

Contract Monitoring Projects & Activity Qtr 3 (October - December 2022)

1. Website & Social media (data broken down by media type/nr over the quarter)	
a. Number of web visits	6,992
b. Facebook reach	1,262
c. Twitter followers	2,386

2. Number of groups HWH is represented on	
a. Total number:	44
Staff	28
Board	13
Representative volunteers	3

NB: One group has 3 Board Members and 6 volunteers.

3. Projects (Objectives/aims, Who benefits from the project (e.g. HWH, External organisations, a particular sector of the population), outcomes/potential impact) including groups where we have an ongoing leadership role

Making Local Healthcare Equal: Healthcare Concerns in Black and Asian Communities

Objective

- To understand how Black and Asian Hertfordshire residents view and experience local healthcare services.

Project aims

- A better understanding of the health experiences and perceptions of Black and Asian communities in order to inform services and commissioning.
- Evidence relating to Black and Asian experiences of healthcare and how this might differ from the general population, to support the improvement of services.
- The opportunity to grow trust, confidence and engagement with Black and Asian communities to help communication and engagement work better.
- To help inform the equalities workstream of the Integrated Care System (ICS).

Target population

- Black and Asian adults living in Hertfordshire, who both use or do not use local NHS healthcare.

Activity

- Presented report and findings at the Health Scrutiny Committee (October)
- Presented report and findings at the Hertfordshire and West Essex Integrated Care System Health Inequalities Strategic Board (November)
- Presented report and findings at the Hertfordshire and West Essex System Quality Group Meeting (November)
- Presented report and findings at the NHS East of England Regional Commissioning Committee Patient Voice Programme (November)

Care Homes: Visiting Beyond the Pandemic

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- To understand the visiting experience of care home residents and their families, and how the role of the Essential Care Giver ('one visitor' – see 01.04.22 new government guidance) is encouraged across Hertfordshire's care homes.

Project aims

- To understand what information is available online for families and friends around visiting and the role of the Essential Care Giver.
- To understand what care homes have done to facilitate visiting and promote the Essential Care Giver role to residents and families.
- To understand the experiences of residents and families during times of restrictions and alternate ramping up and easing off of restrictions.
- To make recommendations to the Strategic Quality Improvement Group that covers residential care, which is made up of providers, commissioners, and service monitoring bodies. These recommendations will be focused on how the Group can ensure that residents receive good quality visits from their family and that the Essential Care Giver role is encouraged and understood by everyone.

Target population

- Care home residents in Hertfordshire residential/nursing care and their families/friends.
- Care home managers/senior staff members.

Activity

- Published report (October)

NHS Community NursingObjective

- To collaborate with local Healthwatch in the East of England to explore people's experiences of community nursing.

Project aims

- To understand experiences of community nursing in the East of England region.
- To understand where and how community nurses can add value and where resources may need to be improved.
- To analyse findings and produce a report based on the engagement and findings from local Healthwatch.

Target population

- Service users and carers in the East of England region who have had experiences of accessing community nursing.

Activity

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- Analysed findings from the focus groups (October)
- Created draft report (October)
- Shared draft report with Chief Executive and Local Healthwatch (October)
- Shared final report with NHS England (November)
- Final report approved by NHS England (November)
- Meeting with NHS England to discuss publication (December)

South and West Hertfordshire Health and Care Partnership Coproduction BoardObjective

- To support the South and West Hertfordshire Health and Care Partnership to develop and launch a Coproduction Board.

Project aims

- To create a working Coproduction Board for the South and West Hertfordshire Health and Care Partnership.

Target population

- Residents of the south and west areas of Hertfordshire.

Activity

- Discussions with South and West Hertfordshire Health and Care Partnership interim Director of Transformation (October)
- Created, finalised and distributed agenda and papers for the November interim Coproduction Board meeting (October)
- Co-chaired November interim Coproduction Board meeting (November)
- Meeting with Communications Lead at the Mental Health, Learning Disability and Autism Collaborative to discuss coproduction approaches (November)
- Created, finalised and distributed agenda and papers for the December interim Coproduction Board meeting (November)
- Co-chaired December interim Coproduction Board meeting (December)
- Scheduled dates for the next interim Coproduction Board meetings (December)

Carers' Needs and Involvement in Psychiatric Inpatient DischargeObjective

- To ensure carers of people being discharged from Hertfordshire Partnership University NHS Foundation Trust (HPFT) mental health services are involved in the decision-making process and having their own support needs met in line with the Triangle of Care and the Trust's policies during the service user's transition from inpatient to community settings.

Project aims

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- To co-produce information resources for carers supporting loved ones through inpatient discharge.

