

PIR Quarter 4 2020-21

1	CONTACT INFORMATION		
Name of your service:	Healthwatch Hertfordshire		
Address of your service:	1 Silver Court, Watchmead, Welwyn Garden City, Hertfordshire		
Postcode	AL7 1LT		
Your name:	Nuray Ercan		
Your job title:	Head of Governance and Operations		
Your phone number:	01707 275 978		
Your Email address:	nuray.ercan@healthwatchhertfordshire.co.uk		
Your website address:	www.healthwatchhertfordshire.co.uk		
Month return made:	April 2021 for Quarter 4 (January - March 2021)		
2	COMPLIMENTS		
	Number of compliments received in the past 3 months	37	See attached
3	COMPLAINTS		
	Number of complaints received by the service in the past 3 months	0	
	- From service users/carers/volunteers	0	
	- From staff/others	0	
Summary of complaint(s) and key actions & learning undertaken as a result of complaints (please set out below):			
4	SAFEGUARDING ADULTS		
	Number of adult safeguarding referrals made in the past 3 months	N/A	
	Number of adult safeguarding investigations started in the past 3 months	N/A	
Key actions & learning undertaken as a result of safeguarding referrals / investigations (please set out below):			
5	STAFFING (WTE = Whole Time Equivalent - e.g. full time member of staff)		
	Number of managers (WTE) directly involved with delivering this service	3	
	Number of staff (WTE) directly employed in delivering this service	8	
	Number of employed staff	11	
	Number of volunteers	37	
	Number of volunteering hours	238.75	
	Number of joiners (staff) in the past 3 months	0	
	Number of leavers (staff) in the past 3 months	0	
	Number of joiners (volunteers) in the past 3 months	0	

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	Number of leavers (volunteers) in the past 3 months	2	
	Number of staff and Volunteers (if any) referred to the ISA Barred List in the past 3 months	N/A	
	Have you had any change in Manager in the past 3 months?	N/A	
6 OCCUPANCY AND UTILISATION			
6a	Total number of Service Users and/or Carers who have been provided with a service within the past 3 months broken down by - geographical area - age - gender - disability - ethnicity - sexual orientation - religion/belief - pregnancy/maternity - gender reassignment - marriage/civil partnership; and - (for cared for) their care group - e.g. learning disability, mental health, dementia.	5263	
6b	NOT USED	N/A	
6c	Total number of referrals received in the past 3 months broken down by referral source (click here to go to sheet '6c' to enter the data)	0	Not collected
6d	Total number of Initial Assessments and Reassessments/Reviews undertaken by the Service Provider in the 3 months	N/A	
6e	Total number of Outreach sessions in the past 3 months	5	Talks, fayres, events
6f	Total number of Telephone Support Service in the past 3 months	90	
6g	Total number of Signposting to other organisations/services in the past 3 months (click here to go to sheet '6g' to enter the data)	60	
6h	Total number of Referrals to other organisation/services in the past 3 months	N/A	
6i	Total number of Referrals to the Council's Health and Community Services in the past 3 months	N/A	
6j	Total number of Activities delivered in the past 3 months	2	

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6k	Total number of Counselling sessions plus numbers of people received counselling in the past 3 months	N/A	
6l	Total number of refusals and the reasons for refusal in the past 3 months	N/A	We do not refuse contact
6m	Total number of cases closed	90	
7 ACCIDENTS			
	Number of accidents in the past 3 months	0	
	Please provide details below:		
	Number of accidents reported under RIDDOR in the past 3 months	N/A	
	Please provide details below:		
8 OTHER INSPECTIONS (if not applicable please enter N/A)			
Details of any Fire inspections in the past 3 months			
N/A			
Details of any Environmental Health inspections in the past 3 months			
N/A			
Details of any Health inspections in the past 3 months			
N/A			

6A Service Users			
Age		Ethnic Group	
Under 18	0	White British	2322
18-24	20	White Irish	41
25-34	63	White Polish	7
35-44	168	White Italian	5
45-54	229	Any other White	81
55-64	303	Bangladeshi	9
65-74	410	Indian	31
75-84	2	Pakistani	16
85-89	1	Any other Asian	24
90+	0	African	20
Not known	4030	Caribbean	8
Rather not say	37	Any other Black	3
		White and Asian	13
		White and Black African	10
		White and Black Caribbean	9
Gender		Any other Mixed	19
Male	1378	Chinese	8
Female	2600	Traveller/Gypsy	3
Transgender	59	Any other ethnic group(s):	
Not known	1069		

