



Project/Service	Healthwatch
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Project/Service Sponsor	Kathryn Cobain

Version		Date 16.11.2021	
Document Location			

Monitoring Period: Quarter: Q2 [June – July] 2021/22

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>1. Community Engagement</p> <p>During Q2 the Government’s changes in Covid-19 guidance heralded an opportunity for HWW to resume ‘in-person’ engagement on a limited basis, subject to risk assessment and where events facilitated it. For example, 143 people were engaged with at the Worcester Show in August and contributed to a survey about digital access to services. Whilst we anticipate that the opportunities for ‘in person’ engagement will return as Worcestershire learns to live with Covid -19 we will continue to develop our approach to engaging via third parties with a particular focus on those who are seldom heard or live with health inequality. This is reflected in the development of a ‘Community Link’ role as part of our volunteering offer and initiative to gather peoples experiences of health and care services.</p> <p>HWW held Public Board Meetings via Zoom on 22 July and 16 September during the period under review, with an open invitation to members of the public to attend.</p> <p>View minutes of the Board Meeting on 22 July here <i>[insert hyper link]</i></p> <p>View minutes of the Board Meeting of 16 September here <i>[insert hyper link]</i></p> <p>Tell-Us Campaign for Q2</p> <ul style="list-style-type: none"> • July – Pharmacy and end of life care • August – GP access • September – GP access, outpatient waiting times and stroke service <p>WE have published a summary of the experiences people shared with us about accessing their GP. View the summary here <i>[insert hyperlink here]</i> The summary has been used to inform Worcestershire’s Health Overview and Scrutiny Panel’s work.</p>	<p>2a, 2b, 3d</p>



These outcomes were achieved as a direct consequence of reviewing our Equality, Diversity and Inclusion policy and practice through self-assessment against Healthwatch England's Quality 'Framework'. We shared the report with Healthwatch England who invited us to present our use of the Quality Framework at a best practice seminar during Healthwatch England's Annual Conference 2021.

View the case study we prepared for Healthwatch England here *[insert hyperlink here]*

4. NHS Quality Accounts

HWW approved a response to Worcestershire Acute Hospitals NHS Trust Quality Account for 2020/21 at its Public Board Meeting on 22 July 2021.

View the response here *[insert hyperlink here]*

5. Integrated Care Service

- **Stroke services**

Focus on stroke pathway following resumed attendance at ICS Stroke Programme Board. Performance relating to completion of harm reviews and stroke performance measures raised with Acute Trust and escalated to the Trust Board.

Escalation to West Midlands local Healthwatch Network and Healthwatch England with a view to establishing comparator performance and potential solutions.

CCG attending Public Board Meeting on 18 November 2021 to present stroke pathway.

2. Report on Service User involvement:

To include results of service user satisfaction surveys.

3. Report on Quality Assurance:

To include evidence of any quality assurance activities undertaken, including how comments, compliments and complaints have been acted upon. Quality assurance accreditation you have received or hold and how you ensure continuous improvement of the service.

- Quality management system accredited to BS EN ISO 9001 – 2015
- Cyber Essentials – reassessed July 2021
- HWE Quality Framework

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.

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:

Signature (not applicable for e-returns):

Date:

*Delete as appropriate