

<ul style="list-style-type: none"> • <u>WCC response to HWW’s Care Sector letter</u> • <u>WCC reply to HWW Care Home Support Plan letter</u> <p>In response to patients concerns about disruption to services as a consequence of Covid-19 assurance required as follows:</p> <ul style="list-style-type: none"> • Mental health services Worcestershire Health & Care Trust Assurance provided by the Trusts senior clinical leads • Use of ReSPECT and Resuscitate forms for people with a Learning Disability Herefordshire & Worcestershire CCG Assurance provided by the CCG in letter August 2020. • GP Services Evidence presented to HOSC supported by HWW’s report ‘Focus on GP Practice Feedback’ 	2b
<p>Developing alternative engagement techniques to comply with social distancing rules</p> <ul style="list-style-type: none"> • On-line focus groups eg with the LGBT+, LD and Autism communities • Use of third parties to engage with people who are digitally excluded eg LD and Autism Covid-19 survey • Facebook advertising • Shouting out for feedback on specific themes using ‘Tell Us’ promotion • Use of telephone interviews eg Hospital discharge and mental health projects • Stepping up strategic engagement with Worcestershire’s Voluntary and Community Sector planning for a post Covid world. • Championing digital inclusion and accessible information standards with commissioners and providers • Collaborating with Healthwatch England to develop engagement techniques 	3d
<p>NB 131 reports of patient, service user or carer experience, requests for information and advice received during Q2, tripling the numbers received in Q2 2019/20 - see Dashboard. The issues reported upon correlate with those promoted by Tell Us and the Facebook advertising</p> <p>Business Continuity</p> <p>Arrangements for a Covid secure workplace put in place with risk assessment with a return to work planned for September. Return to work prevented by subsequent change to Government guidance.</p>	
<p>STP Integrated Care and Wellbeing Record</p> <p>Invited to attend the STP’s Programme Board for the development of the Integrated care and Well Being Record to provide advice, guidance, and support on the co-</p>	2b,3d



<p>production of the Shared Care Record and the Patients Portal components, with a specific focus on the digitally excluded.</p> <p>Engagement with patients, service users and their carers to take place through a single design cell commencing in Q3.</p> <p>Joined the:</p> <ul style="list-style-type: none"> Herefordshire and Worcestershire Integrated Care Systems Worcestershire Alliance Board as participant observer Worcestershire Acute Hospitals Trust’s Patient, carer and Public Engagement Steering Group <p>Regional/National</p> <p>Contributed to CQC development of ‘Closed Culture Guidance for Inspectors’</p> <p>MHRA engagement event ref ‘Early Access to Medicines’ as a member of the MHRA Patient Group Consultative Forum</p> <p>Continued to represent the West Midlands LHW Network on the West Midlands Cancer Alliance Board.</p> <p>Time to Change Employer Pledge</p> <p>HWW signed the Time to Change Employer Pledge in Q2 delivering on a commitment made by all HWBB members. Action Plan in place.</p>	<p>2b</p> <p>2b,3d</p> <p>2b</p> <p>2b</p> <p>2b</p>
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2. Report on Service User involvement:

To include results of service user satisfaction surveys.

See Dashboard

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.

Quality Assurance

- Quality assured by ISO 9001 accreditation - annual assessment due in Q3.
- Data security accredited to Cyber Essentials - re-accredited in Q2 2020/21
- Healthwatch England Quality Framework - self assessment against Quality Framework completed and submitted to HWE. Equality, Diversity, and Inclusion policy revised.



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.)

Internal policy/practice being reviewed following a signposting call with a vulnerable person.

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.

9. Financial Reports:

To include a financial breakdown report for the monitoring period.



Summary%20

10. Documentary Evidence attached to support the above reports:

To include any supporting documentation for sections 1 - 9 as appropriate.



Healthwatc

[Progress report to the Board](#)

Name of person submitting monitoring report: S Adams, Managing Director

Signature (not applicable for e-returns):



Date: 24.11.2020