



<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:** Q3 [October to December] 2023/24

## 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>	
Detail	Activity Measure supported
<p><b>1. Community Engagement</b>                  During the period under review community engagement has continued to focus on reaching out to those who live with health inequalities, reflecting the shift outlined in our Business Plan for 2023 - 2025. This has included work in preparation of major service evaluation projects which will take place in Q4 and will include work related to dementia services and the Health and Wellbeing of young people.</p> <p><b>2. Public Board Meeting</b>                  HWW held an online Public Board Meeting on 30 November 2023 via Zoom with an open invitation to the public to attend.                  View the minutes and information about the Public Board Meeting here:  <a href="https://www.healthwatchworcestershire.co.uk/30th-november-2023-public-board-meeting-online/">https://www.healthwatchworcestershire.co.uk/30th-november-2023-public-board-meeting-online/</a></p> <p>A Director of NHS Herefordshire and Worcestershire attended the meeting and presented the Fuller stocktake report with a specific focus on the potential role of the Voluntary &amp; Community Sector in the delivery of outcomes to support health and wellbeing. View a recording of the presentation and subsequent discussion here:  <a href="https://www.youtube.com/watch?v=J9Yloso15zY">https://www.youtube.com/watch?v=J9Yloso15zY</a></p> <p>The presentation was followed by a briefing on the Worcestershire Voluntary Community Social Enterprise Sector Alliance by Peter Sugg, the Chair of the Alliance's Management Group</p>	



### 3. HWW's Reports

During the period under review HHW's published the following reports:

- **Report on Public Health Messaging**  
View the report here:  
<https://www.healthwatchworcestershire.co.uk/wp-content/uploads/2023/11/Enc-8-PBM-30.11.2023-HWW-Draft-Spotlight-Report-PH-messaging.pdf>
- **Report on access to the 'Informed Choice Programme' for PSA Testing**  
View the report here:  
<https://www.healthwatchworcestershire.co.uk/wp-content/uploads/2023/11/Enc-9-PBM-30.11.2023-HWW-Draft-Spotlight-report-PSA-testing.pdf>
- **Report of Feedback on the WCC online Support Needs Checklist and online self-assessment form.**  
View the report here:  
<https://www.healthwatchworcestershire.co.uk/wp-content/uploads/2023/11/Enc-7-PBM-30.11.2023-Report-of-Feedback-from-HWW-on-WCC-Online-Forms-vs-1.pdf>
- **HWW comment on WCC's Prevention and Early Intervention Strategy**  
View the comments here:  
<https://www.healthwatchworcestershire.co.uk/wp-content/uploads/2023/11/Enc-6-PBM-30.11.2023-HWW-comment-on-WCCs-Prevention-and-Early-Intervention-Strategy.pdf>
- **HWW comment on WCC's Adult Social Care Strategy - Building Together to Live a Good Life 2023-2028**  
View the comment here:  
<https://www.healthwatchworcestershire.co.uk/wp-content/uploads/2023/11/Enc-5-PBM-30.11.2023-HWW-comments-on-WCC-Adult-Social-Care-Strategy-Nov-2023.pdf>

### 4. Quality of service and Patient safety:

- Attending meetings at both organisational, Place and ICS level where patient safety and quality are considered; bringing patient experience to the discussion to assist in the understanding of the metric data. A full schedule of meetings attended by HWW is published in the Business Plan for 2023-2025.

At the invitation of Herefordshire and Worcestershire Health & Care Trust HWW has participated in planning the Trusts response to its CQC report and attended the Trust's Quality and Safety Committee Meeting in Q3 for the first time.



HWW continued to participate in WCC's scrutiny arrangements of social care services and health services including participating in a development session for new members of the Health Scrutiny Committee.

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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 2021
- HWE Quality Framework
- Chair successfully completed 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 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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