



### Voice Contract Performance Monitoring and indicators Qtr 3

Below are the suggested Outcomes and Key performance indicators for Healthwatch.

Rag rate: **GREEN** - on target, **AMBER** - in development, **RED** - under target

HwH Ops plan ref	Ref	Outcome	Service Level	Definition	Target / Benchmark	Reporting Methods	Quarter 3 Oct - Dec 2019) update
<b>Strategic context and relationships</b>							
1c	1.1	Healthwatch Herts is recognised as a valid and equal partner on the Health and Wellbeing Board and an important contributor to Health and Social Care Scrutiny	Number of meetings attended	n/a	6 per annum	Quarterly report	8 <sup>th</sup> Oct 12 <sup>th</sup> Dec
			Health and Wellbeing Board acknowledge the contribution of Healthwatch to the Board	n/a	Qualitative	Quarterly report	Healthwatch involved in development of new strategy, advising on community engagement
1b	1.2	Healthwatch Hertfordshire is recognised as a partner on Boards and Committees	Number of Strategic Boards and Committees attended	Strategic Committees as agreed by the Board - see representation list	At least 1 per quarter per committee	Quarterly report	Oct 16.10 - CQC Board Nov 13.11 - East of England Ambulance Service Trust
			Number of boards, groups and committees represented on	see representation list	50 committees	quarterly report	There are currently 43 committees that have an official Healthwatch Hertfordshire representative.
Running the business	1.3	Healthwatch Herts uses evidence to determine its strategic priorities	Annual strategic priorities document includes evidence/data to support rationale for each priority	n/a	Annual Healthwatch Board priorities paper	Monitored through External Facing Project Update Report	Will link in with new strategy being produced from 2020 onwards



		and this is understood by partners and the public				and referenced through project reports	
1c	1.4	Healthwatch Herts provides evidence and information to commissioners and providers at regular quarterly meetings	Chair and Chief Execs meetings with Trusts and organisations	n/a	Meet with each organisation at least twice per year	Quarterly report incl. qualitative feedback	8.10 - Herts Valleys Clinical Commissioning Group 31.10 - Adult Social Care 13.11 - Princess Alexandra Hospital Trust 13.11 - West Essex CCG 15.11 - STP
1c	1.5	Healthwatch Herts is requested to support commissioners as they make their commissioning decisions with information, feedback and opinions from service users	Case Studies and other evidence	n/a	Qualitative	Quarterly report	1. Carers needs and involvement in Psychiatric Inpatient Discharge 2. Herts and West Essex Strategic Coproduction Group 3. East of England Strategic Review of Mount Vernon Cancer Centre 4. West Herts Hospital Patient Involvement 5. Annual Health Checks 6. Social Prescribing Training Programme 7. Herts Veterans' Health Care Access



							8. Connectedlives Gateway Programme 9. Lasting Power of Attorney Software Testing 10. Non Emergency Patient Transport
2c	1.6	Healthwatch Herts will use its statutory power of Enter and View to assess health and social care environments and their quality	number of visits undertaken	n/a	10 per annum	Quarterly report and visit report to service with recommendations	4 visits to St Albans City Hospital
2c	1.7	Healthwatch Herts will focus on larger projects to reflect its annual priorities	research and engagement findings	n/a	Qualitative	Quarterly report and final outcome report with recommendations	Six projects ongoing Three projects completed
<b>Community voice and influence</b>							
3a	2.1	Residents are aware of Healthwatch Herts as a credible player in local health and social care	Number of website visits	n/a	3,500 per quarter	Quarterly report (PIR)	5,563 page views
3a			Make public aware of HwH through use of social media	Facebook reach, Twitter followers, Instagram followers	FB: 2,100; Twitter: 2,100; Instagram: 105	Quarterly report (PIR)	Facebook: 1,106 Twitter: 2,158 Instagram: 80
3a			Number of newsletter subscribers	n/a	3,500	Quarterly report (PIR)	Digital: 1,536 Print: 2,073 Total: 3,609
3a			Number of press releases / radio appearances	n/a	10 per year	Quarterly report (PIR)	0 Staff illness and Comms Officer leaving has impacted here



2c			Healthwatch will formally consider seldom heard communities in scoping activities and projects	This will include for example: Black and Minority Ethnic (BME) communities, Children and Young People, Gypsy and Traveller communities, people with Sensory and Physical disabilities, people facing social and financial exclusion, and homeless or vulnerably housed people	built into HwHs scoping process	Quarterly report	The activities and projects return document includes reference to work with, for example: People with learning disabilities, drug and alcohol dependency, serious mental health challenges and gypsies and travellers.  The prioritisation tool used by HwH considers hard to reach groups.
			Number of awareness raising events/SWGs/stakeholder panel meetings/Community Ambassador activity/stalls	n/a	On hold - nr to be renegotiated	Quarterly report (PIR)	6E: 13 stalls/talks 6J: 5 events held
<b>Signposting and patient experience feedback</b>							
2a	3.1	Healthwatch Hertfordshire delivers signposting to local residents and uses patient experience to influence improvement in	Signposting analysis report showing impact of signposting including case studies	n/a	6 monthly	Board report	May 2019 Nov 2019
			Number of signposting calls taken		30 per quarter	Quarterly report (PIR)	89



		health and social care	Nature of signposting calls and organisation referred onto	n/a	Qualitative	Quarterly report (PIR)	69
			Time taken to resolve signposting calls	This figure is reported to enable the complexity of cases to be assessed	Qualitative	Quarterly report (PIR)	126h 45m
<b>Informing people</b>							
Running the business	4.1	Healthwatch Herts provides the public with accurate, reliable, relevant and useful information about local services, when they need it, in a format that meets their needs	Evidence of relevant information provided on Healthwatch Herts website in appropriate formats	n/a	Qualitative	Regular Website Review	Website currently being reviewed - being looked at by Hw across the network
<b>Relationship with Healthwatch England</b>							
Running the business	5.1	Healthwatch Herts ensures local concerns feed into national policy and practice - issues raised with HwE and across the network	Evidence of Healthwatch England highlighting local concerns as part of national campaigns and publications	n/a	Qualitative	Quarterly report	Hw is working with HwE to ensure feedback from Hw is built into national reports and communication