



Commissioner's Report – Quarter 3 (2025–26)

Healthwatch Worcestershire

Prepared by: Chief Officers

For: Worcestershire County Council Commissioners

Executive Summary

This report sets out Healthwatch Worcestershire's Quarter 3 (2025–26) performance for Worcestershire County Council, in line with the agreed Key Performance Indicators (KPIs). It is submitted in Healthwatch Worcestershire's statutory role as the independent champion for people who use health and social care services.

During this quarter, Healthwatch Worcestershire supported **206 public contacts**, including **117 cases** requiring advice, information, signposting and/or detailed patient experience support. These contacts highlight both continued demand for independent support and the value of Healthwatch Worcestershire as an accessible route for residents facing barriers to care.

Public awareness and engagement continued to grow, with **6,431 website hits**, increased social media reach, and **1,034 residents registered for information**. Our **Reference and Engagement Group** includes **97 members**, strengthening our ability to reach diverse communities and organisations across the county.

Healthwatch Worcestershire delivered clear influence on planning, commissioning and quality improvement. Key reports progressed this quarter included the official sign off at the Public Board Meeting of the Community **Mental Health Low-Level Support Report**, and the closure of the survey and a draft report to the Closed Board meeting of the **How patients access NHS Information report**, which gathered evidence from 660 survey participants.

Healthwatch Worcestershire escalated significant quality and safety issues, including concerns relating to community mental health access and end-of-life care. These escalations resulted in agreed learning actions, pathway review discussions, and ongoing monitoring at programme and system boards.

Healthwatch Worcestershire maintained strong governance, transparency and national influence through routine engagement with the Care Quality Commission and quarterly report submissions to Healthwatch England. Equality, diversity and inclusion remain integral to our work, with strong engagement from older people, disabled residents, and communities experiencing health inequalities.

Overall, Quarter 3 demonstrates measurable impact, assurance and value for Worcestershire County Council. Healthwatch Worcestershire continues to provide independent insight, challenge and constructive collaboration to ensure local services are informed by lived experience and remain accountable to the people who use them.

Introduction

This report is submitted to Worcestershire County Council in Healthwatch Worcestershire's statutory role as the independent champion for people who use health and social care services.

The report is structured around our agreed **Key Performance Indicators (KPIs)** and presents: - factual delivery data and evidence - a clear distinction between public feedback, analysis, and impact - examples of influence on commissioning, quality, and system learning

All intelligence is gathered in line with confidentiality, safeguarding, and data protection requirements.

KPI 1: Increased Public Awareness of Healthwatch Worcestershire and Its Role

Delivery

- **Public meetings and events**
 - Annual Conference held on 11 November 2025 with 40 attendees.
 - No public board meetings were held during the quarter due to the scheduled meeting on 27 November 2025 being cancelled.
- **Volunteers**
 - 18 active volunteers supporting engagement and delivery.
- **People registered for information**
 - 1,034 people registered to receive information and updates.

- **Reference and Engagement Group (REG)**
 - 97 members in total:
 - 89 organisations
 - 8 Experts by Experience

- **Advice, information and patient experience enquiries**
 - 117 contacts in total:
 - 74 patient experience submissions only
 - 4 advice, information and signposting requests only
 - 39 combined patient experience and advice requests

- **Digital reach**
 - Website: 6,431 hits
 - Facebook: 1,058 followers (up from 999 in Q2), 62,000 views
 - LinkedIn: 178 followers (up from 123 in Q2), 1,550 impressions

Analysis

Digital engagement and registration data indicate continued growth in public awareness of Healthwatch Worcestershire and recognition of our independent role.

KPI 2: Increased Stakeholder Awareness of the Importance of Healthwatch Worcestershire

Evidence

- Healthwatch Worcestershire is a member of the **Health and Wellbeing Board**.
- Officers attended a wide range of stakeholder meetings across health, social care, and the voluntary sector (detailed list available on request).

Analysis

Regular engagement at system and place-based level supports early identification of issues, effective escalation of public concerns, and informed commissioning discussions.

