

1	CONTACT INFORMATION	
Name of your service:	Healthwatch Hertfordshire	
Address of your service:	1 Silver Court, Watchmead, Welwyn Garden City, Hertfordshire	
Postcode	AL7 1LT	
Your name:	Nuray Ercan	
Your job title:	Head of Governance and Operations	
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 2022 for Quarter 3 (October - December 2021)	
2	COMPLIMENTS	
	Number of compliments received in the past 3 months	33 (see attached)
3	COMPLAINTS	
	Number of complaints received by the service in the past 3 months	0
	- 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	8
	Number of employed staff	11
	Number of volunteers	42
	Number of volunteering hours	276.25
	Number of joiners (staff) in the past 3 months	0
	Number of leavers (staff) in the past 3 months	0
	Number of joiners (volunteers) in the past 3 months	3
	Number of leavers (volunteers) in the past 3 months	1
	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 - 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.	3711
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	118
6g	Total number of Signposting to other organisations/services in the past 3 months	72
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	118

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	0	White British	1101
18-24	1	White Irish	20
25-34	6	White Polish	7
35-44	5	White Italian	4

45-54	4	Any other White	36
55-64	6	Bangladeshi	9
65-74	2	Indian	23
75-84	1	Pakistani	13
85-89	1	Any other Asian	15
90+	0	African	23
Not known	3659	Caribbean	15
Rather not say	26	Any other Black	3
		White and Asian	10
		White and Black African	10
Gender		White and Black Caribbean	7
Male	997	Any other Mixed	17
Female	1586	Chinese	8
Transgender	2	Traveller/Gypsy	2
Not known	1127	Any other ethnic group(s):	
Rather not say	0	Asian British	40
		Black British	10
Religion / belief		Arab	3
Christian	51	Romanian & Lithuanian	11
Jewish	4	Not known	2309
Hindu	1	Rather Not Say	14
Muslim	3		
Buddhist	0	Sexual orientation	
Sikh	5	Heterosexual	20
Other (please state):		Gay Man	0
Other Religion		Lesbian/Gay Woman	1
Pagan	1	Bisexual	1
		Not Known	3683
		Rather Not Say	4
No religion or belief	13		
Not known	3633	Resident of	
Rather not say	0	Broxbourne	213
		Dacorum	502
Number of service users who are carers	30	East Herts	410
		Hertsmere	142
		North Herts	255
		St Albans	291
Number of services users who have a disability	41	Stevenage	223
		Three Rivers	213
		Watford	397
		Welwyn Hatfield	199
		Not known	765
		Members outside of area but using Herts services	65

6E Events, Fairs, Presentations, Stalls attended			
Month	Total Number of sessions	Total Number of people who attended	
October	4	96	Presentation on Co-Production delivered to Herts & West Essex Integrated Care Partnership Communications and Engagement Workstream meeting, Presentations on Unequal Treatment project delivered to East & North Herts Health and Wellbeing Partnership and to Broxbourne Coronavirus Community Partnership, Presentation given for Scrutiny of GP Access
November	7	179	Presentation on Co-Production delivered to West Herts Hospitals Trust Board, Facilitation of Patient Feedback on GP Access Communications meeting, Presentation on delivering digital services to Patient Engagement and Experience Conference 2021, Talk to Broxbourne Scrutiny Committee on the role of Healthwatch, Presentations regarding Unequal Treatment project delivered to Herts County Council Black & Ethnic Minorities Health Inequality Topic Group, Herts & West Essex Inequalities Workstream meeting, Community Development Action Herts' Black & Ethnic Minorities group
December	1	40	Presentation on Unequal Treatment project delivered to Healthy Stevenage Partnership
Total	11	315	

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	43	63h 15m		
November	39	66h 30m		
December	36	53h 45m		
			Quarter 3 Total: 118 cases	Quarter 3 total time: 183h 30m

