

1 CONTACT INFORMATION		
Name of your service:	Healthwatch Hertfordshire	
Address of your service:	Kings Court, London Road, Stevenage	
Postcode	SG1 2NG	
Your name:	Nuray Ercan	
Your job title:	Deputy Chief Executive (interim)	
Your phone number:	01707 275 978	
Your Email address:	nuray.ercan@healthwatchhertfordshire.co.uk	
Your website address:	www.healthwatchhertfordshire.co.uk	
Month return made:	January 2023 for Quarter 3 (October - December 2022)	
2 COMPLIMENTS		
Number of compliments received in the past 3 months		23 (see attached)
3 COMPLAINTS		
Number of complaints received by the service in the past 3 months		
- From service users/carers/volunteers		0
- From staff/others		0
Summary of complaint(s) and key actions & learning undertaken as a result of complaints (please set out below):		
4 SAFEGUARDING ADULTS		
Number of adult safeguarding referrals made in the past 3 months		N/A
Number of adult safeguarding investigations started in the past 3 months		N/A
Key actions & learning undertaken as a result of safeguarding referrals / investigations (please set out below):		
5 STAFFING (WTE = Whole Time Equivalent - e.g. full time member of staff)		
Number of managers (WTE) directly involved with delivering this service		3
Number of staff (WTE) directly employed in delivering this service		9.4
Number of employed staff		12
Number of volunteers		39
Number of volunteering hours		164.5
Number of joiners (staff) in the past 3 months		3
Number of leavers (staff) in the past 3 months		0
Number of joiners (volunteers) in the past 3 months		0
Number of leavers (volunteers) in the past 3 months		0

	Number of staff and Volunteers (if any) referred to the ISA Barred List in the past 3 months	N/A
	Have you had any change in Manager in the past 3 months?	N/A
6	OCCUPANCY AND UTILISATION	
6a	Total number of Service Users and/or Carers who have been provided with a service within the past 3 months broken down by <ul style="list-style-type: none"> - geographical area - age - gender - disability - ethnicity - sexual orientation - religion/belief - pregnancy/maternity - gender reassignment - marriage/civil partnership; and - (for cared for) their care group – e.g. learning disability, mental health, dementia. 	8775
6b	NOT USED	N/A
6c	Total number of referrals received in the past 3 months broken down by referral source	0
6d	Total number of Initial Assessments and Reassessments/Reviews undertaken by the Service Provider in the 3 months	N/A
6e	Total number of Outreach sessions in the past 3 months	12
6f	Total number of Telephone Support Service in the past 3 months	81
6g	Total number of Signposting to other organisations/services in the past 3 months	47
6h	Total number of Referrals to other organisation/services in the past 3 months	N/A
6i	Total number of Referrals to the Council's Health and Community Services in the past 3 months	N/A
6j	Total number of Activities delivered in the past 3 months	3
6k	Total number of Counselling sessions plus numbers of people received counselling in the past 3 months	N/A
6l	Total number of refusals and the reasons for refusal in the past 3 months	N/A
6m	Total number of cases closed	N/A
7	ACCIDENTS	
	Number of accidents in the past 3 months	0
	Please provide details below:	
	Number of accidents reported under RIDDOR in the past 3 months	N/A
	Please provide details below:	
8	OTHER INSPECTIONS (if not applicable please enter N/A)	

Details of any Fire inspections in the past 3 months
N/A
Details of any Environmental Health inspections in the past 3 months
N/A
Details of any Health inspections in the past 3 months
N/A

6A Service Users			
Age		Ethnic Group	
Under 18	11	White British	5703
18-24	51	White Irish	126
25-34	184	White Polish	21
35-44	454	White Italian	33
45-54	760	Any other White	280
55-64	1010	Bangladeshi	19
65-74	1111	Indian	99
75-84	719	Pakistani	36
85-89	4	Any other Asian	23
90+	1	African	50
Not known	4404	Caribbean	34
Rather not say	66	Any other Black	5
		White and Asian	29
		White and Black African	14
		White and Black Caribbean	8
Gender		Any other Mixed	30
Male	2439	Chinese	18
Female	4364	Traveller/Gypsy	4
Transgender	0	Any other ethnic group(s):	36
Not known	1869	Asian British	71
Rather not say	103	Black British	21
		Arab	5
Religion / belief		Romanian & Lithuanian	17
Christian	104	Not known	1894
Jewish	10	Rather Not Say	235
Hindu	3		
Muslim	5		
Buddhist	4	Sexual orientation	
Sikh	28	Heterosexual	172
Other (please state):		Gay Man	4
		Lesbian/Gay Woman	8
		Bisexual	7
		Not Known	8566
		Rather Not Say	17

No religion or belief	37		
Not known	8571		Resident of
Rather not say	13	Broxbourne	536
		Dacorum	919
Number of service users who are carers	1450	East Herts	850
		Hertsmere	478
		North Herts	675
		St Albans	820
Number of services users who have a disability	734	Stevenage	524
		Three Rivers	463
		Watford	759
		Welwyn Hatfield	523
		Not known	2162
		Members outside of area but using Herts services	66

