

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 2021) update
Strategic context and relationships							
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	1. 10.11.2021 2. 2.12.2021
			Health and Wellbeing Board acknowledge the contribution of Healthwatch to the Board	n/a	Qualitative	Quarterly report	Healthwatch involved in the work of the Board, advising on community engagement eg. Requests from the Board Chair to present on our research projects
Healthwatch involved in the work of the Board, advising on community engagement eg. Requests from the Board Chair to present on our research projects	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	1.10 - East and North Herts Health and Care Partnership Board 10.10 - EEAST Board 13.10 - Central PHIRST Independent Advisory Board meeting 20.10 - HWE ICS System Transition Programme Board 20.10 - South and West Herts Health and Care Partnership Quality and Clinical Governance Workstream 21.10 Herts and West Essex Inequalities Workstream meeting 4.11 - WHHT Board

							<p>5.11 - ENH Health and Care Partnership Board 18.11 - WHHT Extraordinary Coproduction Board 25.11 - ENH Health and Care Partnership Tackling Health Inequalities 29.11 - Herts and West Essex Inequalities Workstream meeting 30.11 - CDA BAME Advisory Group 3.12 - ENH Health and Care Partnership Board 3.12 - South and West Herts Health and Care Partnership Communications and Engagement Workstream 7.12 - HCT Board 21.12 - South and West Herts Health and Care Partnership Board</p>
			Number of boards, groups and committees represented on	see representation list	50 committees	quarterly report	65 Groups with HwH representation. Increase is partly due to the transition from CCGs to ICS and having groups in tandem until July 2022
Running the business	1.3	Healthwatch Herts uses evidence to determine its strategic priorities and this is understood by partners and the public	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 and referenced	Strategy for 2022/3 discussed agreed at Dec 2021 Strategic Board meeting

						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	<ul style="list-style-type: none"> Oct 6.10 - WHHT 7.10 - HCT Nov 2.11 - Scrutiny 3.11 - ENHCCG 3.11 - Public Health 4.11 - HCC Adult Social Care 16.11 - Joint CCGs 19.11 - HCT 30.11 - Mtg with ACS Director of Integration Dec 12.12 - ENHCCG 7.12 - ENHHT 7.12 - Connect Health 9.12 - WHHT 22.12 - HPFT Director of Nursing 22.12 - HPFT
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	<ul style="list-style-type: none"> 1. Making local healthcare equal for all 2. Black Asian and Minority Ethnic Covid-19 working group project 3. Carers needs 4. Staying connect 'Hear Me Now' project 5. HEP 6. WHHT coproduction Board

							7. Digitalisation of services 8. Drug and Alcohol services for veterans 9. Community Assembly 10. South and West Herts Health and Care Partnership Coproduction
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	0 visits due to Covid-19 and guidance from HWE
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	Total - 13 3 - projects closed in this period 10 - projects open
Community voice and influence							
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)	3,887
3a			Make public aware of HwH through use of social media	Facebook reach, Twitter followers, Instagram followers	FB: 2,100; Twitter: 2,100;	Quarterly report (PIR)	Facebook: 974 Twitter: 2,348
3a			Number of newsletter subscribers	n/a	3,500	Quarterly report (PIR)	Digital: 1,569 Print: 1,988 Total: 3,557
3a			Number of press releases / radio appearances	n/a	10 per year	Quarterly report (PIR)	Interviewed on Look East about care homes and vaccination Please see section 3 of our projects/activity return for further information on work we've done in this area

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.
			3a	Number of awareness raising events/presentation/ Focus groups/stalls	n/a	On hold - nr to be renegotiated	Quarterly report (PIR)
Signposting and patient experience feedback							
2a	3.1	Healthwatch Hertfordshire delivers signposting to local residents and uses patient experience to influence improvement in health and social care	Signposting analysis report showing impact of signposting including case studies	n/a	6 monthly	Board Advisory Committee report	26 Oct 2021
			Number of signposting calls taken		30 per quarter	Quarterly report (PIR)	118 (Tab 6F)
			Nature of signposting calls and organisation referred onto	n/a	Qualitative	Quarterly report (PIR)	72 (Tab 6G)

			Time taken to resolve signposting calls	This figure is reported to enable the complexity of cases to be assessed	Qualitative	Quarterly report (PIR)	183h 30m (Tab 6F)
Informing people							
Running the business	4.1	Healthwatch Herts provides the public with accurate, reliable, relevant & 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	New website launched in March 2021 - review schedule in place
Relationship with Healthwatch England							
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