

Section 12 Key Performance Indicators

FY 2016 - 2017

Ref	Outcome	KPI	Q1	Q2	Q3	Q4
1	Increased consumer awareness of HWW and its role	<p>1a) Number of people Registered for Information</p> <p>1b) Number of members of reference and engagement group with detail of organisations represented.</p> <p>1 c) Visits to HWW website</p>	<p>1267</p> <p>106 (12 Experts by Experience and 94 Organisations) Please see Annex 1 for detail of organisations represented.</p> <p>1544 visits to the website. 71.8% were new visits and 28.23% returning visitors</p>	<p>1293</p> <p>108 (11 Experts by Experience and 97 Organisations) Please see Annex 1 for detail of organisations represented.</p> <p>993 visits to the website. 75.2% were new visits and 24.8% returning visitors</p>	<p>1244</p> <p>108 (10 Experts by Experience and 98 Organisations) Please see Annex 1 for detail of organisations represented.</p> <p>1170 visits to the website. 59.7% were new visits and 40.3% returning visitors</p>	
2	Increased ability of consumers to share their views and concerns about local health and social care services through	<p>2a) Analysis of enquiries by commissioner/ provider/ service area.</p> <p>2b) Number of contacts with</p>	<p>Please see enclosed worksheet</p> <p>787 contacts were made with the public during Q1</p>	<p>Please see enclosed worksheet</p> <p>1017 contacts were made with</p>	<p>Please see enclosed worksheet</p> <p>626 during Q3</p>	

	involvement in HWW	<p>members of the public i.e. attending events</p> <p>2c) Contribution to key issues impacting on the health and social care economy in Worcestershire including FoAHSW, Pioneer WCP and the implementation of the Care Act</p> <p>2d) Membership of the Board to reflect the demographic make-up of the community and the demographic make-up of seldom heard groups</p>		the public during Q2		
3	Increased influence of consumers on policy, planning, commissioning, delivery and scrutiny of health and social care by Worcestershire	Presentation, consideration and production of reports summarising user views	<p>Annual Conference -</p> <p>1. Annual report published and circulated</p> <p>2. Panel event of senior commissioners/ Providers</p>	<p>Future CCG Commissioning arrangements in Worcestershire -</p> <p>In August HWW learnt of a proposal to merge Worcestershire's CCGs with</p>	<p>Future CCG Commissioning arrangements in Worcestershire -</p> <p>CCGs attended Public Board Meeting on 2 September and presented</p>	

	<p>County Council, Clinical Commissioning Groups, NHS Trusts and other publicly funded providers of health and social care services within Worcestershire</p>		<p>3. Co-production of HWW Business Plan</p> <p>Parents and Carers of Children Under 5 Formal response received from the CCGs to recommendations in the HWW report on Parents and Carers of Children Under 5</p> <p>Mental Health Services Engaged with WH&CT in the re-design of secondary mental health services.</p> <p>Response to Quality Accounts of- 1. West Midlands Ambulance Trust 2. Worcestershire Health & Care Trust 3. Worcestershire Acute Hospitals Trust 4. St Richards Hospice 5. Primrose Hospice</p> <p>FoAHSW Participated in the Clinical Senate's review of the options</p>	<p>Herefordshire's CCG as a response to the NHS Quality Assurance outcome for Herefordshire CCG by April 2017. Given the potential implications for Worcestershire public and patients of pooling the CCGs budgets HWW invited the CCGs and NHSE to present the proposal at its public Board meeting on 2 September 2016. The proposal was abandoned before the public meeting. However, the presentation went ahead and was webcast with the support of Wychavon DC. The webcast can be viewed via the HWW website.</p> <p>FoAHSW</p>	<p>proposals for joint working between Hfds and Worcs CCGs. Meeting was webcast.</p> <p>FoAHSW Continued attendance at Quality and Service Sustainability and Communications and Engagement sub-committees.</p> <p>STP:</p> <p>1 Submission to the final draft of the STP.</p> <p>2. STP PB leaders attended November Public Board Meeting to present STP [before formal publication]. Meeting webcast with the support of Wyre Forest DC and reported</p>	
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			<p>Sustainability & Transformation Plan Member of STP Programme Board, and the Communications & Engagement work-stream</p>	<p>Response submitted to FoAHSW review.</p> <p>STP Member of STP Programme Board, and the Communications & Engagement work-stream</p> <p>Co-Production Evaluation of the HWB Board agreed recommendations relation to the implementation of co-production commenced.</p> <p>HWW Business Priorities Business plan approved and published.</p>	<p>on BBC Midlands TV.</p> <p>Worcestershire Acute Hospitals NHS Trust:</p> <p>1. Invited to attend new Patient & Community Experts Forum</p> <p>2. Provided information to CQC to inform re-inspection of Trust.</p> <p>3. Attendee at Risk Summit Quality Review & Insight Group</p> <p>Worcestershire A&E Delivery Board Invited to attend</p>	
4	Increased representation of the diverse communities across Worcestershire,	4a) Demographic Analysis	Please see enclosed worksheet <i>“Equal Opportunities Monitoring information”</i>	Please see enclosed worksheet <i>“Equal Opportunities Monitoring information”</i>	Please see enclosed worksheet <i>“Equal Opportunities Monitoring information”</i>	

