



<b>Project/Service</b>	Healthwatch
<b>Project/Service Commissioning Manager</b>	Rosie Winyard
<b>Project/Service Sponsor</b>	K Cobain

<b>Version</b>		<b>Date</b> 19.01.21	
<b>Document Location</b>			

<b>Monitoring Period:</b>	Quarter: 3 [October - December] 2020/21
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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"> <li>• <i>What has gone well/not so well</i></li> <li>• <i>Work being undertaken to increase service uptake</i></li> <li>• <i>Information relating to KPI's</i></li> <li>• <i>Case studies where enhanced outcomes have been achieved</i></li> <li>• <i>Service developments</i></li> <li>• <i>Partnerships and collaborative working opportunities</i></li> </ul>	
<b>Detail</b>	<b>Activity Measure supported</b>
<p><b>Worcestershire Acute Hospitals NHS Trust Strategy for Clinical Services - Decision to partner with University Hospital Birmingham for specialist services such as oncology and cancer surgery.</b></p> <p>Worcestershire Acute Hospitals NHS Trust has developed a 5 year strategy for clinical services which was approved at the November 2019 Trust board meeting. The strategy is built around delivery of 3 pillars: integrated care; emergency and urgent; and acute, specialist and cancer care. A key component underpinning delivery of this third pillar is the development of a long-term strategic partnership for more specialised services such as oncology and cancer surgery to ensure the future sustainability of these services and to ensure local access to high quality services for people in Worcestershire.</p> <p>Whilst it is accepted that patients may need to travel to larger centres to receive more specialised care, HWW has consistently, based on patient and public feedback, advanced the view that patients and the public wish to see as much of the service pathway as possible delivered locally and therefore in selecting a partner the Trust should take this into account the existing public transport networks where travel to another centre was necessary.</p> <p>The Trust has, following an options appraisal which considered key aspects such as clinical and organisational issues but included patient access to services, decided to partner with University Hospitals Birmingham. HWW is aware that whilst in most aspects the option appraisal yielded only marginal differences the overriding factor</p>	<p>Outcome 2 and 3</p>



<p>was access to services for staff and patients which scored much more favourably in relation to a partnership with University Hospital Birmingham. The Trust referenced representation from HWW in its decision making.</p>	
<p><b>Covid -19 Survey and Reports</b>                  In September HWW published 4 reports reporting on peoples experiences of health and social care during Covid -1. These were reported on in the Q2 Monitoring and Review Report.</p> <p>The reports were shared with commissioners, providers, HOSC and Healthwatch England. The STP Chief Executive was asked to provide a system response to issues raised in the reports. In November HWW presented the reports at a STP workshop which was held to consider the ‘systems’ response to Covid-19.</p> <p>The response was reported to the STP Board on 5 January 2021 and will be presented at HWW’s Public Board Meeting on 21 January 2021.</p>	<p><b>Outcomes</b>                  2 and 3</p> <p>2a, 3c, 3d</p>
<p><b>Hospital Discharge during Covid -19</b>                  Project planning to understand patients experiences of hospital discharge during Covid -19 took place during the Quarter under review with a view to the survey taking place in Quarter 4 2020/21. The project is being undertaken with the support of the NHS and County Council, and a lead officer has been nominated as the point of contact for the project.</p>	<p><b>Outcome</b>                  1, 2 and 3.</p> <p>2b, 3c, 3d</p>
<p><b>South Worcestershire Mental Health Community Assessment and Recovery Service</b>                  Following a CQC report highlighting serious concerns HWW will be talking to service users and carers about their experiences of this service.                  Project being undertaken with the support of Herefordshire and Worcestershire Health and Care NHS Trust as the service provider. A small group of patients and carers have helped to co-produce the survey and supporting information and HWW volunteers will help to deliver the project.</p>	<p><b>Outcome</b>                  1, 2 and 3.</p> <p>2b, 3c, 3d</p>
<p><b>Covid - 19 Testing</b>                  A family carer, in receipt of a NHS Personal Health Budget [PHB] to fund the care of his son with complex health needs contacted HWW for advice and information about the availability of Covid-19 testing for the carers employed and funded by PHB to enable them to return to care for his son.</p> <p>The CCG’s Continuing Health Care Team and the Director of Public Health were unable to provide information as to when testing will be made available to carers in this situation.</p>	<p><b>Outcome</b>                  4 and 2</p>
<p>Issue escalated to HWE who have escalated it to the Department of Health and Social Care. An outcome is awaited.</p>	<p><b>Outcome</b>                  2 and 3</p>
<p><b>Integrated Health and Wellbeing Record [ICWR] - Shared Care Plan and Patient Portal</b>                  HWW joined the STP ICWR Project Board in Quarter 3 with a view to provide the STP with advice, guidance and support in the development/implementation of the Shared Care Plan and Patient Portal components of the ICWR.</p>	



The ICWR Project Director attended HWW’s Public Board Meeting on 8 October 2020 and presented the concept of the shared care Plan and Patient Portal to introduce it to patients and the public This was recorded and published on HWW’s YouTube Channel, and can be viewed here:

<https://www.youtube.com/watch?v=e9GF8dM36y4>

To date the presentation has been viewed 108 times and has been a resource to support the co-production that has followed.

