



Project/Service	Healthwatch
Project/Service Commissioning Manager	Rosie Winyard
Project/Service Sponsor	

Version		Date	14.09.21
Document Location			

Monitoring Period:	Quarter: Q1 [April – June] 2021/22
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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>1. Community Engagement</p> <p>Covid 19 guidance continued to place constraints on the opportunities for 'in person' engagement during Q1 2020/21. HWW has managed its response to these constraints by continuing to develop its digital engagement and capitalising on opportunities that exist where in person contact continues eg by using third parties to support local Healthwatch activity during its normal business. As an example, the VCS organisation 'Sandycroft' that operates in Redditch promoted HWW's Covid-19 vaccine survey to its clients which contributed to the survey return rate.</p> <p>HWW held a Public Board Meeting on 20 May 2021 on Zoom with an open invitation to the public to attend. View the minutes of the Public Board Meeting here</p> <p>HWW extended its digital engagement by investing with LOCALiQ [Newsquest] to raise awareness of Healthwatch Worcestershire and its work focused on the Covid-19 vaccination survey, NHS screening programmes and the general reporting of experiences of health and social care services.</p> <p>A 3-month contextual advertising campaign which produced a total of 513,798 impressions [times the advert was seen, but not necessarily people as the impression may have been viewed on multiple occasions]. The breakdown of impressions was follows:</p> <ul style="list-style-type: none"> • 466,672 impressions of HWW adverts via Newsquest website - resulting in 1,369 people clicking on the advert • 47,126 impressions via mobile apps using geofencing - resulting in 119 people clicking on the advert. Locations targeted included Mosques, hospitals and Covid-19 testing centres. 	2a, 2b,3d



<p>HWW will review its approach to ‘in-person’ engagement when HM Govt publishes further Covid-19 guidance in Q2 2021/22.</p> <p>Tell-Us campaign for Q1</p> <p>May - Mental health, NHS screening programmes. June - NHS screening programmes, Pharmacy</p> <p>2. Annual Report 2020/21 There is a statutory requirement for local Healthwatch to publish an Annual Report by 30 June. HWW published its Annual Report for the period April 2020 to March 2021 at its ‘Summer’ conference on 21 June 2021. The format of the annual report which is published as a four-page document continue to attract favourable comment and is promoted by Healthwatch England as best practice.</p> <p>View HWW Annual Report 2020/21 here</p> <p>3. Summer Conference 2021 HWW has historically held an annual conference, attended by 100 plus participants, to facilitate the publication of its Annual Report and engage the public in the preparation of its Business Plan. In 2020 Covid -19 required that the conference was held on-line and meant that the Annual Conference for 2021 could not go ahead as an in-person event either. HWW therefore substituted it for a Summer Conference with the intention of holding an ‘in-person’ event at the earliest opportunity, hopefully in the Autumn.</p> <p>20 members of the public attended the Summer Conference on-line. The CEO of Worcestershire Children First delivered the keynote presentation and took questions on her services response to the management of Covid- 19 for children & young people.</p> <p>4. Business Plan 2021-2023 Following Worcestershire County Council extending the contract for local Healthwatch services until March 2023 HWW is revising its existing business plan for the period of the extension. A process to do so was agreed at a Public Board meeting in March 2021 with a view to the revised plan being in place during Q2 Of 2021/22. A draft of the plan was presented at the summer conference with the membership of the Reference & Engagement Group having had the opportunity to comment on it.</p> <p>NB The finalised Business Plan for 2021-2023 will be reported upon in the Q2 2021/22 Performance Monitoring Report but can be viewed here</p> <p>5. HWW projects:</p> <ul style="list-style-type: none"> • Peoples Experiences of leaving Worcestershire Hospitals during Covid-19 The research phase of this project was completed in April with experiences of hospital discharge having been collected from 142 people. 	<p>2b,3d</p> <p>2a, 3b</p> <p>2a,2b,3c, 3d</p>
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<p>During the remainder of Q1 the analysis and report writing phases were commenced with a view to the report with recommendations being published in Q2. Information relating to patient safety issues were fed back to the Commissioner/Providers during the research phase.</p> <p>NB The final Report of Peoples Experiences of leaving Worcestershire Hospitals during Covid-19 has been published and shared with Commissioners/Providers etc.</p> <p>The ICS Lead has been asked for a system response to the recommendations in the report.</p> <p>The report can be viewed here</p>	
<ul style="list-style-type: none"> Identifying concerns about the Covid-19 vaccine HWW agreed to respond to HWE call to undertake a national survey to identify causes of concern about taking the Covid-19 vaccine. However, HWW decided to take a local approach to the survey to meet Worcestershire's needs for information and in collaboration with Public Health developed a short survey targeted at younger adults, minority communities and those who live with health inequalities. As mentioned above HWW enlisted the support of third parties to promote the survey to those communities. A at HWW's Public Board Meeting on 20 May 2021 there had been 348 responses to the survey, of which 75% were from people under the age of 40, and that 53% of respondents had concerns about taking the Covid-19 vaccine. 	2a, 3c,3d
<ul style="list-style-type: none"> Adult Mental Health Following publication of HWW's report of patients experiences of the South Worcestershire Community Assessment [mental health] service at the request of HWW periodic meetings established with senior leadership of Herefordshire & Worcestershire Health & care Trust to facilitate the monitoring of the provision of adult mental health services <p>NB A summary report of the project was published in Q2 and will be reported upon in Q2 Performance Monitoring Report for Q2 2021/22. The summary report can be viewed here</p>	2b
<p>6. NHS Quality Accounts</p> <p>Local Healthwatch has an opportunity to comment on the annual Quality Account that is a statutory requirement of NHS providers, who are then required to include any comments in their published Quality Account.</p> <p>HWW reviewed and agreed its comments on the 2020/21 Quality Accounts for Herefordshire and Worcestershire Health & Care NHS Trust and Primrose Hospice at its Public Board Meeting on 20 May 2021.</p> <p>View HWW's response to the Quality Accounts here:</p> <ul style="list-style-type: none"> Healthwatch Worcestershire's response to the Quality Account of the HWH&CT 2020/21 Healthwatch Worcestershire's response to the Quality Account of Primrose Hospice 2020-2021 	2a,2b
<p>7. NHSE Guidance - Evidence Based Interventions Guidance</p> <p>In Q1 the Clinical Commissioning Group implemented NHS England's Evidence Based Interventions Guidance. HWW escalated concerns to HWE about the extent to which</p>	2a,2b

<p>patients and the public had been involved in NHSE's decision to implement the Guidance on Evidence Based Interventions.</p> <p>8. Integrated Care Service [ICS] HWW continued to engage in the establishment of Herefordshire and Worcestershire's ICS and participate in several Programme Boards; by exception:</p> <ul style="list-style-type: none"> • Shared Care Record Programme Board HWW negotiated the involvement of public and patients in the co-production of the shared care plan and portal by which patients and their carers will access the shared care plan. HWW provided feedback on the project's Data Protection Impact Assessment because of which a patient's preferred gender identity will now be included in the Shared Care Record and Plan • Quality Forum Non-voting member of the recently established ICS Quality Forum which replaces NHSE Quality Surveillance Group 	<p>2b</p> <p>2b</p>
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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
- HWE Quality Framework
During Q1 participated in annual review with HWE - noted progress on addressing equality and diversity, and influence.

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.

9. Financial Reports:

To include a financial breakdown report for the monitoring period.



HWQ1Accounts20
2122.xlsx



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10. Documentary Evidence attached to support the above reports:

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

Signature (not applicable for e-returns):

Date: 16.09.2021

*Delete as appropriate