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Rather not say	14	Asian British	40
		Black British	10
Religion / belief		Arab	3
Christian	745	Romanian & Lithuanian	13
Jewish	30	Not known	2338
Hindu	18	Rather Not Say	229
Muslim	7		
Buddhist	7	Sexual orientation	
Sikh	2	Heterosexual	12
Other (please state):		Gay Man	0
Other Religion		Lesbian/Gay Woman	1
Quaker	2	Bisexual	0
Unitarian	1	Not Known	5238
Humanist	5	Rather Not Say	11
Pagan	4		
Zoroastrian	1		
Jehovah's Witness	1		
Spiritualist	1		
No religion or belief	494		
Not known	3851	Resident of	
Rather not say	87	Broxbourne	215
		Dacorum	512
Number of service users who are carers	188	East Herts	418
		Hertsmere	144
		North Herts	262
		St Albans	296
Number of services users who have a disability	128	Stevenage	228
		Three Rivers	218
		Watford	403
		Welwyn Hatfield	204
		Not known	2293
		Members outside of area but using Herts services	69

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6E Events, Fairs, Presentations, Stalls attended				
Month	Total Number of sessions	Total Number of people who attended		
April	0	0	Coronavirus lockdown in place during this period	
May	0	0		
June	0	0		Qtr 1 Total: 0
July	2	31	Virtual presentation on Impact of COVID at Volunteer & People's Assistance Cell, and at the Community Reassurance Cell	
August	0	0		
September	0	0		Qtr 2 Total: 2
October	1	20	Virtual Presentation on Impact of COVID to St Albans and Harpenden Patients Group	
November	5	110	Virtual presentations on Impact of COVID at Community Reassurance Cell Reference Group Meeting, and at Herts Valleys Clinical Commissioning Group's Commissioning Executive Group, Patient Participation Group, and Patient & Public Involvement Committee, Talk to Watford & District Synagogue Zahav Group	
December	0	0		Qtr 3 Total: 6
January	0	0		
February	3	162	Virtual presentation at BAME Network & Hertfordshire County Council Meeting re BAME Mental Health, Talk at Stevenage Legacy & Resilience Project Meeting, Virtual presentation at Hertfordshire County Council Drug & Alcohol Strategy Board	
March	2	30	Talk at Welwyn Hatfield Health Hub Focus Group, Talk at Black Voice Letchworth Community Meeting	Qtr 4 Total: 5
Total	13	353		

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6F Telephone Support summary (where you have provided support to service users/carers by telephone)					
Month	Total Number of calls	Total Duration of calls (in hours)			
April	9	13h 15m			
May	9	18h 30m			
June	11	18h	Qtr 1 Total: 29 cases	Qtr 1 total time: 49h 45m	
July	14	25h 15m			
August	14	26h 30m			
September	34	30h 30m	Qtr 2 Total: 62 cases	Qtr 2 total time: 82h 15m	
October	28	58h			
November	30	45h 30m			
December	14	18h 45m	Qtr 3 Total: 72 cases	Qtr 3 Total time: 122h 15m	
January	24	40h			
February	24	37h 30m			
March	42	60h	Qtr 4 Total: 90 cases	Qtr 4 Total time: 137h 30m	
Total	253	391h 45m			

6G Signposting Summary			
Month	Nature of enquiry	Signposted to:	Number signposted
January	Query for information on COVID vaccines reaching the housebound	.gov webpage	1
	Concerns about a premature DNAR order	Which?, NHS Website, WHHT Visitors' Helpline, WHHT PALS	1
	Query regarding registering with a GP if you have no fixed address	NHS Website	1
	Concerns regarding adequate social distancing at a vaccination centre	UK Parliament website	1
	Concerns regarding the gap between doses of the COVID vaccine	.gov press statement, UK Parliament website	1
	Query regarding what to expect from the complaints process	NHS Website, WHHT Access to Health Records	1
	Request for information on pastoral support available for alcoholics	NHS Website, HwEssex	1
	Request for information on blood test services in the area	NHS Website	1
	Query around availability of interpreters for GP appointments	GP Surgery	1

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	Concerns regarding communicating with a loved one in hospital	ENHHT Stay In Touch, ENHHT PALS, HertsHelp	1
	Requesting information on resumption of dental domiciliary care	HCT Special Care Dental Service, NHSE Complaints, HCC Safeguarding Adults	1
	Concerns regarding a GP Surgery not yet calling some eligible patients for the COVID vaccine	GP Surgery, A Healthier Future website	1
	Query for information on COVID vaccines reaching the housebound	GP Surgery Practice Manager, NHSE	1
	Requesting information on procuring certain household appliances while on a low income	Healthwatch Hammersmith & Fulham	1
	Complaints regarding rejected funding for life-changing treatment and inflexible GP Practice	PHSO, Consultant, GP	1
	Requesting information on where to access urgent dental care	Dental Practice, 111	1
February	Complaint regarding failure of mental health services to work together effectively	PHSO, CQC, Action Against Medical Accidents	1
	Request for information on how to escalate a complaint about a social worker	LGO, Social Work England, HertsHelp	1
	Query regarding support services available for adults with Asperger's	National Autistic Society, HPFT Wellbeing Team, Herts Mind Network, HCC	1
	Concerns regarding a GP Surgery requiring a blood test before issuing a repeat prescription	GP Surgery	1
	Requesting information on accessing NHS dental care	NHS Website, 111	1
	Query regarding whether shielding guidance will continue into March	.gov webpage, GP	1
	Concerns regarding NHS payment for dental costs	Dental Practice, Oral Health Foundation	1
	Request for information on registering with a GP Practice while on a visitor visa	NHS webpages, NHSE, HWE webpage	1
	Query for information on accessing urgent dental care	111	1
	Feedback regarding unfriendly staff and poor social distancing measures at a COVID vaccination centre	GP, UK Parliament website	1
	Complaint regarding premature discharge	HPFT PALS, HPFT Complaints Dept.	1
	Query regarding cancellation of home carers	HCT Integrated Community Team	1
	Concerns regarding late district nursing visit and delayed start to physiotherapy	HCT Integrated Community Team, Lister Hospital	1
	Query for information on accessing urgent dental care	111	1

