



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

Version	0.1		
Document Location			

Monitoring Period:	Q2 [July to September] 2024/25
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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>Following the announcement of the General Election the pre-election period from the 25 May to 4 July 2024 placed constraints on local Healthwatch activity.</p> <p>In June the County Council invited tenders for a new contract to deliver local Healthwatch services with a closing date of 19 July 2024. HWW response to this, although provided for in its business plan utilised considerable resource which impacted on performance. This together with the holiday period from mid-July to mid-September disrupted HWW's Public Board meeting cycle and therefore no Public Board meetings were held during Q2. However, HWW will hold its Annual Conference as a Public Board Meeting 'in person' on 10 October 2025. The meeting will be reported on in the Q3 Performance Monitoring Report.</p> <p>1. HWW Digital Communications</p> <p>HWW has continued to focus on developing Facebook as its primary means of engagement with people and communities.</p> <p>HWW has reviewed its website and will use a template and hosting service provided by HWE. The new website will be launched in Q3.</p> <p>2. Engagement</p> <p>HWW has maintained its focus on engaging with those who live with health inequalities during its summer engagement campaign which takes place</p>	

annually in Q2. A project to evaluate public awareness of community pharmacy has been used as a tool to facilitate meaningful engagement. Examples of engagement activity include:

- A focus group with men of south-east Asian heritage about their access to and take up of PSA testing.
- Meeting with an MS Support Group which identified the barriers experienced in accessing cervical and breast screening by those with a physical disability.
- Engaging with employees at an Amazon distribution centre in Redditch at the invitation of Amazon's occupational health service.

3. HWW's Reports

- **HWW's report on Information and Support Available for People Living with Dementia and their Carers after Diagnosis**

HWW published this service evaluation report in July 2024 with 53 recommendations as to how services should or could be improved to support those with or caring for a person living with dementia. During the project HWW heard from 217 people through surveys, focus groups and in-depth interviews.

View the report here:

<https://www.healthwatchworcestershireshire.co.uk/report/2024-09-19/information-and-support-available-people-living-dementia-and-their-carers-after>

- **HWW's report on the Emotional Health and Well-being of Young People**

Periodically HWW surveys Young People's Health and Well-being to establish trends. In September 2024 HWW published the results of its most recent survey in a report with 26 recommendations as to how surveys could or should be improved.

View the report here:

<https://www.healthwatchworcestershireshire.co.uk/sites/healthwatchworcestershireshire.co.uk/files/YP-Health-Emotional-Wellbeing-Report-24-FINAL.pdf>

4. Quality and Safety

During the period under review HWW influenced quality on the following issues:

- **Children & Young People**

HWW provided feedback to Worcestershire County Council from parent carers in response to a narrative in the Worcestershire Inclusion Employment Magazine that was circulated in the All Age Disability Newsletter inappropriately describing an 'EHCP'. WCC welcomed and acted on the feedback to change the narrative content.

In response to parent carer feedback about the difficulties of accessing the CAHMS service HWW started enquiries with the Medical Director to establish the eligibility criteria and thresholds for access to the CAHMS

service using case stories provided by patient carers. These enquires continue and will be reported on at a Public Board meeting in Q4.

- **Worcestershire Acute Hospitals NHS Trust**

HWW attended a Board workshop to raise awareness of local Healthwatch with Non-Executives and report quality issues identified by Healthwatch Worcestershire including those related to the Emergency Department, Hospital Discharge and the Accessible Information Standard.

View the presentation here:

Helen to embed the presentation in this report.

- **Herefordshire and Worcestershire Health and Care NHS Trust**

HWW has continued to support the Trust in its recovery plan that was developed and implemented following the CQC 'Well-Led' Inspection Report. This support has included attendance at the Trust's Quality & Safety Committee and regular meetings with the Trust's Improvement Director. As evidence of HWW's influence the Improvement Director acted on suggestions from HWW to introduce the 'Kubler- Ross change curve' as a methodology to support people in adjust to change and the commissioning of a 'talking-heads' approach to communicating change in the Trust.

- **Temporary Closure of Bransford Sexual Assault Referral Centre [SARC]**

In July 2024 NHSE announced the temporary closure of the Bransford SARC and indicated that during its closure medical services would be provided from the Telford SARC [within both the West Mercia Police and NHSE Midlands footprints].

In response to representations by HWW based on accessibility NHSE agreed that medicals would be conducted at the closest SARC irrespective of boundaries and that the decision would be made in the best interests of the client and any forensic deadlines.

During the period under review HWW continued to attend meetings associated with the oversight of Quality across the Integrated Care System. These included:

- ICB – Quality and Safety Group, Resources and Delivery Group and the Worcestershire Place Partnership
- WAHT – Clinical Governance Committee
- HWHCT – Quality & Safety Committee and Mental Health Collaborative
- WCC- HOSC, Children & Families Scrutiny Panel, Adult Scrutiny Panel
- ICB/WCF – Worcestershire Local Area Partnership

4. Regional/National

Healthwatch England:

- HWW has continued to participate in the West Midlands Local Healthwatch Network and represents the Network at the West Midlands Cancer Alliance Board.
In July attended a Patient Advocate Workshop to raise awareness of local Healthwatch in th3e West Midlands.

- HWW continues to support HWE's 'Impact Tracker' project designed to record and monitor LHW influence.

HWW is participating in a regional study to evaluate the Learning from Integrated Care Systems/HWBB Development in the West Midlands.

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47 Report on Service User involvement:

To include results of service user satisfaction surveys.

48 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 – reassessed Jan 2024.
- Cyber Essentials – reassessed July 2024.
- HWE Quality Framework
- Chair successfully completed HWE Equality, Diversity & Inclusion Action Learning Set.

49 Serious Incidents and Near Misses:

Not applicable to this contract

50 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.)

51 Serious Case Reviews:

Not applicable to this contract

52 Implementing NICE Guidance and Review Dates:

Not applicable to this contract

53 Staff Update

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

54 Financial Reports:

To include a financial breakdown report for the monitoring period.



Monitoring and Review Report (Quarterly)

55 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: 14.10.2024

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