healthwatch Hertfordshire

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 2020) 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	2 mtgs • 2.10.2020 • 4.12.2020
			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
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 • ENH ICP Partnership Board Nov • ENH CCG Board • ENH ICP Partnership Board • EEAST Board • EEAST AGM • WHHT Great Place Committee Dec • HCT Board • Health Scrutiny

			Number of boards, groups and committees represented on	see representation list	50 committees	quarterly report	50 committees
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	Will link in with new strategy being produced from 2020 onwards
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	OCT 7.10 – HVCCG (frailty) 9.10 - HPFT 16.10 – PAH 16.10 – ENH ICP Director 21.10 – WHHT 22.10 – ENH ICP Director 23.10 – HCC ACS 27.10 – HCC ACS 29.10 - ENHCCG NOV 3.11 – Herts & West Essex ICS 3.11 – HPFT 6.11 – WHHT 11.11 – HCC CYP DEC 2.12 – ENHCCG 3.12 – HCT 4.12 – HPFT 8.12 - HVCCG 16.12 – ENH NHS Trust

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. Covid-19 Patient Experience: Learning From Hertfordshire 2. Digital Exclusion Case Studies: Covid-19 Patient Experience 3. GP Website Project 4. Youth Connexions Hertfordshire Partnership Survey 5. Hertfordshire Veterans Healthcare Access Research 6. West Herts Hospital Patient Involvement 7. Carers' needs and involvement in psychiatric inpatient discharge 8. Using data to improve health: is the public engaged? 9. Mystery Shop of Connect Health Musculoskeletal Service PhysioLine in West Hertfordshire 10. East of England Strategic Review of the Mount Vernon Cancer Centre
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 undertaken due to Covid-19 and advice from Healthwatch England. However volunteers have been involved in a

						telephone mystery shop. This is unlikely to change before 31.03.21
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	7 projects open 4 closed in this quarter
			Community voice and influence				
3a			Number of website visits	n/a	3,500 per quarter	Quarterly report (PIR)	(2,906) 3,486
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: (2,276) 1,114 Twitter: (2,234) 2,254 Instagram: (130) 154
3a			Number of newsletter subscribers	n/a	3,500	Quarterly report (PIR)	Digital: 1,560 Print: 1,976 Total: 3,536
3a	2.1	Residents are aware of Healthwatch Herts as a credible player in local health and social care	Number of press releases / radio appearances	n/a	10 per year	Quarterly report (PIR)	3 press releases 0 radio appearances
2c			Healthwatch will formally consider seldom heard communities in scoping activities and projects	This will include for example: Black and Minority Ethnic (BAME) communities, Children and Young People, Gypsy and Traveller communities, people with Sensory & Physical disabilities, people facing social and financial exclusion, and homeless or	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.

3a						vulnerably housed people
3a			Number of awareness raising events/SWGs/stakeholder panel meetings/Community Ambassador activity/stalls	n/a	On hold – nr to be renegotiated	Quarterly report (PIR)	PIR Tab 6E: 6 talks given PIR Tab 6J: 3 meetings held

Signposting and patient experience feedback							

2a	**3.1**	Healthwatch Hertfordshire delivers signposting to local residents and uses patent 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 2020
			Number of signposting calls taken		30 per quarter	Quarterly report (PIR)	72 (6F)
			Nature of signposting calls and organisation referred onto	n/a	Qualitative	Quarterly report (PIR)	44 (6G)
			Time taken to resolve signposting calls	This figure is reported to enable the complexity of cases to be assessed	Qualitative	Quarterly report (PIR)	122 hours 15 minutes (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	Currently changing to a new and improved website being reviewed – due to launch in March 2021

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