Target population

- Carers of mental health patients that have been discharged from a mental health inpatient setting within the last two years.

Activity

- Meetings to discuss proposal for the Trust's Innovation Panel (October)
- Created slides and presented bid for Carer Essential Training e-learning to the Trust's Innovation Panel (October)
- Following bid and funding approval, meeting with the Trust to discuss actions and process for taking the Carer Essential Training forward (December)
- Meeting with the new Carer Involvement Leads at the Trust (December)

Integrated Care Board (ICB) Primary Care Workstream – GP AccessObjective

- To gather lived experience to feed directly into the Integrated Care System Primary Care workstream.

Project aims

- To identify the barriers people encounter when accessing GP services
- To understand the challenges people face when making an appointment with their GP practice
- To explore factors preventing people, despite needing care, from accessing GP services
- To understand how the use of technology is being used, and whether this is hindering or supporting access to GP services
- To make recommendations to the Hertfordshire and West Essex Integrated Care Board – Primary Care Board

Target population

- Residents who live in the Borough of Broxbourne.
- Parents and carers of those under the age of 18.
- Children and young people aged 13-18 years old.

Activity

- Created and published social media posts promoting the surveys (October)
- Closed GP Access Surveys (October)
- Analysed findings (October)
- Created final draft of the reports (October)
- Shared final draft of the reports with Chief Executive (October)
- Shared final draft of the reports with Board (October)
- Updated and finalised reports in response to feedback (October)

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- Sent final reports to the Integrated Care Board's Director of Primary Care Transformation (November)
- Presented findings at the Integrated Care Board – Primary Care Board (November)

Integrated Care Board (ICB) Primary Care Workstream – Carers and Community PharmaciesObjective

- To gather lived experience to feed directly into the Integrated Care System Primary Care workstream.

Project Aims – Community Pharmacies:

- To understand public attitudes and views towards community pharmacies
- To identify the reasons why someone might not access a community pharmacy
- To explore public understanding and awareness of the range of services community pharmacies can provide
- To explore how people access support if they do not use a community pharmacy

Project Aims – Carers:

- To understand if carers are registered as a carer with their GP practice, and if they are aware of the additional support they should be entitled to
- To explore whether GP practices are encouraging carers to register as a carer
- To investigate whether carers know what a Carers' Champion is, and if they have found their Carer Champion useful
- To identify if those registered as a carer are receiving the additional support they should be entitled to

Target population

- General public – views and attitudes towards community pharmacies
- Carers – registration with GP services and support received

Activity

- Meetings with Carers in Hertfordshire to discuss proposal for next engagement topic (October)
- Scoping research questions and methodology (October/November)
- Created, reviewed, and finalised survey questions for each topic (October/November)
- Created and finalised communication materials for each topic; website articles, social media, stakeholder distribution list, stakeholder emails (October/November)
- Meeting with Hertfordshire Local Pharmacy Committee to discuss the surveys (November)
- Created GP website audit questions (November)
- Launched surveys and engagement phase (November)
- Audited 102 GP websites covering 144 GP practices (November – December)
- Interim analysis of surveys (November – December)

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- Initial writing of reports (December)

Impact of the Cost of Living Crisis**Objective**

- To support the NHS and Hertfordshire County Council in understanding public views towards the cost of living crisis, and how it is impacting both their physical and mental health.

Target population

- General population
- Seldom heard groups

Activity

- Attendance at the Hertfordshire County Council Cost of Living Response Group meetings (November – December)
- Scoping and literature review of the cost of living crisis (November – December)
- Meeting with Hertfordshire County Council to discuss launching a survey (November)
- Internal meetings to review and create survey questions (November)
- Meeting with Hertfordshire County Council to finalise survey questions (November)
- Presented survey questions at the Cost of Living Response Group for comments and feedback (November)
- Updated survey questions in response to feedback (November)
- Uploaded survey questions onto SurveyMonkey (December)
- Created draft communications; social media posts and images, stakeholder email, website article, stakeholder distribution list. (December)
- Launched survey and published communications (December)
- Interim analysis (December)
- Shared initial findings at the Cost of Living Response Group (December)

Hertfordshire and West Essex Integrated Care System Research Network Development Programme**Objective**

- To increase participation and diversity in research, with a particular focus on reaching seldom heard communities.

