



<b>Project/Service</b>	Healthwatch
<b>Project/Service Commissioning Manager</b>	Public Health WCC
<b>Project/Service Sponsor</b>	

<b>Version</b>	0.1		
<b>Document Location</b>			

**Monitoring Period:** Quarter: Q4 [January - March] 2021/22

## 1. Progress report from the Provider for above period:

To include:

- 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><b>1. Community Engagement</b></p> <p>As the country as emerged from Covid-19 lock-down restrictions Q4 has seen a gradual return to opportunities for 'in-person' engagement [subject to risk assessment, and prior LFT by HWW staff].</p> <p>Examples include:</p> <ul style="list-style-type: none"> <li>• A focus group with service users with experience of being homeless to trial the Pharmaceutical Needs Assessment survey and gather their experiences of pharmaceutical services.</li> <li>• Raising awareness of Healthwatch Worcestershire and its work in relation to cancer services with county's Prostate Cancer Support Group</li> <li>• Dementia Café's across the county to gather people's experiences of health and social care services</li> <li>• Attending the OutSaucy LGBTQ+ event at the Swan Theatre, Worcester</li> <li>• Redditch Asian Women's Group</li> </ul> <p>The development of HWW's 'Community Links' initiative continued and as reported in Q3 2021/22. The 2 volunteers with experience of being homeless have continued in the role. One of the Community Links supported the PNA focus group referred to above, demonstrating the value of the role to the Community Link's peers.</p> <p>Healthwatch England published a report on the case study it Healthwatch Worcestershire to prepare and present at its Annual Conference in 2021. View the publication here:  <a href="https://network.healthwatch.co.uk/blog/2022-02-14/your-story-how-using-quality-framework-led-to-improvements">https://network.healthwatch.co.uk/blog/2022-02-14/your-story-how-using-quality-framework-led-to-improvements</a></p>	2a, 2b, 3c, 3d

Healthwatch Worcestershire's Tell-Us Campaign for Q4 focused on Accessible Information and Dental services. The campaign was promoted through channels including the newsletter, Worcester News, local radio and social media.

## 2. Public Board Meetings

HWW held Public Board meetings via Zoom with an open invitation to members of the public to attend held on:

- 27 January 2022  
[View the minutes of the Public Board Meeting on 27 January 2022 here.](#)
- 24 March 2022 [minutes to be approved at the PBM on 26 May 2022]  
[View the Agenda and supporting information for the Public Board Meeting on 24 March 2022 here.](#)

HWW's record of 'relevant' decisions relating to its local Healthwatch activities taken at its Public Board meetings [can be viewed here:](#)

## 3. Healthwatch Worcestershire's Business Plan 2021/2023

During Q4 HWW added the following projects to the Business Plan:

- Accessibility of Information/ Accessible Information Standard
- Review of HWW's Reference & Engagement Group

*View the current Business Plan and [progress report](#) to the PBM on 24 March 2022*

## 4. HWW Projects

- **What Patients told Healthwatch Worcestershire about why they walk into A&E Departments in Worcestershire**

In response to the significant increase in patients attending the Accident and Emergency Departments at Worcester Royal Hospital and the Alexandra Hospital HWW decided to survey patients with a view to establishing why they had done so. The project was added to the Business Plan at the Public Board Meeting on 18 November 2021 and HWW made several visits to both Hospitals during the latter part of Q3 to speak to patients. The report with recommendations as to how services could be improved was published in Q4 and shared with Herefordshire & Worcestershire Clinical Commissioning Group [the CCG] to provide a response to HWW's recommendations on behalf of the Worcestershire health and care system.

That response has been received and will be published at HWW's Public Board Meeting on 26 May 2022.

[View the report here](#)

- **Digital Access to Healthcare**

HWW ran a survey from August to November 2021, to gather feedback about access to the internet, ability to use different methods of online communication and the potential barriers, benefits and experiences of online and remote health appointments.

A report with recommendations was approved for publication at HWW's Public Board Meeting on 27 January 2022 and shared with Herefordshire & Worcestershire Clinical Commissioning Group to provide a response to HWW's recommendations on behalf of the Worcestershire health and care system.

In response HWW's received a covering letter and action plan from the CCG on behalf of the health and care system which was considered and published at HWW's Public Board Meeting on 24 March 2022. HWW will monitor the implementation of the action plan.

***View the [CCG's letter](#) and [action plan](#) on behalf of Worcestershire's health and care system here***

- **Young People's health and Emotional Wellbeing Report**

The report with recommendations was approved for publication at HWW's Public Board Meeting on 24 March 2022 and shared with Herefordshire & Worcestershire Clinical Commissioning Group to provide a response to HWW's recommendations on behalf of the Worcestershire health and care system.

***[View the report here](#)***

The CCG's response on behalf of Worcestershire's health and care system is due on 13 May 2022.

- **Robotically Assisted Surgery in Worcestershire**

HWW's business plan includes a project in support of the provision of robotically assisted surgery in Worcestershire for prostate cancer patients.