6E Events, Fairs, Presentations, Stalls attended				
Month	Total Number of sessions	Total Number of people who attended		
October	4	130	Presentation to Hertfordshire County Council Health Scrutiny Committee on Making Local Healthcare Equal Report, Presentation to NHS Fellowship East Herts on 'who we are & what we do', Presentation to Hertfordshire Partnership University NHS Foundation Trust Innovation Panel on Carer Essential Training Bid, Talk at NHS East of England Community Conversations Webinar regarding Oral health and health inequalities	
November	7	140	Presentations to Hertfordshire and West Essex Integrated Care System Health Inequalities Strategic Board, Hertfordshire and West Essex Integrated Care System (ICS) System Quality Group, NHS East of England Regional Commissioning Committee on Making Local Healthcare Equal for All Report, Presentation to Hertfordshire County Council Cost of Living Response Group on the Cost of Living Survey, Presentation to Hertfordshire Local Pharmaceutical Committee Meeting on the Community Pharmacy Survey, Presentation to Voluntary, Community, Faith & Social Enterprise Conference on Co-Production	
December	1	20	Presentation to Hertfordshire County Council Cost of Living Response Group on interim findings of Cost of Living Survey	
Total	12	290		

6F Telephone Support Summary (where you have provided support to service users/carers by telephone)				
Month	Number of calls	Total duration of calls (in hours)		
October	35	38h 45m		
November	22	26h 30m		

December	24	24h		Quarter 3 Total: 81 cases	Quarter 3 total time: 89 hours 15 minutes
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6G Signposting Summary			
Month	Nature of enquiry	Signposted to:	Number signposted
October	Complaint regarding pre-natal testing	ENHT Website, CQC	1
	Complaint about quality of care provided by maternity service	ENHT Website, CQC	1
	Complaint about inability to contact a hospital department	Consultant's Secretary, ENHT PALS	1
	Complaint regarding removal from dental practice's NHS list	Practice Manager, NHSE Complaints, NHS Website	1
	Complaint about conduct of district nurses	HCT Complaints, HCT ICT Clinical Lead	1
	Concerns about an appropriate care placement	Social Worker, HertsHelp	1
	Query for information on accessing NHS dental treatment	Dental practices, NHS Website	1
	Query for information on accessing NHS dental treatment	Dental practices, NHS Website, 111, HwH website, HWE website	3
	Complaints about extraordinary delay to child's hospital referral	GP	1
	Question re complaining about GP's privately paid for work	GP, Practice Manager, .gov webpage	1
	Query regarding awaited scan	ENHT Radiography	1
	Complaint about clinical and clerical errors at their GP Surgery	HertsHelp	1
	Query about accessing urgent NHS dental care for dentures	Oral Health Foundation	1
	Query for information on accessing urgent NHS dental treatment	111	2
	Question about ICB jurisdiction for a particular postcode	Healthwatch Essex, HWE ICB Patient Experience Team, HWE ICB Website	1
	Concerns about failure in duty of care by youth hostel	Safeguarding Adults, 999	1
	Complaint about poorly done triage wasting time	HUC Patient Experience Team	1
	Request for information on carer services	Carers in Herts	1

	Query about accessing NHS dentistry	111, NHS Website, Dental Practices	1
November	Complaint about quality of care provided by GP Surgery	Practice Manager, NHSE Complaints, HWE ICB Patient Experience Team, HwH website, CQC	1
	Complaint about lack of patient choice	HertsHelp	1
	Complaint about contact lines not working	HUC Switchboard	1
	Complaint regarding GP failure to refer at the time they said they would	GP Surgery website, NHSE Complaints, 111	1
	Request for help with raising concerns and complaints	HertsHelp, Citizens' Advice, Mind Legal Line	1
	Query re accessing NHS dental care	HwH Website	1
	Concerns about caring for their loved one at home	Social worker, Carers in Herts, Beacon	1
	Complaint regarding quality of care provided by GP Surgery	GP Surgery website, Carers in Herts	1
	Complaint about unfair treatment by public services	Citizens' Advice, Carers in Herts	1
	Complaint regarding repeated unfair sectioning under the Mental Health Act	CQC	1
	Concern re access to urgent dental treatment	111	1
	Compliment re quality of service received	WHTH Website, WHTH PALS	1
December	Complaint re poorly handled dental treatment	Practice Manager, NHSE Complaints, NHS Low Income Scheme	1
	Complaint about delay in registration with a GP Surgery	GP Surgery, NHSE Customer Contact Centre, 111, other GP surgeries	1
	Request for advice re help with severe anxiety	HertsHelp	1
	Request for information on accessing chiropractcy on the NHS	GP Surgery, GP	1
	Query for information on accessing NHS dental treatment	NHS Website, 111	1
	Request for information on accessing urgent NHS dental care	111, NHS Website, Dental Practices	1
	Complaint about conduct of reception staff	HCT Complaints	1
	Complaint about GP Surgery unwilling to share child's test results	GP Practice website, NHSE Complaints	1
	Concerns about inability to get through to the surgery by phone	Practice Manager	1
	Complaint about quality of care being provided to a loved one	WHTH PALS, WHTH Complaints	1

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	Query re access to mental health therapies	BACP website, Mind in Mid Herts	1
	Complaint about local NHS infrastructure being inadequate for expanding area	HwH website	1
	Complaint about poor quality care delivered by services over 2+ years	POhWER, HertsHelp, Pain Concern	1
Quarter 3 Total: 47			

6J Activities Summary

Month	Activity	Location	Number of service users/carers benefitting
October			
November	South and West Hertfordshire Health and Care Partnership Interim Coproduction Board	Virtual	12
	East & North Hertfordshire Care Partnership Community Assembly	Online	30
December	South and West Hertfordshire Health and Care Partnership Interim Coproduction Board	Virtual	12
Quarter 3 total activity: 3			