6G Signposting Summary			
Month	Nature of enquiry	Signposted to:	Number signposted
October	Requesting information on when they will be eligible for a COVID booster vaccination	A Healthier Future website	1
	Complaint regarding failure to treat patient at early stage, potentially leading to premature death	WHHT Complaints Dept., GP Surgery Practice Manager, HVCCG Quality Team	1
	Concerns about factual inaccuracy on medical records	GP Practice	1
	Complaint about perceived incorrect diagnosis leading to delay in treatment	GP Surgery, HertsHelp, Barnet Hospital, 111	1

	Complaint regarding perceived discrimination from health & care services	AvMA, Mind in Mid Herts, Mind's Side by Side online forum, Samaritans	1
	Complaint regarding inappropriate behaviour of GP	ENHCCG Quality Team	1
	Serious concerns about clinical judgement of health professional	Healthwatch Barnet	1
	Request for information on NHS dental care for patients in pain	NHS dental practices, 111	1
	Concerns about Minimum Income Guarantee being ignored	HCC ACS Complaints, HertsHelp	1
	Query for update on receiving new hearing aids	ENHHT Audiology	1
	Concerns around change in frequency of communication from ward staff and reasonable restraint	ENHHT Complaints Dept., GMC website, Mind website	1
	Concerns regarding access to NHS dentistry while suffering with gum disease	NHS website	1
	Concerns about access to NHS dentistry while pregnant	NHS website, 111	1
	Concerns that their GP Surgery has been taken over by a foreign private company	NHS England Complaints, CQC website, Companies House website	1
	Question about right to particular eye drops on prescription	ENHCCG website, ENHCCG Quality Team	1
	Query for information on syringe disposal service	Hertsmere Borough Council Clinical Waste Collection Service	1
	Complaint regarding GP Surgery mismanagement of patient condition	NHS website, GP Practice Manager, NHS England Complaints	1
	Query about right to see paperwork for continuing healthcare assessment	HVCCG website, HVCCG Quality Team, HVCCG Information Governance Team, ICO	1
	Question about accessing private healthcare	Private Healthcare Information Network, Pinehill Hospital website, NHS physiotherapist	1
	Query re access to NHS dental care with a cracked tooth	Dental practices, NHS website	1
	Requesting information on right to choose GP Surgery when resident in care home	GP Practice website, Care Home Manager	1
	Query about appropriateness of response to NHS complaint	WHHT Complaints Dept.	1
	Requesting information on accessing the Moderna COVID vaccine	A Healthier Future website	1

	Requesting information on right to particular type of treatment previously promised	NHS Constitution, HPFT website, HPFT Complaints Dept.	1
	Long-term complaints regarding lack of care and support provided to patient and family	LGO, PHSO, ICO website, NHS website, NICE website, ENHCCG Quality Team	1
	Complaint about potential racial discrimination by a GP Surgery receptionist	GP Website, GP Practice Manager	1
November	Complaint regarding inaccessibility of their GP Surgery's services	111, GP Surgery, GP Practice Manager, NHSE Complaints, HVCCG Quality Team	1
	Question regarding costs of root canal treatment on NHS	Dental Practice	1
	Concern regarding GP Surgery unwillingness to offer face to face appointment	111, GP Practice, GP Practice Manager, Hospital Walk-in Centre	1
	Serious concerns regarding 2 week wait cancer pathway not being adhered to	RFL Complaints Dept., HVCCG Quality Team	1
	Request for information on NHS dental practices accepting new patients	111, dental practices	1
	Complaint regarding poor telephone system at GP Surgery	GP Practice website, NHSE Complaints, GP Practice Manager, ENHCCG Quality Team	1
	Request for information on NHS dental practices accepting new patients	NHSE Customer Contact Centre	1
	Request for information on NHS dental practices accepting new patients	Oral Health Foundation Dental Helpline, dental practices	1
	Complaint regarding quality of care provided by their GP Surgery	GP Practice Manager, NHSE Complaints, 111, NHS website, Cambs & Peterborough CCG	1
	Concerns regarding GP unwilling to carry out home visits to residential care home	Care Home Manager	1
	Question regarding cost of residential care home being recouped incorrectly	Haringey Council ACS, HertsHelp, North Middlesex Hospital Complaints Dept.	1
	Complaint about management of patients at A&E	CQC, HwH website	1
	Concern regarding private dental practice ceasing to provide sedation services	NHS website	1
	Complaint about GP mismanagement of persistent ear infection leading to hearing loss	ENHHT PALS, Consultant, GP, NHSE Complaints, GP Practice Manager	1
	Requesting information on local NHS dental practices accepting new patients in severe pain	Oral Health Foundation Dental Helpline, dental practice, 111	1
	Complaint about dentures lost while an inpatient	HCT Special Care Dental Service	1

