



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

Version	0.1		
Document Location			

Monitoring Period:	Q4 [January - March] 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><u>Public Engagement</u></p> <p>During Q4 HWW continued engagement with communities who live with health inequalities including those who live in the Wyre Forest and Redditch areas or drawn from communities from across Worcestershire who live with a disability. Engagement also took place with students at Worcester University and patients representing many of General Practice's Public Participation Groups in the county.</p> <p><u>Public Board Meetings</u></p> <p>During the period under review HWW held a Public Board Meeting online on 30 January 2025 and an 'in-person' Public Board Meeting on 27 March 2025 at Wildgoose Rural Training, Hallow.</p> <p>You can view the agenda and papers for the Public Board Meeting held on 30 January here: https://www.healthwatchworcestershire.co.uk/public-board-meetings/2025-01-23/public-board-meeting-30012025-online</p> <p>The Managing Director of Worcestershire Acute Hospitals NHS Trust attended the Board Meeting and presented the Trusts response to the Care Quality Commission's report of its inspection of the Trust's Emergency</p>	

Department at Worcester Royal Hospital. You can view the Managing Director's presentation here:

<https://youtu.be/oyFTjmOdTx0?si=b38JagD2jIX2nko9>

In response to requests to HWW from service users for advice and information about accessing Local Authority funded residential care Ben Ngundu, Head of Service for Area Teams and Alicia Richards, Lead Commissioner, Quality Assurance, Compliance and Care Homes, both of Worcestershire County Council, gave a presentation on council funded residential care with particular focus on self-funders. You can view the presentation here:

<https://youtu.be/fz1ZFllq0?si=2SMcjiMQfQQxEUme>

You can view the agenda and papers for the Public Board Meeting that was held on **27 March** here:

<https://www.healthwatchworcestershire.co.uk/public-board-meetings/2025-03-13/public-board-meeting-27032025-hallow>

HWW's Reports

HWW's report of Peoples Experiences of the Educational, Health and Care Plan

During Q3 HWW launched a survey to evaluate parent carers experiences of the Educational, Health and Care Plan assessment process. The survey ran throughout Q3 and the analysis to prepare a summary report with recommendations was prepared for publication before the end of Q4. Whilst the report was shared as a confidential draft with commissioner and providers it's formal approval and publication was delayed by the 'purdah period' associated with the County Council elections given the topical and potentially controversial nature of the subject.

The report will be formally approved and published at HWW's Public Board Meeting on 22 May 2025.

Quality and Safety

During the period under review HWW continued to attend meetings associated with the oversight of quality and safety across the Integrated Care System.

These included:

- ICB – Quality and Safety Group, Resources and Delivery Group and the Worcestershire Place Partnership
- ICS - Elective, Cancer and Diagnostics Programme Board
- WAHT – Clinical Governance Committee
- HWHCT – Quality & Safety Committee and Mental Health Collaborative
- WCC- HOSC, Children & Families Scrutiny Panel, Adult Scrutiny Panel

During Q4 HWW influenced the following actions to improve Quality and Safety:

- **Dental services**

HOSC received a report from NHS Herefordshire & Worcestershire ICB about the NHS dental services recovery plan in Worcestershire. Following representation from HWW the Committee asked the ICB to improve communications with the public about access to dental services with a focus on urgent treatment.

- **NHS Accessible Information Standard**

In continuing HWW's focus on influencing the implementation of the NHS Accessible Information Standard with a view to improving the strategic leadership of the issue HWW made a presentation at the Worcestershire Place Partnership which led to an invitation to present at the ICB's Inequality Ambassadors Group meeting. At that meeting the ICB's Director of Strategy agreed to take on responsibility for leading the implementation of the Standard.

HWW will continue to use patient experience to monitor and improve compliance with the Standard.

- **'Partnership for Inclusion of Neurodiversity in Schools [PINS]**

Following HWW's representation to the ICB and Worcestershire County Council about the shared decision of the ICB and Worcestershire Children's First to invest the totality of the Government grant to fund the PINS project in schools in Herefordshire the ICN have confirmed to HWW that the 2025/26 grant will be invested in Worcestershire schools. This will support schools in the early management of neurodiverse children with the potential to reduce demand for specialist services.

- **Child and Adolescent Mental Health Services [CAHMS]/Adult Mental Health Services**

In response to patient and carers requests for advice and information about accessing both CAMHS and Adult Mental Health services HWW made a request to the Health and Care Trust as the provider of the services for the specified eligibility criteria/thresholds for accessing those services. It transpires that contractual service specifications do not exist for either service. HWW continues to pursue its request for this information with the Trust.

The ICB informed HWW that it was making a quality assurance visit to CAHMS in response to the patient/carer experience of the service HWW had shared with the ICB. HWW expects to receive the outcome of the visit in Q1 of 2025/26.

- **Adult ADHD Pathway**

HWW continues to liaise with the ICB about the provision of a functioning Adult ADHD pathway. Following feedback from HWW the ICB has acted to address concerns that patients with a diagnosis and in treatment were being required to await a re-assessment if the new pathway required them to move between providers.



<ul style="list-style-type: none"> • Hospital Discharge HWW continues to pursue the improvement to the process of hospital discharge and have shared feedback with the Acute Trust feedback from the Registered Managers of Worcestershire's care homes as to how discharge from its hospitals could be improved. The Trust is now meeting with Registered Managers. <p><u>Regional/National</u></p> <p>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. HWW continues to participate in a regional study to evaluate the Learning from Integrated Care Systems/HWBB Development in the West Midlands.</p> <p>International Foundation for Integrated Care HWW has been invited by the International Foundation to help shape the 2026 International Conference on Integrated Care which is being held in Birmingham.</p>	

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 December 2024.
- Cyber Essentials – reassessed July 2024.
- HWE Quality Framework

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.
 On 30 March 2025 Jo Ringshall retired as a Director and Chair of HWW; Simon Adams was appointed as Chair by the Directors and stood down from the post of Managing Director, which has been structured out and replaced with the post of Chief Officer with a division of responsibilities between Internal and External Business Affairs.
 Paul Hopkins has been appointed Chief Officer – Internal Business Affairs [post of Business Manager structured-out]. Victoria Walsh has been appointed to the post of Chief Officer – External Business Affairs.
 HWW is currently recruiting for Directors and for an Engagement Officer in Q1 2025-2026

54 Financial Reports:

To include a financial breakdown report for the monitoring period.

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



Signature (not applicable for e-returns):

Date: 21.05.2025

DRAFT