



Project/Service	Healthwatch
Project/Service Commissioning Manager	Claire Mitchell/Rosie Winyard
Project/Service Sponsor	Frances Howie

Version	Draft	Date	30/06/19
Document Location	N:\HEALTHWATCH WORCESTERSHIRE\Contract with WCC -Performance Management\2019_2021\Performance Management 2019_2020\Q1		

Monitoring Period:	Quarter 1 2019/20
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1. Progress report from the Provider for above period:

<p><i>To include:</i></p> <ul style="list-style-type: none"> • <i>What has gone well/not so well</i> • <i>Work being undertaken to increase service uptake</i> • <i>Information relating to KPI's</i> • <i>Case studies where enhanced outcomes have been achieved</i> • <i>Service developments</i> • <i>Partnerships and collaborative working opportunities</i> 	
Detail	Activity Measure supported
<p>1. Annual Report and Conference Annual Report 2018/19 [a statutory requirement] published at HWW Annual Conference on 27 June 2019 at Sixways, Worcester. 82 people who work or live in Worcestershire, most representing local organisations, attended the Conference.</p> <p>The agenda included presentation of HWW's Annual Report, feedback on public engagement in Herefordshire and Worcestershire on the NHS Long Term Plan, opportunity to participate in a Q & A session with a panel of the leaders of Worcestershire's health and social care system, and co-production of HWW's business plan for 2019/21.</p> <p>The Annual Report:</p>	<p>2a, 2b, 3c, 3d</p>
<p>2. NHS Long Term Plan Engagement project NHSE negotiated with HWE for local Healthwatch to undertake engagement on the NHS Long Term Plan within STP footprints. Within each STP one local Healthwatch was required to coordinate and report on the engagement. In the Herefordshire and Worcestershire STP Healthwatch Herefordshire volunteered to undertake that role. NHSE made a grant of £2.5k to each local Healthwatch to participate in the project which was controlled by the STP communications lead.</p> <p>HWW undertook engagement in Worcestershire by promoting a survey and undertaking focus groups on a geographic and user basis. These included focus groups in health hotspots and with people from diverse communities including a Muslim Women's Group, Syrian refugees and members of the LBGT+ communities.</p> <p>The project report which was prepared on an STP basis was published in Worcestershire at HWW's Annual Conference.</p>	<p>2a, 3c, 3d</p>



HWW is preparing a summary report which will focus on feedback from people in Worcestershire.

[The NHS Long Term Plan Engagement Report:](#)

NB No demographic data gathered during the NHS LTP engagement project

2a, 2b, 3c, 3d

3. HWW Business Plan 2010/21

Following the extension of the Healthwatch contract in April 2019 for 2 years HWW has prepared and published a new business plan. The planning process took account of work in progress, what the public have told us about services, health and social care quality issues, Commissioners commissioning intentions and changes that providers intend to make to services as well as the requirement to focus on health inequalities.

At the Annual Conference those attending were invited to comment on the proposed content and their priority for the proposed work programme. The Business Plan was approved at HWW's Public Board Meeting on 10 July 2019. We have identified the 3 cross-cutting issues of:

- Children & Young People
- Equalities characteristics [gender, age, disability, ethnicity]
- Carers

On our project plans we will consider how these issues relate to the project. This will include requiring commissioners and providers of services to provide relevant information as to how they comply with the public sector equality duty.

[HWW Business Plan 2019/21:](#)

4. Outpatients [Fracture Clinic]

This project researches peoples experience of the fracture clinics run by Worcestershire Acute Trust on hospital sites at Worcester, Redditch and Kidderminster. Whilst most visits were made to the clinics in Q4 of 2018/19, the final visit was made early in Q1 of 2019/20. With the visits complete the research was analysed in the period under review and a report with recommendations was approved and published at HWW's Public Board Meeting on 10 July 2019.

Fracture Clinic report to be reported on in detail in Q2.

2a, 3c,3d

5. Summer Engagement

Annually HWW attends a programme of community events to promote awareness of Healthwatch and its functions and gather the publics experience of a universal health and care service which is relevant to HWW business plan.

This summer we are gathering information about the take up of screening and immunisation services for all ages, and children's health prevention. The screening and immunisation survey is also available on our website.

[Screening and Immunisation Survey:](#)

2a, 3c, 3d

6. Enabling Local People to Monitor the Quality of Services

This has been achieved by attending meetings across health and social care which are detailed in the [HWW Business Plan 2019/21:](#)

Highlights include:

- Organising a meeting between the Leader of WCC, Chair of HOSC, Chair of HWBB and Chair of HWW with senior directors of NHSI to consider progress in recovery of Worcestershire Acute Hospital Trust from special measures.

2b



<ul style="list-style-type: none"> Improved working relationship with HOSC Meetings with Health & Care Trust and the Local Dental Committee to agree the response to our 'Going to the Dentist' report published in Q4 2018/19. [NB Awaiting detailed action plan being prepared by Public Health as a response] Continuing our enquires into the safeguarding of rough sleepers with care and support needs. LHW Midlands Network representative on the West Midlands Cancer Alliance 	2b, 3d
<p>7. Information to people 'Registered for Information' [RFI] from HWW and our 'Reference & Engagement Group'. HWW publishes periodic bulletins to the above. April 2019 HWW Bulletin</p> <p>Public Board Meeting held on 8 May 2019 in Kidderminster. HWW PBM 8 May 2019 papers</p> <p>Consultations/surveys distributed to RFI and REG:</p> <ul style="list-style-type: none"> Helping CQC work better with local groups Consultation on the future of Herefordshire & Worcestershire CCGs Lifestyle Advisers Service survey Reducing Loneliness and Isolation survey Drug and Alcohol Service survey <p>8. Appointment of new Co-opted Members to the Board of HWW During the period under review HWW has recruited 5 new Co-opted members to its Board from the Company Membership, bringing the number of Co-opted Members to 6</p> <p>They are:</p> <ul style="list-style-type: none"> St Pauls Hostel Swallows Head and Neck Cancer Group Young Solutions Sandycroft Families in Partnership David Saunders - Volunteer 	2b, 3d

2. Report on Service User involvement:

To include results of service user satisfaction surveys.

Annual Conference evaluation surveys to be analysed.

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.

Hold ISO 9001 Quality Management accreditation – continuous improvement of service delivered using quality management principles.

Hold Cyber Essentials.

New process implemented to capture compliments. No complaints.



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.)

All staff have undertaken relevant Adults and Childrens safeguarding training.

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.

SA appointed as a Director of Healthwatch Worcestershire in the role of Managing Director. JR, whilst remaining a Director has also taken on responsibility of DPO. Governance amended to reflect JR's role.

No other staff changes.

9. Financial Reports:

To include a financial breakdown report for the monitoring period.

10. 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: 14/08/2019