



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

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

**Monitoring Period:** Quarter 2 [July to September] 2022/23

**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>1. Community Engagement</b>                  The summer engagement activity in this quarter has been focused on peoples' access to Minor Injuries Units in the county. The survey closed in Q3 and the report will be published in early Q4. Key messages will be passed to the Home First Board as they become available.</p> <p><b>2. Public Board Meetings</b>                  HWW held Public Board meetings via Zoom on 21 July and 22 September with an open invitation to the public to attend them.                  View the minutes of the Public Board Meeting on 21 July:  <a href="#"><u>Approved Minutes PBM 21.07.2022</u></a></p> <p>View the minutes of the Public Board meeting on 22 September:                  [insert hyperlink here]</p> <p><b>3. Healthwatch Worcestershire's Business Plan 2021/2023</b>                  View the current Business Plan and progress report to the Public Board Meeting on 20 November 2022:  <a href="#"><u>Enc 3 PBM 22.09.2022 Business Progress Plan report</u></a></p> <p><b>4. HWW Projects</b>                  Peoples' experiences of leaving hospital during Covid-19 - Hospital discharge                  HWW continues to work with NHS Herefordshire and Worcestershire [focus on Empowering Carers at Hospital Discharge] and Worcestershire Acute Hospitals NHS Trust [focus on revising the Trusts Discharge policy] in the development of hospital discharge policies and procedures following the publication of the Hospital discharge report in August 2021.</p>	



In September HWW attended a Discharge Improvement Workshop at the invitation of the Acute Trust.

### **LGBT+ Experiences of Health and Social Care**

In March 2020 HWW published a report about experiences of the LGBT+ community's experiences of health and social care and has been working with the NHS in the implementation of its recommendations.

This had included facilitating a workshop with Out2gether for Worcestershire Acute Hospitals NHS Trust to hear from patients and the public.

Dr Simonds, Chair of the Trust's LGBTQ+ Staff network, attended HWW's Public Board Meeting on 22 September to report on the progress the Trust had made in implementing recommendations in HWW's report.

View Dr Simonds' presentation to HWW's Public Board Meeting:

<https://www.youtube.com/watch?v=jdyGJJ0rRUA>

[LGBT & Experiences of Health & Social Care Services 2020 Response](#)

## **5. Quality of Service and Patient Safety**

### **• Dental Services**

In response to patients' experiences of being unable to access NHS dental services we arranged for NHS England and NHS Improvement's Deputy Head of Primary Care Commissioning for Dentistry in the Midlands to attend our Public Board Meeting on 26 May 2022 to make a presentation on dental services in Worcestershire and then take questions from the Board and public. Following the announcement of changes to the national contract for NHS dental services the commissioner attended HWW's Public Board Meeting on 22 September 2022 to brief HWW's Board in progress in improving access to dental services. View the presentation:

[Dentistry Update by Terrance Chikurunhe, Senior Commissioning Manager- NHS England and NHS Improvement – Midlands Region](#)

### **• Crisis Mental Health Support Service**

In response to reported patient experience HWW has engaged with the senior leadership of Herefordshire and Worcestershire Health and Care NHS Trust as the provider of the service with specific focus on the quality and safety of the telephone triage component of the service.

### **• Mental Health Support for Rough Sleepers**

HWW commented on NHS Herefordshire and Worcestershire's proposals for supporting the mental health needs of rough sleepers.

HWW's feedback from engagement with service users, service providers and GP's working with rough sleepers, confirms there is a real gap in the current service offer whilst mental health services require people to address their addictions before accessing their services. Therefore, whilst HWW supported the proposals HWW still advocates for the introduction of a dual diagnostic service in Worcestershire and hope the proposal will be a steppingstone toward that.



- **Worcestershire County Council Scrutiny**

- **Health Overview and Scrutiny Committee**

- A meeting attended on 8 July with contribution to agenda item on Patient Flow and Ambulance handover Delays ay Worcestershire Acute Hospitals NHS Trust. View HWW’s contribution here [Webcast for 1078](#).

- **HWW’s Advice & Information Service**

The demand on this service continues [see dashboard]. HWW has published a summary of patient, service user and carer experience gathered through this service. View the summary report:

[Enc 2 Your View – Feedback Summary 2021-2022](#)

- 6. **Worcestershire Health and Wellbeing Board**

Meeting attended on 27 September 2022

- 7. **Herefordshire & Worcestershire Integrated Care Service**

HWW is engaged in the business meetings of the Integrated Care System

See the meetings we attend:

*Insert link here*

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## 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 2022
- HWE Quality Framework
- Chair successfully completed HWE Equality, Diversity & Inclusion Action Learning Set.
- MD attended HWE Inclusive Leadership training.
- HWE selected HWW to provide support in developing its engagement with Children and Young People [CYP], based on research across the LHW Network about those LHW that have published reports on CYP issues.

## 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: **Simon Adams**  
Managing Director

Signature (not applicable for e-returns):

Date:

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