



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

Version		Date	
		15.07.2020	
Document Location			

Monitoring Period:	Quarter 1 2020-2021
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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"> • 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>Covid 19 Pandemic</u></p> <p>During the period under review, as was anticipated at HWW's Public Board Meeting on 25 March 2020, the Covid-19 Pandemic has been a major influence on the work of local Healthwatch, primarily as a consequence of social distancing measures and the commitment of health and social care commissioners/providers in responding to the pandemic.</p> <p>Social distancing measures immediately stopped in person engagement and therefore planned work such as enquiries into patients experiences of paediatric day case surgery was suspended whilst commissioner/providers response to the pandemic brought a temporary halt to the routine focus on performance management and service/strategy planning forums across the health and social care economy.</p> <p>HWW pre-empted this impact by approving a Covid-19 policy and making amendments to its business plan for 2020-21 at its Public Board Meeting on 25 March 2020. These were reported on in the Monitoring and Review report for Q4 2019/20. Because of Covid-19 HWW has made the following changes to its working practices:</p> <ul style="list-style-type: none"> • Working from home in compliance with Government guidance. Business continuity preparations and investment in secure cloud-based digital technologies has enabled HWW employees to work from home without interruption to the 'signposting' function, the public to continue to access HWW, and for HWW to participate in on-line meetings with commissioners and providers of health and care services. • The cessation of all in-person engagement and meetings whilst current social distancing rules apply has prompted a focus on digital engagement. HWW uses Microsoft Teams for in company communication and with those who are licenced to use it. HWW has invested in a Zoom licence for those meetings in which the 'public' are invited to participate. 	



HWW has also hosted 'Zoom' meetings for those organisations such as Healthwatch England and the County Council who have not had access to accessible video conferencing technology.

To date HWW has held 2 Board Meetings in Public using Zoom in which the public were invited to participate and an Annual General Meeting for its members [see Section 2] in place of an Annual Conference which is now scheduled to take place on 14 October 2020.

- Accommodating delays in receiving responses from commissioners and providers in response to HWW published reports and standing back from the quality assurance function unless related to Covid-19. However, with the NHS entry into restoration and recovery HWW has seen it as timely to start to recover the position in monitoring quality.
- Developing alternative means of engaging with patients and service users, their carers and the public which, whilst necessarily focusing on digital solutions, also explores alternative means of engagement eg via a third party to ensure inclusion. HWW's current survey of people's experiences of health and social care services during the Covid-19 pandemic has been used to develop these approaches [see exception report update on Covid-19 survey below]

Exception Reporting:

1. Experiences of Health and Social Care Services during Covid-19

2a,3c,3d

In response to Healthwatch England's proposal that local Healthwatch participate in a national survey of people's experiences of Health and Social Care services during Covid-19 HWW developed a local survey with Worcestershire's NHS and the County Council based on Healthwatch England's survey template.

The survey was accessed via HWW's website was launched on-line on 22 April and by 4 May had been completed by nearly 2000 respondents. For the first time Worcestershire County Council promoted the survey to its Citizens Panel which accounted for some 400 of those respondents.

HWW agreed with commissioners and providers to provide periodic reports on the survey results for their information to enable continuous improvement of services. Entitled 'Spotlight reports' 2 such reports have been provided to date and the survey was still open at the conclusion of the Q1 2020/21. To date 2361 people have responded to the survey. The approach of directing people to the survey via the HWW website rather than direct to the survey tool is likely to have been responsible for the dramatic increase in visits to HWW's website during the period under review.

Following the second Spotlight report HWW decided to focus on promoting the survey to BAME communities, those communities living in health hotspots, areas of the county where the response was lower than the mean, and those with autism or learning disabilities. A printed version of the survey and an 'Easy Read' version of the survey have been made available and HWW has encouraged third parties to support people to complete the survey. As a result experiences of the homeless and 39 people with autism and a learning disability have been recorded. A 'Spotlight report' on the experiences of those with autism or a learning disability has been provided to commissioners and providers.

The Spotlight reports have been acknowledged and positively commented upon by both NHS Trusts and the Clinical Commissioning Group. Healthwatch England has seen the survey as an example of best practice to promote to the local Healthwatch Network.



Whilst the Spotlight reports will not be published until the full report is published with a detailed analysis of the results at the conclusion of the survey progress with the survey was reported on at HWW's Public Board Meeting on 28 May 2020.