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March	Complaint about failure to diagnose and treat a condition for several years	HertsHelp	1
	Requesting information on how to receive a COVID vaccine locally while registered in Wales	Community Health Council (Wales)	1
	Query regarding rights to dental treatment on NHS	Dental Practice Manager, NHSE	1
	Requesting information on how to access urgent dental care	111	1
	Query re right to COVID vaccine while their condition is being campaigned to be added to priority group 6	Practice Manager, Consultant, Action for ME, CCG	1
	Requesting information on how to access NHS dental treatment	Nuffield House Dental Practice (Harlow), Howard Marshall Dentistry (Harlow), Riverside Dental Practice (Bishop's Stortford), NHS website	1
	Query about receiving the Pfizer COVID vaccine instead of AstraZeneca	Public Health Northern Ireland website	1
	Requesting information on how to volunteer within the COVID vaccination centres	Team Herts Volunteering	1
	Query regarding how to receive a leftover COVID vaccine at a vaccination centre	.gov webpage	1
	Request for information on how to access NHS dental care	Dental Practices, 111	1
	Requesting information on how to access urgent dental care	111	1
	Query regarding transport available for loved ones of patients to visit the hospital	Welwyn Hatfield CVS Community Cars	1
	Requesting information on significantly delayed COVID vaccination for a housebound person	ENHCCG	1
	Complaint regarding an unsuitable treatment plan	HPFT Complaints Dept., HertsHelp, Citizens' Advice, Action Against Medical Accidents	1
	Complaint regarding failure to take preventative steps in treatment of a patient	ENHHT PALS, ENHHT Complaints Dept.	1
	Requesting information on how to access urgent dental care	111	1
	Complaint regarding commissioning of NHS services based in the community	HVCCG Patient Experience Team, CQC, NHSE	1
	Complaint about unreliable care provided to patient in crisis	HertsHelp	1
	Complaint regarding insensitive handling of a query	GP Practice Manager	1

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	Concerns about safety of placement of a new care home	CQC, CQC website, HCC	1
	Complaint regarding loss of deceased patient's possessions	WHHT Complaints	1
	Query regarding right to have a family member advocate for the patient	GP Practice Manager	1
	Complaint regarding unsuitable treatment plan	HPFT Complaints Dept., NICE, ENHCCG	1
	Query regarding right to a COVID vaccine	NHS Website, .gov press statement	1
	Complaint regarding inappropriate disclosure of personal information	WHHT Complaints Dept., HertsHelp	1
	Complaint regarding long waiting time for 1st outpatient appointment	ENT at ENHHT, Dental Practice Manager	1
	Requesting information on fostering and volunteering	Fostering in Herts webpage, Team Herts Volunteering	1
	Concerns regarding return to the workplace after shielding ends	.gov press statement, .gov webpage, Citizens' Advice	1
	Complaint regarding failure of GP Practice to issue required repeat prescriptions	NHSE, CQC	1
	Complaint regarding lack of informed choice provided by clinicians and unsatisfactory complaint handling	Moorfields PALS, Healthwatch Luton	
	Complaint regarding failure to diagnose serious condition for several years	GP Practice Manager, NHSE, PAH Complaints Team, Herts Mind Network, Endometriosis UK	1
Qtr 4 Total: 60			

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6J Activities Summary				
Month	Activity	Location	Number of service users / carers benefitting	
April	Lockdown in place during this period			
May				
June				Qtr 1 total activity: 0
July				
August	West Herts Hospitals Trust Co-Production Board	Virtual Meeting	23	
September	Veterans' Healthcare Access Focus Group	Virtual Meeting	4	Qtr 2 total activity: 2
October	West Herts Hospitals Trust Co-Production Board	Virtual Meeting	20	
	Carers' Involvement in Mental Health Discharge Advisory Group	Virtual Meeting	9	
November				
December	Veterans' Healthcare Access Focus Group	Virtual Meeting	21	
	Carers' Involvement in Mental Health Discharge Advisory Group	Virtual Meeting	9	Qtr 3 total activity: 4
January	West Herts Hospitals Trust Co-Production Board	Virtual Meeting	18	
February	Carers' Involvement in Mental Health Discharge Advisory Group	Virtual Meeting	8	
March				Qtr 4 total activity: 2