Outcome  
2 and 3

### Worcestershire’s NHS Question Time

On 14 December 2020 HWW organised a Q & A event for the public with a panel of Worcestershire’s NHS leaders; the CEO’s of NHS Herefordshire and Worcestershire CCG, Herefordshire and Worcestershire Health and Care NHS Trust and Worcestershire Acute Hospitals NHS Trust and the Chair of the Local Medical Committee.

The event was attended by 44 members of the public and was recorded to YouTube and, can be viewed here:

<https://www.youtube.com/watch?v=TDeRVf6KcV0>

Outcome  
1, 2 and 3

### Equality, Diversity and Inclusion

1. HWW reviewed and approved a new Equality, Diversity and Inclusion Policy at its Public Board meeting on 8 October 2020.

The policy can be viewed here:



HWW EDI Policy  
v1.0.pdf

2. HWW joined the new STP Health Inequalities Prevention Collaborative as a non-voting attendee.
3. Facilitated HWW’s organisational development in equalities issues by attending national events including:
  - Covid - 19 Impact inquiry - The Health Foundation
  - Widening Digital Participation
  - Events at Healthwatch Week - Healthwatch England
  - Research with underrepresented groups during the Covid - 19 pandemic
  - Build Back Fairer - Inequalities and Covid- 19 in England - The Health Foundation
4. Promoted equality in presenting HWW’s LGBT+ report at a CQC Regional Learning Day
5. HWW joined the Joint Health and Wellbeing Strategy Steering Group, promoting the opportunity a new Strategy presents to tackle the primary causes of Health Inequalities.
6. HWW’s volunteer offer reviewed and action plan for development agreed at Public Board Meeting on 8 October 2020.



<p><b>Safeguarding Homeless Adults with Care and Support Needs</b>                  Since the death of Cardon Banfield, a rough sleeper, in 2016 HWW has sought reassurance about the quality of safeguarding homeless adults with care and support needs. In 2020 Worcestershire’s Adult Safeguarding Board [WASB] commissioned a thematic review of the multiple deaths of and other incidents involving rough sleepers in Worcestershire that have occurred since 2016. The report into the Review has now been published and can be viewed here:</p> <p><a href="https://www.safeguardingworcestershire.org.uk/wp-content/uploads/2020/10/V0.6-2020-09-03-WSAB-THEMATIC-SAR-re-ROUGH-SLEEPERS-ACCESSIBLE-1.pdf">https://www.safeguardingworcestershire.org.uk/wp-content/uploads/2020/10/V0.6-2020-09-03-WSAB-THEMATIC-SAR-re-ROUGH-SLEEPERS-ACCESSIBLE-1.pdf</a></p> <p>HWW attended the WASB Stakeholder meeting that followed the publication of the report and will now work with the WASB to monitor the implementation of the recommendations contained in the report.</p> <p><b>Herefordshire and Worcestershire Integrated Care Services [ICS] Vision/Values</b>                  HWW’s response to a presentation of the draft ICS Vision/Values at the STP Partnership Board that patients and the public would expect the Vision to be specifically focused on the delivery of and improvement of their health care services led to an appropriate amendment in the final submission to NHSE/I.</p> <p><b>Regional/National</b></p> <p><b>Regional:</b></p> <ul style="list-style-type: none"> <li>Following a West Midlands LHW Network meeting engaged with the National Institute Health Research [NIHR] Applied Research Collaborative [ARC] West Midlands with a view to developing a partnership to support the work of HWW and ARC.                      To date ARC have offered advice in relation to HWW’s Hospital Discharge and Mental Health Community Assessment and Recovery Service surveys.</li> <li>West Midlands Cancer Alliance Board and the Cancer Collaborative Stakeholder/Expert Advisory Group</li> </ul> <p><b>National:</b></p> <ul style="list-style-type: none"> <li>Contributed to CQC Smarter Regulation and Closed Cultures workshops, and Stakeholder Survey.</li> <li>Attended Healthwatch England’s virtual Annual Conference - Healthwatch Week. Representatives of HWW attended 11 events including a Panel in which Dame Julie Moore, a Non-executive Director of Worcestershire Acute Hospitals NHS Trust commended HWW for is role in supporting the recovery of the Trust from special measures.</li> </ul> <p>See Tweet from HWE below:</p>	<p>Outcomes 2 and 3</p> <p>2b, 3d</p> <p>Outcome 2</p> <p>Outcome 2</p> <p>Outcome 2</p> <p>Outcome 2 and 3</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.*

HWW's Quality Management System assessed as ISO 9001 compliant in December 2020

#### 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.*

#### 9. Financial Reports:

*To include a financial breakdown report for the monitoring period.*



Q3Summarya

#### 10. Documentary Evidence attached to support the above reports:

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



Healthwatc



Risk%20Reg

Name of person submitting monitoring report:

Simon Adams  
Managing Director



Signature (not applicable for e-returns):

Date: 19.01.2021

\*Delete as appropriate