KPI 3: Promoting and Supporting Public Involvement in Planning, Policy, Commissioning and Scrutiny

Evidence of Involvement and Influence

- **Patient Experiences of Accessing Community Mental Health Services for Low-Level Mental Health Support:**
 - Based on feedback from 134 patients.
21 recommendations published October 2025.
 - Signed off by Board and published
- **How patients access NHS Information report:**
 - 660 responses gathered.
 - Findings will inform ICB Communications Team
 - Signed off at Public and Closed Board Meetings
 - Awaiting response from ICB

All reports were shared with Healthwatch England and added to the national library.

Analysis

These activities demonstrate meaningful involvement of residents in shaping policy, commissioning decisions, and service improvement at both local and system level.

KPI 4: Enabling People to Share Their Views and Experiences of Local Services

Evidence

- **Total public contacts recorded: 206**
- **Channels used:**
 - Face to face: 126
 - Healthwatch England referrals: 34
 - Phone: 32
 - Website: 21
 - Social media: 13

- Email: 12

Enquiry Outcomes:

- 43 people supported to access information and services.
- 113 people provided detailed patient experience information

Signposting complexity – estimated time supporting enquiries

- Total cases assessed: 114
- 100 up to 2 hours
- 13 more than 2 hours and up to 4 hours
- 1 more than 4 hours and up to 8 hours

Analysis

The volume and complexity of contacts demonstrate both demand for independent support and the value of Healthwatch Worcestershire as an accessible route for residents facing barriers.

KPI 5: Formulating Views on the Standard of Local Services and Producing Reports and Recommendations

Evidence

Reports and briefings published during the period:

- Community Mental Health Low-Level Support Report (October 2025)

All reports were shared with commissioners, providers, and Healthwatch England.

Analysis

Reports are evidence-based, drawn directly on lived experience, and include clear recommendations for service improvement.

KPI 6: Ensuring Local Views Influence National Policy

Evidence

- All signposting and patient experience data uploaded to Healthwatch England via quarterly returns.

Analysis

This ensures Worcestershire residents' experiences contribute to national insight, policy advice, and regulatory intelligence.

KPI 7: Providing Advice and Information to Support Informed Choices

Evidence and Impact

- 117 enquiries supported this quarter.

Example of impact (public feedback):

> “Honestly this lady is the only person in nearly 11 years that listened... made me feel heard and gave me the best advice.” (this compliment refers to one of our Directors).

System influence example:

A case relating to end-of-life care and failure to follow an existing ReSPECT form was escalated. Agreement was reached for the case to be used as a learning example to promote best practice. Healthwatch Worcestershire continues to monitor this at system level.

Analysis

Advice and information activity not only supports individuals but also identifies system risks and learning opportunities.

KPI 8: Escalation to Healthwatch England and the Care Quality Commission

Evidence

- Quarterly meetings held with the CQC, supported by a designated Healthwatch Worcestershire director lead.
- All reports shared with Healthwatch England.

Analysis

Robust escalation arrangements support quality assurance and regulatory oversight.

KPI 9: Good Governance and Quality Assurance

Evidence

- Board membership, decision-making policies, and minutes are published on the Healthwatch Worcestershire website.
- Public board meetings and policies are openly accessible.

Analysis

Transparent governance underpins confidence in the independence and credibility of Healthwatch Worcestershire.

KPI 10: Equality, Diversity and Inclusion

Evidence

- **Volunteers:** 18 active volunteers
 - 17 White British
 - 1 Iranian

Analysis

Engagement activity continues to reach people most affected by health inequalities, while recognising areas where further targeted work is required.

Conclusion

During Quarter 3, Healthwatch Worcestershire delivered clear evidence of impact, influence, and value for Worcestershire County Council. Our work has:

- Enabled residents to share experiences safely and independently
- Informed commissioning and service improvement
- Supported quality assurance and system learning
- Strengthened public and stakeholder confidence in independent patient voice

Healthwatch Worcestershire remains committed to working constructively with Worcestershire County Council while maintaining its statutory independence.