Target Population

- General population
- Seldom heard groups

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- Contributed to the funding bid, outlining how Healthwatch Hertfordshire could support (November)
- Funding bid approved by NHS England for Phase One (November)
- Initial planning meeting with the Research Network Development Programme (REND) (November)
- Meeting with Programme Leads to discuss our activity and involvement (December)
- Monthly Research Network Development Programme meeting to discuss workplan and activity (December)
- Meeting with Healthwatch Essex to discuss working collaboratively (December)
- Started reviewing our previous research and engagement reports to support with the programme (December)

Public Health: Substance Misuse ServicesObjective

- To support Public Health in engaging with service users and carers of those using in-treatment services, as part of its goal in implementing the National Drug Strategy.

Target Population

- Service users and carers of those with substance misuse.

Activity

- Meeting with Public Health to discuss our support and involvement (November)
- Internal meetings to discuss roles, capacity and resourcing (November)
- Meeting with Public Health to further discuss our involvement (December)
- Proposed costings for our involvement and activity (December)

Hertfordshire Partnership University NHS Foundation Trust Strategy (Scoping)Objective

- To support Hertfordshire Partnership University NHS Foundation Trust in hearing from the public, carers and service users to support the development of their new Strategy.

Target population

- General public
- Service users
- Carers
- Seldom heard groups

Activity

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- Meetings with Deputy Director of Strategy and Development to discuss our role and capacity (October/November)
- Created options paper and sent this to the Deputy Director of Strategy and Development (November)

Ethnic Health Inequalities – Home Care (Scoping)Objective

- To be confirmed

Project aims

- To be confirmed

Target Population

- To be confirmed

Activity

- Conducted literature review (November)
- Shared literature review and project proposal with Senior Research Manager and Chief Executive (November)
- Meeting with Hertfordshire County Council Director of Integration (November)
- Created project proposal and shared with Director of Integration (December)

Ethnic Health Inequalities – End of life/Hospice Care (Scoping)Objective

- To be confirmed

Project aims

- To be confirmed

Target Population

- To be confirmed

Activity

- Conducted literature review (November)
- Shared literature review and project proposal with Senior Research Manager and Chief Executive (November)
- Meeting with Anne Robson Trust (December)

East of England Strategic Review of the Mount Vernon Cancer Centre

NHS England East of England Specialised Commissioning Team and NHS London are undertaking a long-term review of the Mount Vernon Cancer Centre.

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The Mount Vernon Cancer Centre Programme Board met in December 2022 (first meeting since July) and discussed the proposed criteria to be used to determine the location for a networked radiotherapy unit, a proposal for Chemotherapy at Home, and investment into the Northwood site as an interim measure to bridge to the long-term relocation.

All stakeholders agreed on the criteria for networked radiotherapy, but could not reach consensus over how they should be weighted in relation to the relative importance of reducing health inequalities compared to patient access.

There is still no news about funding from the New Hospitals Programme but constructive talks have happened with the national team about other routes to capital funding and it is hoped that some sort of funding decision will be made in the next couple of months.

Despite the challenges, staff at Mount Vernon Cancer Centre continue to deliver safe and effective care to a high standard. Waiting times for treatment are amongst the best in the country.

Communications Activity

- Supported research team with communications and social media for:
 - Pharmacy survey
 - GP/Carers survey
 - Cost of Living survey
 - Discussions re future publication of completed GP survey findings
- Liaison with Integrated Care Board Communications Team re interview request from Global Radio about unequal treatment research
- Responded to ITV News request about possible interview re structural problems at NHS buildings
- Responded to BBC News request re interview opportunity for story about transition from child mental health services, to adult services
- Responded to BBC Newsnight request for interview re patient affected by nurses' strike
- Liaison with Board re social care reform and updates from Hertfordshire County Council, including promotion of their survey about Adult Care Services
- Social media posts to support Patient Safety Partner schemes
- Provided editorial content for Broxbourne Magazine (for residents) December issue
- Liaison with B3 Living re promoting our work to residents
- Drafted Q&As to be used in response to any media enquiries about nurse/ambulance strike action
- Drafted statement for media response, if asked about Dual Diagnosis
- Wrote and published hard copy newsletter and e-newsletter
- Managed schedule of Healthwatch Week events for team
- Headlines email sent to Board and representatives
- Promoted Community Assembly through social media
- Liaison with Commissioners re gathering stakeholder feedback and survey(s)

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- Ongoing discussions with Communications lead for Hertfordshire Mental Health, Learning Disabilities and Autism Collaborative
- Reviewing access to imagery for use in Communications
- Ongoing monitoring of social media platforms to promote our key messages and engage with followers
- Continued reviews of Healthwatch Hertfordshire website and Google Analytics
- Supporting local charities, Healthwatch England initiatives, local Councils and NHS/social care organisations via social media
- Healthwatch England Workplace monitoring

