

Contract Monitoring Projects & Activity Qtr 1 (April - June 2020)

| 1. Website & Social media (data broken down by media type/nr over the quarter) | |
|--|--------------------------------|
| a. Number of web visits | Cannot access google analytics |
| b. Facebook reach | 5,273 |
| c. Twitter followers | 2,215 |
| d. Instagram followers | 116 |

| 2. Number of groups HwH is represented on | |
|---|----|
| a. Total number: | 41 |
| Staff | 14 |
| Board | 25 |
| Representative volunteers | 2 |

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

Covid-19 Patient and Public Experience Surveys

Objective

To understand patient and public experiences of changes made to health and social care services in response to the Covid-19 pandemic.

Project aims

- To understand how the pandemic has affected mental health
- To assess the quality of communication, and evaluate the delivery of the care from health and social care services
- To identify what information and advice people have looked for, and the quality of information found
- To understand the experiences of those who have been advised to shield, and the communication, information and support they have received from local services

Target population

- General public
- People with mental health conditions/concerns
- Clinically extremely vulnerable groups

Activity

- Created, reviewed and finalised three questionnaires (one for the general public, one for those with mental health concerns and one for those shielding (April/May)
- Created social media campaign (April/May)
- Created and tested online versions of the three surveys (May)
- Launched all three surveys (May)
- Distributed and promoted all three surveys to key partners and stakeholders (May)
- Launched social media campaign promoting the surveys (May)
- Analysed initial findings from 11th May - 28th May (May - June)
- Produced social media campaign specifically targeting Black and Ethnic Minority groups (June)
- Shared and promoted surveys via groups and networks who have links with Black and Ethnic Minority groups (June)
- Liaised with Learning Disability stakeholders to develop engagement tools and methodology for this community (June)
- Produced interim report including initial findings from May (June)
- Presented interim report at the Healthy Stevenage Partnership meeting (June)

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- Shared interim report with key stakeholders (June)

Outcomes/potential impact

To inform service providers and commissioners of public experiences of health and social care during the Covid-19 pandemic.

Covid-19 Related Communications & Publicity

Please see attached supplementary document detailing our approach to raising awareness of government, NHS and social care advice as well as service changes during the period. The Research & Engagement Team focused on this activity during the early stages of the pandemic.

Hertfordshire Veterans Healthcare Access Research**Objective**

To understand the healthcare needs and priorities of the veteran community in Hertfordshire and better understand how the Armed Forces Covenant is being upheld in the county.

Project aims

- To establish the health care needs of the Armed Forces community in Hertfordshire by carrying out an online survey and focus group, and identify the healthcare priorities for this group
- To compare any issues with access to health care services for this group with those of the civilian population
- To make practical recommendations to the Hertfordshire Armed Forces Covenant Board and Health Sub Group to allow them to identify potential projects to be addressed by service providers and commissioners

Target population

- Veterans and healthcare professionals

Activity

- Produced finalised draft of veteran survey questions (April)
- Veteran survey questions adapted in response to comments from the Covenant Board (June)
- Met with Hertfordshire County Council partners to finalise questions and plan for survey launch (June)
- Created, finalised and tested online veteran survey (June)
- Created comms plan for the launch of the survey (June)
- Created promotional materials to share with stakeholders including an article and introduction for the Healthwatch Hertfordshire website, a news release for partner's newsletters and a flyer (June)
- Met with County Council partners to discuss and agree promotional materials and comms plans (June)
- Launched veteran survey via partners, as well as online, using our website and social media platforms (June)
- Communicated with stakeholders (June)
- Communicated with senior professionals to arrange 1:1 interviews with members of their organisation (June)

Outcomes/potential impact

To inform service providers and commissioners of the healthcare experiences, needs and priorities of veterans in order to improve services.

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Building a Health and Wellbeing Research Partnership with Children and their Families living in Deprived Neighbourhoods in Stevenage

Project Objective/Aims

- To build a sustainable multi-agency research partnership between regional and local statutory and community organisations who support vulnerable children and their families in Stevenage
- To engage and listen to the health and wellbeing experiences and priorities of children and their families living in the most deprived neighbourhoods of Bedwell and Bandle Hill wards in Stevenage, which rank within the lowest two fifths of Lower-layer Super Output Areas according to the Indices of Multiple Deprivation
- To involve children and their families to co-design innovative and appropriate ways to talk about their health and wellbeing experiences and priorities
- To create awareness and understanding among children and their families in Stevenage about opportunities related to participation and involvement in health and social care research

Target population

Children and their families living in deprived neighbourhoods in Stevenage

Activity

- Project funder event (April)
- Contributed to ethics application form (May)
- Project meeting with University of Hertfordshire (May)
- Presentation to the patient involvement research group (PIRg) (June)
- Follow up information, documentation and materials sent to the patient involvement research group (June)
- Engagement activity planned for April postponed due to coronavirus outbreak

Healthwatch England Evidence Submission to the Health and Social Care Select Committee

Objective

To contribute evidence to the Health and Social Care Select Committee's upcoming inquiry into the 'delivery of core NHS and Social Care services during the pandemic and beyond'.

