

Voice Contract Performance Monitoring and indicators Qtr 4

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 4 January – March 2023 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	The meeting scheduled for this quarter (21 st March) was cancelled.
			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	09/01 – Herts & West Essex Integrated Care System Health Inequalities Strategic Board

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<p>advising on community engagement eg. Requests from the Board Chair to present on our research projects</p>							<p>11/01 – South & West Herts Health and Care Partnership Place-based Quality Group 16/01 – East & North Herts Health and Care Partnership Quality Meeting 18/01 – VCFSE Alliance Steering Group 25/01 – South & West Herts Health and Care Partnership Interim Co-production Board 03/02 – East & North Herts Health and Care Partnership Board 08/02 – South & West Herts Health and Care Partnership Place-based Quality Group 21/02 – South & West Herts Health and Care Interim Co-production Board 21/02 – South & West Herts Health and Care Partnership Board</p>
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							<p>22/02 – WHTH Co-production Operational Board 02/03 – PHIRST Connect Independent Advisory Group 03/03 – East & North Herts Health and Care Partnership Board 15/03 – Health Scrutiny Committee 16/03 – South & West Herts Health and Care Interim Co-production Board 20/03 – East & North Herts Health and Care Partnership Board Quality Group 24/03 – Herts Safeguarding Children and Adults Joint Board</p>
			Number of boards, groups and committees represented on	see representation list	50 committees	quarterly report	47 groups and committees with Healthwatch Hertfordshire representatives

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							(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	Following Board work on strategy, it was agreed that the next stage was the development of a Business Plan. Work commenced on this during the quarter.
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	January - Director of Nursing, Hertfordshire Partnership University Foundation Trust - ICB Senior Staff February - Princess Alexandra Hospital Trust - Head of Partnerships & Engagement, NHSE East of England March

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- Herts County Council Adult Care Services
- East & North Herts Hospital Trust
- ICB Senior Staff
- Director of Nursing, East & North Herts Trust
- Director of Nursing, Hertfordshire Partnership University Foundation Trust
- Herts County Council Children's Services
- Director of Nursing, West Herts Teaching Hospitals Trust
- West Herts Teaching Hospitals Trust
- NHS CEO Focus Group for Local Government Association Mock

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							Inspection of Adult Care Services
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	<ol style="list-style-type: none"> 1. South and West Hertfordshire 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 Drug & Alcohol Services 5. Impact of the Cost of Living Crisis 6. Hertfordshire and West Essex Integrated Care System (ICS) Research Network Development Programme

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							<ul style="list-style-type: none"> 7. Carers' Needs and Involvement in Psychiatric Inpatient Discharge 8. Community Assembly 9. Hertfordshire Partnership University Foundation Trust Strategy 10. Ethnic Health Inequalities – Scoping Various Topics 11. HertsHelp 'Mystery Shop'
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. HwH review on Enter and View use in Q4
2c	1.7	Healthwatch Herts will focus on larger	Research and engagement findings	n/a	Qualitative	Quarterly report and final outcome report	Total: 11 2 projects closed in this period

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projects to reflect its annual priorities

with recommendations

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		6,905
3a			Make public aware of HwH through use of social media	Facebook reach, Twitter followers, Instagram followers	FB: 2,100; Twitter: 2,100;		Facebook: 3,504 Twitter: 2,401
3a			Number of newsletter subscribers	n/a	3,500		Digital: 1,599 Print: 1,707 Total: 3,306
3a			Number of press releases / radio appearances	n/a	10 per year		Press releases – 10 Radio interviews – 4
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	built into HwH's 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.

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3a			Physical disabilities, people facing social and financial 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)	13 talks delivered 5 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	April 2023
			Number of signposting calls taken		30 per quarter		78
			Nature of signposting calls and organisation referred onto	n/a	Qualitative	Quarterly report (PIR)	35

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			Time taken to resolve signposting calls	This figure is reported to enable the complexity of cases to be assessed	Qualitative		102 hours 45 minutes
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