Website Articles

- 'Healthwatch Hertfordshire supports black history month'
- 'Visiting Beyond the Pandemic – A Review of Hertfordshire Care Homes'
- 'Want to be a Patient Safety Partner?'
- 'Struggling to find a dentist and not sure what to do? We have the answers.'
- 'What do you think about your local pharmacy?'
- 'Honour veteran patients by encouraging your GP to become veteran-friendly.'
- 'If you care for someone who couldn't manage without you, do you get enough GP support yourself?'
- 'Feeling Good Week 2023 – Applications are open!'
- 'How does the NHS in England work and how is it changing?'
- 'What do you think of our services?'
- 'How worried are you about the Cost of Living crisis?'
- 'Group A Strep – What you need to know'
- 'What do I do if I'm unwell or need help over the festive period?'

Enter & View Visits

These are currently on hold due to rising covid/flu infection rates in the community and pending a review of our activities and re-evaluation of the model we use to ensure it best reflects our priorities and work, taking into account the capacity and resources available.

Volunteering

Further arrangements were made for Board 1:1s to take place in November, but these did not go ahead as a result of volunteer illness. The 1:1s have been rescheduled for quarter 4.

In addition, we continued to promote volunteering opportunities on behalf of the NHS Trusts in Hertfordshire to take part in their Patient Led Assessments of the Care Environment (PLACE).

4. Holding commissioners and providers to account and partnership working

Please note, most meetings took place virtually during the period. As in the previous quarter we now report in a slightly different format, beginning with our role around patient leadership at a strategic level, then listing meetings with commissioners and providers and summarising key themes covered.

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Hertfordshire and West Essex Integrated Care System (ICS) – The implementation of the Integrated Care Board (ICB) and Integrated Care Partnership (ICP) has again been a key factor in our activity during the quarter providing further opportunities to be involved around: patient experience, service quality, equalities and diversity and the role of the Voluntary, Community, Faith and Social Enterprise (VCFSE) sector. Activity has included:

- Meeting with the Chair and Chief Executive of the System to discuss the Partnership's strategy, system challenges and our research.
- Monthly meetings with senior staff across the Integrated Care Board to raise issues from signposting and research.
- Involvement with meetings of the Integrated Care System including: the Integrated Care Partnership Board, their Primary Care Board, and Primary Care Commissioning Committee, as well as the Integrated Care Board Quality Committee.
- Our involvement around equalities work within the System and membership of the System's Inequalities Strategy Board.
- Membership of the steering group of the Integrated Care System Voluntary, Community, Faith & Social Enterprise Sector Alliance.
- Meeting with East and North Herts Trust's Research Lead to explore Integrated Care Board research opportunities (see section 3).

South and West Herts Health and Care Partnership (SWHHCP) – Our involvement with the partnership continues to be extensive. encompassing our lead role on coproduction across the partnership. During the quarter, work has included:

- Co-chairing the Care Partnership's Interim Coproduction Board (see section 3)
- Membership of the Care Partnership's Quality Group to ensure that the patient perspective is seen alongside clinical challenges.

East and North Herts Health and Care Partnership (ENHHCP) – We also have extensive involvement with the partnership in the east and north of the county. This includes:

- Membership of the Partnership Board where we represent the patient perspective
- Chairing and managing the Community Assembly, which looks at strategic issues on health and care across the area and aims to enhance opportunities for patient involvement with workstream priorities. The latest meeting included reviewing the Partnership's Strategy and the interconnectivity between mental ill health and physical ill health
- Being part of the Board's group addressing health inequalities.

Meetings with Service Providers

The meetings allow an important opportunity to raise issues from our research and signposting and the NHS and Herts County Council have been very receptive to feedback on how their services can be improved. These meetings also covered patient and community involvement,

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our research on equalities, and the resulting recommendations to organisations. These meetings complement the meetings with senior commissioning staff mentioned above.

West Hertfordshire Teaching Hospitals Trust -

Our work with the Trust during the period included:

- Chairing the Trust's Coproduction Board
- Meeting with the external assessor of the 'Well Led' review of the Trust

Plus meetings with:

- The Trust Chair and Chief Executive to discuss strategic issues including the hospital redevelopment, service pressures and strategic priorities
- The Director of Nursing to discuss issues from signposting and research
- The Deputy Chief Nurse and Associate Chief Nurse to plan Coproduction Board agendas
- Meeting the Trust's Deputy Chief Medical Officer to discuss Patient Safety Partners

East and North Herts Trust -

We held meetings in the period with:

- The Trust Chair and Chief Executive and discussed significant pressures at the Trust, equalities issues, patient involvement and transformation
- The Director of Nursing to discuss issues from signposting and research with particular concerns being about maternity services and demands on the Emergency Department
- The external assessor of the 'Well Led' review of the Trust

Princess Alexandra Hospital Trust -

We took part in the Trust's Patient Led Assessment of the Care Environment.