	including reaching out to communities where health and access to services are poorest	<p>4b) Delivery of projects</p> <p>4c) Evidence of new and innovative engagement, and outcomes of this</p> <p>4d) Evidence of staff and volunteers building skills in community Development skills relevant to Healthwatch</p> <p>4e) Social value - evidence of understanding what this is, and the contribution made by the service to social value</p>	<p>Publication of summary reports of the BAME and YP & Parents of Children engagement.</p> <p>HWB - Followed up on progress with the implementation of the Charter for Homeless Health.</p>	.	<p>Published 'Spotlight' report on communication by health & care services with BAME communities and their Awareness of the Care Act</p>	
5a	Improved Quality Assurance of health and social care services in Worcestershire		<p>Focus on performance of Worcestershire Acute Hospitals Trust - Written representation to Worcs CCGs ref continued poor performance against constitutional targets</p>	<p>Worcestershire Acute Hospitals Trust: Radiology In March 2016 HWW asked the Trust for a position statement about radiology services</p>	<p>Attendance at CCG Primary care Commissioning and Quality & Resources Committees, Acute Trust Clinical Governance</p>	

			<p>and deteriorating trajectory, and contribution at LAT QSG.</p> <p>Participated in NHSE Assurance of the 3 CCGs.</p> <p>Attended WFCCG Integrated Intermediate Care Workshop and made representations at CCG Board meeting</p>	<p>following comments made by a member of the public at a HWW public Board meeting in Redditch. The Trust provided an assurance that at that time there was not a backlog in reporting Xrays/scans. A subsequent unannounced CQC inspection cast doubt in that assurance - enquires commenced with Interim CEO. Performance against constitutional targets Response received from CCGs to HWW enquiry about action to correct situation and safeguard patients on waiting lists. Interim Chair attended HWW Open Meeting at</p>	<p>Committee and NHSE AHW Quality Surveillance Group.</p> <p>Worcestershire Acute Hospitals Trust: Radiology Enquires continued with Interim CEO in relation to information provided about radiology service.</p>	
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				<p>Malvern in September to publicly account for performance.</p> <p>Social Care Assessments Request for information relating to timeliness of assessments sent to WCC, and survey to VCS as part of national enquiry by HWE.</p>		
					<p>Adult Social Care Assessments Responded to national enquiry by HWE relating to delays in Adult Social Care Assessments.</p>	
5b	Local views influence national policy, advice and guidelines	Reference to HWW in national guidance and best practice	HWW led 2 workshops at the HWE Annual Conference - 1. The importance of networking and relationship building. 2. Data Security & Protection	Supporting HWE in developing advice and guidance to LHW network about: STP Data protection and Security Leadership Development.		

