuals as well as communities, tackling health inequalities and on prevention, selfcare and personalisation. HWW's response has influenced the final strategy. View HWW's full response to the Phase 3 Engagement on the ICS here:

- **Public and Patient Awareness of Minor Injury Units**

HWW's surveyed the public during the summer of 2022 on awareness of Minor Injury Units. The report with recommendations was published in Q4. View the report here:

The CEO of NHS Herefordshire and Worcestershire has provided a written response on behalf of Worcestershire's Integrated Care System with an outline of action the System will take in relation to the report's recommendations.

View the written response here:

HWW will monitor the System's progress in implementing the actions referred to in the written response.

On 7 March 2023 HWW's report was presented to and informed the basis of service improvement at the Integrated Care System's 'Urgent Care Services' workshop.

- **Adult Mental Health Services**

HWW continues to receive patient and carer experiences of adult mental health services because of which during the period under review HWW has continued to focus on the quality and safety of the Urgent Mental Health telephone triage service and NHS Talking Therapies [previously known as IAPT]. These services are provided by Herefordshire and Worcestershire Health and Care Trust.

The CEO of the Trust attended HWW's Public Board Meeting on 6 February 2023 to provide assurance in relation to the services. View the CEO's presentation and following discussion here:

<https://www.youtube.com/watch?v=O4bBwWJ8Q2A>

HWW has continued enquiries with the Trust to understand the reported performance improvements in the delivery of Talking Therapies which has involved the use of 'opt-in' letters. View correspondence with the Trust here:

HWW's letter to the Trust:



The Trusts' response.

HWW is continuing to make inquiries to understand the impact of so called 'opt-in' letters for arranging a patient's assessment for access to Talking Therapies.

During Q4 HWW provided information to the Care Quality Commission to support its planned inspection of the Trust.

6. Quality of Service and Patient Safety

- **Availability of Antibiotics For Children**

In Q3 HWW sought assurance from NHS Herefordshire and Worcestershire that paediatric antibiotics were available in pharmacies to be dispensed to patients. Assurance was provided and reported at the Public Board Meeting on 6 February 2023.

- **Safeguarding the Care and Support Needs of Rough Sleepers**

The Action Plan to give effect to the Thematic Review of the Deaths of Rough Sleepers in Worcestershire identified that several the report's recommendations would be dealt with in a new Homelessness and Rough Sleepers Strategy for Worcestershire.

In response to representation by members of the Reference & Engagement Group that the new Strategy does not fully address the recommendations that are concerned with ensuring that care and support needs of rough sleepers are met HWW has raised the issue with the Quality Assurance Group of the Worcestershire Safeguarding Adults Board which is monitoring the implementation of the recommendations in the Thematic Review.

- **Access to Clinical Trials**

Acting on the experiences of Parkinsons patients in Worcestershire representation has been made to Worcestershire Acute Hospitals Trust with a view to improving access to clinical trials for Parkinsons Patients. The Chief Medical Officer undertook to review the situation with a view to improving the availability of trials locally for patients.

- **Car Parking at Hospitals**

Following representation from patients HWW sought assurance from the NHS Trusts in Worcestershire about compliance with new NHSE mandatory guidance that free car parking should be provided at hospital sites for Blue Badge holders.

Herefordshire and Worcestershire health and Care Trust reported it was compliant whilst Worcestershire Acute Hospitals Trust reported it was addressing signage in its car parks. As at the close of Q4 the Trust has not provided assurance that it was compliant on its barrier-controlled car parks. HWW will continue to seek assurance from the Trust.

- **Care Quality Commission**



HWW provided information to CQC to inform the Commission's full inspection of Herefordshire and Worcestershire Health and Care Trust in Q4. This included signposting CQC to patients with their consent for patients to share their experiences with the Inspectors.

- **Worcestershire County Council Scrutiny**

- **Health Overview and Scrutiny Committee**

- 5 meetings attended during Q3 and Q4, with contributions as follows:

- 17.10.2022** – Improving patient flow, maternity services, stroke services and Worcestershire's Joint Local health & Wellbeing Strategy

- 2.11.2022** – The role of Community Hospitals

- 1.12.2022** – Improving patient flow

- 10.02.2023** – Improving patient flow

- 13.02.2023** – Hillcrest [In-patient mental health service site]

7. Herefordshire & Worcestershire Integrated Care Service

View HWW's engagement in the Integrated Care System here:

During the period under review HWW was represented at the following System events:

- ICS Strategic Workforce Planning and Development Programme
- WHAT Strategy Leadership Summit
- WHAT Staff Recognition Awards
- Integrated Urgent care Services Workshop
- Launch of the ICS Academy

8. Collaboration with LHW and HWE

HWW continues to represent the West Midlands LHW Network as a member of the West Midlands Cancer Alliance Board.

During the period under review HWW attended WMCA events; Psychosocial Support Mapping and Inequalities in health co-production events.

HWW is supporting HWE in trialling HWE's Volunteer Impact project and have attended a HWE workshop on the theory of change

2. Report on Service User involvement:

To include results of service user satisfaction surveys.



3. Report on Quality Assurance:

To include evidence of any quality assurance activities undertaken, including how comments, complements and complaints have been acted upon. Quality assurance accreditation you have received or hold and how you ensure continuous improvement of the service.

- Quality management system accredited to BS EN ISO 9001 - 2015
- Cyber Essentials - reassessed July 2021
- HWE Quality Framework
- Chair successfully completed HWE Equality, Diversity & Inclusion Action Learning Set.

4. Serious Incidents and Near Misses:

Not applicable to this contract

5. Safeguarding:

This section allows the Provider to report any safeguarding issues and provide evidence of actions/improvements made to the service. Also, any details of safeguarding training undertaken (The Provider must immediately report to the Council any allegation or suspicion of abuse of a vulnerable adult, child or young person and must confirm the report in writing within two Business Days.)

6. Serious Case Reviews:

Not applicable to this contract

7. Implementing NICE Guidance and Review Dates:

Not applicable to this contract

8. Staff Update

To include reports on current staffing levels (including long term sickness/absences) details of workforce development and significant performance management issues.

The Business Manager left HWW employment during Q3 to take up employment elsewhere. The post has been vacant during the remainder of Q3 and during Q4 whilst a recruitment and selection process takes place. A new post holder has been recruited and will commence employment on 5.06.2023.

Chris Byrne was appointed to the HWW Board as a Director in Q3 to improve corporate resilience.

Nicola Longworth-Cooke started employment as an Associate Engagement Officer on 10.01.2023, filling the vacancy that arose in Q2.



9. Financial Reports:

To include a financial breakdown report for the monitoring period.

10. Documentary Evidence attached to support the above reports:

To include any supporting documentation for sections 1 – 9 as appropriate.

Name of person submitting monitoring report: **Simon Adams**
Managing Director

Signature (not applicable for e-returns):

Date:

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