Insert Report

Enc 5 PBM 28.05.2020 Covid-19 survey

2. Care Homes and Domiciliary Care – Response to Covid-19

2b

In response to issues of local interest to service users and carers HWW wrote a letter of enquiry to Worcestershire County Council about a number of issues relating to the Council's support in the management of response to Covid-19 in care homes and domiciliary care.

Insert Letter

Enc 7 PBM 28 May 2020 here

The Council's response will be considered at HWW's Public Board Meeting on 15 July 2020.

3. Worcestershire County Council's Care Home Support Plan

2a, 2b

Healthwatch Worcestershire responded to the Council's consultation on its Care Home Support Plan and has received a response which will be considered at HWW's Public Board Meeting on 15 July 2020.

Insert Letters

Enc 11 PBM 15.07.20 and Enc 12 PBM 15.07.20 here

4. Public Health England Review – Covid-19 and Disparities in Outcomes

2b

Following the publication of Public Health England's review of Covid-19 and disparities in outcomes HWW wrote a letter of enquiry to Worcestershire's Director of Public Health with a request for information about the impact of Covid-19 in people in Worcestershire and requesting that the matter be placed on the agenda of the Health and Wellbeing Board. The issue is an agenda item on the meeting of the Health and Wellbeing Board that is to take place 14 July 2020. The Chair of HWW is a statutory member of the Health and Wellbeing Board.

Insert letter to DPH

Enc 9 PBM 15.07.20 here

5. NHS Quality Accounts 2019/20

2a,2b

Although NHSE waived the requirement for Quality Accounts to be scrutinised by third parties including local Healthwatch and extended the submission date at its Public Board Meeting on 28 May 2020 HWW approved comments on the Quality Accounts of Worcestershire's Health and Care Trust and the West Midlands Ambulance Service University NHS Foundation Trust. The comments had been developed with users of the services in Worcestershire.

Insert Quality Accounts

Enc 12 and Enc 13 PBM 28.05.20 here

6. Worcestershire's response to Covid-19 by Health and Care services, and NHS Restoration and Recovery

2b,3d



The Chair and CEO of Herefordshire and Worcestershire Clinical Commissioning Group attended HWW's Public Board Meeting on 28 May 2020 and presented Worcestershire's response to Covid-19 by Health and care services, and NHS Restoration and Recovery to the HWW Board and 10 members of the public who participated. The presentation was followed by a Q & A session in which the HWW Board and members of the public contributed.

Insert CCG presentation here
PBM 28.05.2020 folder

7. Finding Out About Adult Social Care Services from the Worcestershire County Council Website

2a,2b,3d

In Q4 2019/20 HWW volunteers undertook a 'mystery shopping' exercise of the County Council's website to research information about how to deal with a variety of social care scenarios.

The report was approved for publication at HWW's Public Board Meeting on 28 May 2020.

Insert report
Enc 4 PBM 28.05.2020 here.

Regional Activity

Engagement with the Board of West Midlands Cancer Alliance Board on behalf of the West Midlands Local Healthwatch Network and the NHS Leadership Academy has continued during Q1.

2. Report on Service User involvement:

To include results of service user satisfaction surveys.

1. **Public Board Meeting held by video/tele conference on 28 May 2020**
2. **Annual General Meeting held by video/tele conference on 25 June 2020**

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.

1. **HWW Annual Report 2019/20**

HWW published its Annual Report, which is a statutory requirement, on 25 June 2020.

Insert Annual Report 2019/20 here

2. **HWE Quality Framework**

HWW Board and Team completed its self-assessment against the HWE Quality Framework via a video conferenced workshop at which issues identified in the first workshop were addressed. These included refreshing the equality and diversity policy/practice and sustainability of HWW. An action plan will be developed for both issues and the completed Quality Framework shared with HWE.

3. **Unaudited Accounts 2019/20**



Unaudited accounts 2019/20 approved by the Directors at the Public Board Meeting on 28 May 2020 and filed with Companies House.

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.

Time to Change Employer Pledge

During the period under review HWW's application for the Time to Change Employer Pledge was approved.

9. Financial Reports:

To include a financial breakdown report for the monitoring period.

Insert Q1 Financial report here

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: 15.07.2020

*Delete as appropriate

DRAFT