			<p>HWW's work with CQC recognised at HWE's Annual Conference with a national award.</p> <p>HWW a member of the HWE Advisory Support Group and the Research & Intelligence Working Group</p> <p>LHW Network representative on the South Midlands Urgent & Emergency Care Network</p>			
6	Increased awareness among stakeholders about the importance of the HWW role and of engaging with communities	<p>6a) Number of followers on Twitter</p> <p>6b) Results of stakeholder survey</p>	<p>626</p> <p>Surveys of Health & Well Being Board and Reference & Engagement Group members against HW Quality Statements.</p>	651	691	
7	Consumers are enabled to make choices about	7 a) Number of consumer enquiries for	We received 25 enquires for advice and information	We received 18 enquires for advice and information	We received 21 enquires for advice and	

	<p>appropriate publicly funded health and social care services</p>	<p>advice and information</p> <p>7 b) Protected characteristics of consumers contacting HWW for advice and information</p> <p>7 c) Consumer satisfaction with the advice and information service</p>	<p>during the first quarter.</p> <p>Please see enclosed worksheet “Equal Opportunities Monitoring information”</p> <p>We received one completed customer satisfaction form during the period.</p>	<p>during the second quarter. Plus an additional 16 patient experiences.</p> <p>Please see enclosed worksheet “Equal Opportunities Monitoring information”</p> <p>We received one completed customer satisfaction form. The customer commented that they were <i>“extremely impressed with the speed of response and the supporting documents to assist”</i></p>	<p>information during the second quarter. Plus an additional 6 patient experiences.</p> <p>Please see enclosed worksheet “Equal Opportunities Monitoring information”</p> <p>We received 3 customer service satisfaction forms during the period. All were very satisfied with the service provided.</p>	
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Organisations that have joined the Reference and Engagement Group

Acorns Childrens Hospice
Action for Children
Age UK Bromsgrove & District
Age UK Droitwich and District
Age UK Herefordshire & Worcestershire
Age UK Redditch and District
Age UK Worcester and District
Age UK Wyre Forest
Aid for Aspergers
Alymer Lodge/Cookley Patients Participation Group
Alzheimer's Society
Asha Womens Centre
ASPIE
Association for Dementia Studies
Batchley Support Group
Best Foot Forward Walking Group
Bromsgrove Forum for Older People
Cafe 27
Cafe 54 Bewdley Youth Cafe
Care and Repair Worcestershire
Carers Careline
Carers Reference Group Worcestershire Learning Disability Partnership Board
Community Advice Service-Redditch
Crossroads Care
Deaf Direct
Diabetes UK
Droitwich Action for Future Youth
Evesham & District Mental Health Support Services
Families in Partnership Worcestershire
Fortis Living
Friday Fun Club
Guide Dogs for the Blind
Hansel & Gretel
Homestart Wyre Forest
Jalalabad Association
KEMP Hospice
Kidderminster District Youth Trust
Kidderminster Foodbank
Kidderminster Macular Support Group
Leukaemia Care
M.S Society Wyre Forest & District Branch

Macmillan Cancer Support
Maggs Day Centre
Malvern Special Families
Mentor Link
Mothers' Union Diocese of Worcester
Motor Neurone Disease Association
Nightstop Wyre Forest
North Worcestershire Basement Projects
Outside Youth Centre
PAZ RSA Academy Arrow Vale
Positive Thoughts
Primrose Hospice
Redditch Food Bank
Redditch Mental Health Action Group
Redditch Mental Health Support Group
Redditch Older Peoples Forum
RYCE
Samaritans
Shaw Trust
Sight Concern Worcestershire
Simply Limitless
Spa Medical Practice Patient Group
Speak Easy NOW - Health Checkers
Spectrum Days
Spokes CIC
SSAFA Worcestershire
St Basils
St Paul's Hostel Worcester
Stanmore House Patient Participation Group
The Comet Group
The Salvation Army Home League Kidderminster
The Sandycroft Centre
Tribe Community Projects
University of the Third Age
Wallace House Community Centre
Whats Make you Different Makes You Beautiful
What's Your Point?
Woodrush Youth and Community
Worcester Action for Youth
Worcester Afro Caribbean Association
Worcester Citizens Advice & WHABAC
Worcester City Forum for Older People and Pensioners Action Group
Worcester Community Trust
Worcester Snoezelen

Worcester Survivors Club
Worcestershire Association of Carers
Worcestershire Coalition for Independent Living
Worcestershire Mental Health Relative & Carers Support Group
Worcestershire Parent and Carers' Community
Worcestershire Partnership of Older Peoples Forums
Wyre Forest Dial-A-Ride
Wyre Forest Reaching Out
Wyre Forest Talking Newspaper
YMCA Worcestershire
Young Solutions Worcestershire
Your Ideas Youth & Community Project
YSS Worcestershire Young Carers