HWW was therefore able to approve a report to Worcestershire Acute Hospitals NHS Trust in support of its business case to provide robotically assisted surgery. The report was approved as a briefing paper and published at the Public Board Meeting on 24 March 2022.

***[View the briefing note here](#)***

## 5. Quality of Service and Patient Safety

During the period under review issues reported to Worcestershire's NHS included:

- **Trauma and Planned Surgery**

In 2017 Worcestershire's CCGs agreed the Future of Acute Hospital Services in Worcestershire. This included the relocation of more complex trauma cases from the Alexandra Hospital to the Worcestershire Royal Hospital and of planned surgery for a range of specialities from the Worcestershire Royal Hospital to the Alexandra Hospital. To support those changes recommendations relating to patient 'transport and access' to services and 'communication and education' were also agreed. In November Worcestershire Acute Hospitals NHS Trust announced, without notice, that it was implementing the changes immediately. The changes were raised during public participation at HWW's Public Board Meeting on 18 November 2021. HWW wrote to the Trust's CEO for further information and invited him to attend HWW's Public Board Meeting on 27 January 2022 to discuss the changes which he did.

[View the CEO of Worcestershire Acute Hospitals NHS Trust speaking at HWW's Public Board Meeting on 27 January 2022 here.](#)

- **Echocardiograms**

In November the British Heart Foundation published data relating to waiting lists for echocardiograms by Integrated Care Systems. The publication indicated excessive wait time for the procedure in Herefordshire and Worcestershire. The data for Herefordshire and Worcestershire was reported in the Worcester News and subsequently raised during public participation at HWW's Public Board meeting on 18 November 2021.

HWW made enquiries with the CCG and reported at its Public Board Meeting on 27 January 2022. The CCG provided an action plan which forecast that the waiting time for an echocardiogram would be returned to NHS England's target of 6-8 weeks by the end of March 2022.

The CCG did not provide a progress report to HWW's Public Board Meeting on 24 March 2022. HWW will continue to monitor the situation.

[View the report in the minutes of the Public Board Meeting on 27 January 2022 here](#)

- **'Healthy Minds' Adult Mental Health Services**

In response to public representation about waiting times for access to the 'Healthy Minds' service at its Public Board Meetings HWW wrote to the CEO of Herefordshire & Worcestershire Health and Care NHS Trust as the service provider with a request for assurance in relation to the service. The letter together with the CEO's response was published at HWW's Public Board Meeting on 24 March 2022

[View HWW's letter to the CEO and the CEO's response here](#)

The Trust's Director of Strategy and Partnerships supported by the Deputy Associate Director of Primary Care and Mental Health Services and the interim Lead for the Healthy Minds Service attended HWW's Public Board Meeting on 24 March 2022.

[View their presentation and subsequent public participation here](#)

- **Adult Mental Health Crisis Support Service**

In response to patient feedback HWW has secured regular briefings with the clinical leads for the Crisis Support Service to obtain assurance about service provision.

## 5. WCC Scrutiny

- **Health Overview and Scrutiny Committee**

2 meetings attended.

### 12 January 2022

Contributions to agenda items on Development of the Integrated Care System and Cancer Diagnosis & Treatment Times

<p>View HWW's contribution here:  <a href="https://worcestershire.moderngov.co.uk/ieListDocuments.aspx?CId=141&amp;MId=5145&amp;Ver=4">https://worcestershire.moderngov.co.uk/ieListDocuments.aspx?CId=141&amp;MId=5145&amp;Ver=4</a></p> <p><b>9 March 2022</b>          Contributions to agenda items on Ambulance Handover Delays and Dental Services Access &amp; Oral Health.          View HWW's contribution here:  <a href="https://worcestershire.moderngov.co.uk/ieListDocuments.aspx?CId=141&amp;MId=5171&amp;Ver=4">https://worcestershire.moderngov.co.uk/ieListDocuments.aspx?CId=141&amp;MId=5171&amp;Ver=4</a></p> <p><b>6. Herefordshire &amp; Worcestershire Integrated Care Service</b></p> <ul style="list-style-type: none"> <li>HWW accepted and has attended meetings of the new Worcestershire Place Engagement Network as a non-voting attendee.</li> </ul>	

## 2. Report on Service User involvement:

*To include results of service user satisfaction surveys.*

Compliment letter received from Rachel Maclean Redditch MP in relation to the restoration of chemotherapy services at the Alexandra Hospital, Redditch.



Letter to from Rachel Maclean.pdf

## 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 management system accredited to BS EN ISO 9001 - 2015
- Cyber Essentials - reassessed July 2021
- HWE Quality Framework
- Chair attending HWE Equality, Diversity & Inclusion Action Learning Set.

## 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*

## Monitoring and Review Report (Quarterly)



*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: **Simon Adams**  
Managing Director

Signature (not applicable for e-returns):

Date: 19/05/22