	Query regarding whether it is possible to complain to HCC about home carers they commission	HCC ACS Complaints	1
	Complaint about GP Surgery refusing entry or a seat for patients with a disability awaiting appointments	GP Practice Manager, NHSE Complaints	1
	Complaint and queries regarding service provision under HCT PALMS and HPFT CAMHS	ENHCCG Quality Team, NHSE website, Healthy Young Minds in Herts, HCT website, HPFT website	1
	Question regarding access to COVID Pass when attended walk-in clinics for vaccine doses	.gov webpages, NHS Website	1
	Complaint regarding NHS services' failure to adhere to communication needs	Healthwatch England, ENHCCG Quality Team, HVCCG Quality Team, NHS website, Sense	1
	Complaint about failure to learn from previous mistakes outlined in a 4 year old complaint response	HVCCG Quality Team	1
	Concerns about lack of choice when making a referral and poor communication from the GP Surgery	GP Practice's Patient Participation Group, ENHCCG Quality Team	1
	Complaints regarding inaccessibility of their GP Services	NHSE website, GP Surgery E-Consult webform, NHSE Complaints	1
	Question about accessing NHS dental care for a painful mouth	Oral Health Foundation Dental Helpline, 111	1
	Concerns regarding lack of NHS dentistry in their local area	HWE Website, Write To Them, NHSE Complaints, NHS Website, 111	1
December	Request for advice on reporting potentially fraudulent NHS dental practice	GDC, NHSE Whistleblowing	1
	Request for information on registering with a GP Surgery as an overseas visitor	NHS website	1
	Question about accessing a COVID-19 vaccine dose as an overseas visitor	NHS website, NHSE Complaints, A Healthier Future	1
	Query about a fit to work note	GP Surgery	1
	Complaint about COVID-19 vaccine booster dose side effects	NHSE Complaints, Pharmacy Manager	1
	Question about whether NHS dental treatment provided could be considered negligent	Oral Health Foundation Dental Helpline	1
	Question around necessity of payment for NHS hygienist appointments	Oral Health Foundation Dental Helpline	1
	Concerns around failure of children's protective services to act	LGO	1
	Complaint regarding inaccessibility of GP Services	NHSE Complaints, HVCCG Quality Team	1

	Complaint about GP Surgery unwilling to hold in-person consultations	NHS website, NHSE Complaints, GP Practice Manager	1
	Complaint regarding inaccessibility of GP Services	NHSE Complaints, GP Practice Manager, NHS website	1
	Complaint regarding unsafe discharge from hospital as well as failings in community nursing	Healthwatch Harrow, SWiSH	1
	Request for information on how to further their medical misdiagnosis case	UCLH Complaints	1
	Complaint about inaccessibility of GP Services re COVID vaccination medical exemption certificate	.gov webpage	1
	Complaint regarding GP Surgery failure to adhere to Accessible Information Standard	ENHCCG Quality Team	1
	Requesting information on NHS dental care for vulnerable patients in pain	111	1
	Complaint about GP Practice complaint response not adding up with the facts	Primary Care Support England	1
	Question around registering with a GP Practice and resuming cancer treatment received overseas	NHS website	1
	Complaint about delays and misinformation regarding when their appointments will be	HCT PALS, HCT Complaints Dept.	1
	Question about right to bypass community assessment service straight to secondary care	Connect Health	1
Quarter 3 Total: 72			

6J Activities Summary			
Month	Activity	Location	Number of service users/carers benefitting
October			0
November	Hear Me Now 1:1 Introduction Session	Online	1
	Hear Me Now 1:1 Feedback Session	Online	2
	Hear Me Now 1:1 Feedback Session	Online	1
December			0
Quarter 3 total activity: 3			