Hertfordshire Partnership University Foundation Trust (HPFT) and The Mental Health, Learning Disability and Autism Health and Safety Partnership -

During the quarter our contact with the Trust included:

- Our regular meeting with Trust Directors to discuss issues of strategic importance and service performance
- Regular meeting with the Director of Nursing to discuss signposting and research matters
- Meeting with the Partnership's Director to discuss strategic issues and the Community Assembly
- Meeting with the Deputy Director of Strategy to discuss the Trust's process for community, service user, and carer input into the new 5-year strategy
- Chairing and running the carers' project scrutiny group and support the Carer Essential Training Innovation Bid.

Hertfordshire Community Trust - our meetings with the Trust in the period included our regular meeting with the Chair and Chief Executive, which focused on service developments at the Trust. We also explored issues around pressures on the Trust and the planned industrial action.

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- We chair the Regional Network meeting of Healthwatch and held the regional meeting virtually in October.
- We are Board members of the National Institute for Health and Care Research (NIHR) Applied Research Collaboration (ARC) East of England and attended the latest meeting in November.
- We are Board members of the relevant National Institute for Health and Care Research Public Health Intervention Responsive Studies Team (PHIRST Connect) and attended the latest meeting in October.
- Meeting with Norfolk County Council about Healthwatch.

Local Councils and Voluntary and Community Sector partners – As mentioned previously, our relationship with Voluntary and Community Sector partners and District Councils has continued to develop. During this quarter our work has included:

- Work with the Integrated Care System Voluntary, Community, Faith & Social Enterprise (VCFSE) Alliance Steering Group partners including work with Herts County Council for the presentation on coproduction at the VCFSE conference and the role of the sector to support the Integrated Care Partnership's Inequalities work
- Meeting with the Anne Robson Trust to discuss End of Life Care
- Meeting with Relate, London North West and Hertfordshire to share knowledge and expertise
- Meeting with the NHS Fellowship to discuss health and care concerns

Themes discussed and issues raised in the period include:

- 'Winter' demands, unprecedented pressures, the impact of flu and Covid services
- Demands on services and capacity across all services including staffing levels and impact on service delivery (this can be general pressure, impacts of staff illness, plus specifics such as the challenge of recruiting specific qualified staff)
- Pressures on Accident and Emergency Services, situation management and linked themes such as effective patient discharge planning. This included new and differing demands such as the significant growth in children and young people's use of emergency services at East & North Herts Trust
- Support in Emergency Departments for people with mental health challenges
- Difficulties with accessing primary care (where inflexible systems remain a big issue)
- St Elizabeth's Care Home closure, impact, and management of transfer to new homes
- Situation with Maternity Services at East & North Herts Trust following the Care Quality Commission inspection in October
- Dual diagnosis services and pressures including actions being taken to address serious concerns
- Situation at Forest House, Forest House Child & Adolescent Mental Health Service provision and reinspection
- Further discussions on actions to address issues identified in our unequal treatment work

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- Cost of living impact on patients and staff and whether services are addressing this issue in how services are provided
- The Integrated Care System progress and challenges
- New hospital developments, current situation, and continued opportunities for patient involvement
- Feedback from signposting including delays to treatment, lack of patient involvement and ineffective communication, and the effectiveness of interfaces between primary and secondary care
- Support for carers when a family member is in a psychiatric ward, action plans for carers, and discharge from psychiatric wards

NHS Dental Services

We presented the work we have done on dentistry 'Using Expert Patients to advise practices on improvements' at the NHS England/Improvement East of England Community Conversations Health Inequalities and Oral Health Webinar in October.

Herts & West Essex System Quality Group

We presented the findings from our research 'Making Local Healthcare Equal: Healthcare Concerns in Black and Asian Communities' to the group. We co-presented with the Integrated Care Board's Associate Director for Quality Assurance and Performance Improvement who provided an update on what they were doing in response to our recommendations.

Care Quality Commission

We received requests for feedback for:

- Windmill Lodge Ltd, Buntingford
- Cheshunt Minor Injuries Unit
- The Elms GP Practice, Watford
- Grovehill Medical Centre, Hemel Hempstead

Holding to Account Log - We continue to maintain a Holding to Account Log and have regular 'holding to account' reviews of the latest concerns, information, and feedback from signposting and surveys.

5. Budgets & Finance (Budget sheets; reasons for any significant under or overspend, as well as highlight any findings/issues which may impact on this contract)



Management
Accounts Summary Q1