

Voice Contract Performance Monitoring and indicators Qtr 2

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 2 July - September 2022) 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	13 th December 2022
			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,	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	11/10 – Central PHIRST Independent Advisory Group 12/10 – Health Scrutiny Committee

21.02.2023

HWH-03

<p>advising on community engagement eg. Requests from the Board Chair to present on our research projects</p>						<p>13/10 – South & West Herts Health & Care Partnership Place-based Quality Group 13/10 – VCFSE Alliance Steering Group 20/10 – WHTH Co-Production Operational Board 02/11 – WHTH Co-Production Board 03/11 – South & West Herts Health & Care Partnership Interim Co-Production Board 04/11 – East & North Herts Health & Care Partnership Board 23/11 – WHTH Co-Production Operational Board 28/11 – NIHR ARC East of England Board Meeting 02/12 – East & North Herts Health & Care Partnership Board</p>
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21.02.2023

HwH-03

			Number of boards, groups and committees represented on	see representation list	50 committees	quarterly report	44 groups and Committees with Healthwatch Hertfordshire representatives (Board, volunteers, staff)
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 through project reports	Board Strategic Direction Task & Finish Group reviewed organisational activity in the light of the agreed strategic direction. In December, Board met to look at "big picture" issues to complement this work.
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	October: <ul style="list-style-type: none"> - East & North Herts Trust - ICB Senior Staff November: <ul style="list-style-type: none"> - Director of Nursing, Herts Community Trust - ICB Senior Staff

21.02.2023

HwH-03

							<ul style="list-style-type: none"> - Hertfordshire Partnership University Foundation Trust - West Herts Teaching Hospitals Trust - Executive Director of Adult Social Care, Herts County Council <p>December:</p> <ul style="list-style-type: none"> - Director of Nursing, East & North Herts Trust - Herts & West Essex Integrated Care System - Director of Nursing, West Herts Teaching Hospitals Trust - Herts Community Trust - Director of Nursing, CLCH
	1.5	Healthwatch Herts is requested to support	Case Studies and other evidence	n/a	Qualitative	Quarterly report	1. South and West Hertfordshire

21.02.2023

HwH-03

1c

commissioners as they make their commissioning decisions with information, feedback and opinions from service users

- Health and Care Partnership Co-Production Board
- 2. Hertfordshire and West Essex Integrated Care Board (ICB) Primary Care Workstream Engagement
- 3. NHS England Community Nursing
- 4. Public Health Substance Misuse Services
- 5. Impact of the Cost of Living Crisis
- 6. Hertfordshire and West Essex Integrated Care System (ICS) Research Network Development Programme
- 7. Carers' Needs and Involvement in Psychiatric

21.02.2023

HwH-03

							<p>Inpatient Discharge</p> <p>8. Community Assembly</p> <p>9. Hertfordshire Partnership University Foundation Trust Strategy</p> <p>10. Ethnic Health Inequalities – Scoping Various Topics</p>
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 pressure on system. Under review on Enter and View use in Q4.
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: 10 2 projects closed in this period
Community voice and influence							

21.02.2023

HwH-03

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)	6,992
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: 1,262 Twitter: 2,386
3a			Number of newsletter subscribers	n/a	3,500	Quarterly report (PIR)	Digital: 1,582 Print: 1,760 Total: 3,342
3a			Number of press releases / radio appearances	n/a	10 per year	Quarterly report (PIR)	Press releases – 13 Radio interviews – 0
2c			Healthwatch will formally consider seldom heard communities in scoping activities and projects	This will include for example: Ethnically diverse communities, Children and Young People, Gypsy and Traveller communities, people with Sensory and Physical disabilities, people facing social and financial	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.

21.02.2023

HwH-03

3a			exclusion, and homeless or vulnerably housed people				
			Number of awareness raising events/presentation / Focus groups/stalls	n/a	On hold – nr to be renegotiated	Quarterly report (PIR)	12 talks delivered 3 meetings held
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	October 2022
			Number of signposting calls taken		30 per quarter	Quarterly report (PIR)	81
			Nature of signposting calls and organisation referred onto	n/a	Qualitative	Quarterly report (PIR)	47
			Time taken to resolve signposting calls	This figure is reported to enable the	Qualitative	Quarterly report (PIR)	89h 15m

				complexity of cases to be assessed			
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 operation
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