Target population

Cancer, maternity and mental health service users

Activity

- Reviewing and collating signposting feedback related to cancer, maternity and mental health services (April)
- Producing and submitting a briefing to Healthwatch England detailing the feedback (April)

Carers' needs and involvement in psychiatric inpatient discharge

Objective

To ensure carers of people being discharged from Hertfordshire Partnership Foundation Trust's (HPFT) mental health inpatient services are involved in the decision making process and are 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 setting.

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

- Liaising with advisory group members about cancellation of meetings (April)
- Liaising with advisory group members about willingness to work/restart the work remotely, as well as potential barriers to remote working (May/June)
- Meetings for April, May and June cancelled/postponed due to coronavirus outbreak

Outcomes/potential impact

To improve the way carers are communicated with and supported through inpatient discharge.

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 review of the Mount Vernon Cancer Centre (run by East and North Hertfordshire NHS Trust at the Hillingdon Trust in north London). The aim is to organise services in ways that provide the best modern care for patients, including access to research trials and new technology and treatments, from good quality buildings and facilities.

This work was interrupted by Covid-19 but was resumed in May with a virtual Programme Board meeting taking place. It was agreed that the timescales for this work will have to be moved back by 6 months with a public consultation now likely to be in June 2021 and a decision in November 2021.

What it means to be digitally excluded during Covid-19**Objective**

To better understand the effects of being digitally excluded during the current pandemic.

Project aims

- To better understand access and quality of information for those who are digitally excluded
- To better understand barriers to digital inclusion
- To explore awareness and interest of digital inclusion schemes and support

Target population

Digitally excluded members of the public

Activity

- Literature review (May)
- Scoping documents (June)
- First draft of themes and questions (June)
- First draft of proposed methodology (June)

Outcomes/potential impact

To improve awareness of digital inclusion schemes and support by better understanding need and barriers.

GP Website Project

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At a Patient Advisory Board (East of England Cancer Alliance) meeting in April 2020 concerns were raised with regard to accessible and available advice for cancer patients. Specifically, individuals who are currently undergoing cancer treatment, whose treatment may be suspended, and those patients who would normally consult their GP if they were worried about particular symptoms relating to cancer. Healthwatch Central Bedfordshire carried out a survey on their local GP websites to investigate current information available to patients and invited other local Healthwatch in the region to do the same.

It was decided that we would survey all the GP practice websites in Hertfordshire (105) and invited our volunteers to take part. 15 volunteers responded who were provided with detailed instructions and a set of websites to investigate between the 29th June and 10th July.

Volunteers follow the questions set by Healthwatch Central Bedfordshire which include exploring whether the website is up to date, has Covid-19 advice, has advice for cancer patients, has a link to the Macmillan Covid-19 webpage, as well as noting anything they feel is particularly 'good' about the practice website.

Outcomes from this piece of work will be shared by Healthwatch Central Bedfordshire with the Patient Advisory Board of the regional Cancer Alliance. We will also share our findings with Herts Valleys and East and North Hertfordshire Clinical Commissioning Groups.

Annual Health Checks**Objective**

To work with Hertfordshire County Council, and the statutory and voluntary sector to co design and coproduce research that aims to understand the experience and barriers of annual health checks.

Target population

People who are 14 years and above with a learning disability

Project Aims

- To understand from the patient's perspective, the experience of receiving an annual health check
- To evaluate how patients with learning disabilities are supported to attend, receive and feedback on annual health checks
- To assess the barriers of annual health checks and identify how these could be addressed
- To identify and share good practice relating to annual health checks, communication and support

Activity

- Finalising report and recommendations (May/June)

Potential outcome/impact

To improve the experience and uptake of annual health checks for the target population of this work.

Connected Lives Gateway Programme (CGL) Advisory Coproduction Group**Objective**

To provide advice and guidance on the principles and practice of coproduction.

Aims

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- To provide guidance and advice on coproduction and co-design
- To support with the development and programme management of the advisory coproduction group
- To be an independent facilitator of the group

Activity

- Meeting with Hertfordshire County Council to plan relaunch of the group (June)

West Herts Hospitals Patient Involvement**Aim**

To work with West Herts Hospitals Trust to evaluate current patient involvement models.

Target population

Patients & staff of West Herts Hospitals Trust

Activity -

- Meeting with West Herts Hospital Trust to discuss the possibility of a virtual launch of the coproduction Board (May)
- Agenda planning meeting with West Herts Hospitals Trust (June)
- Liaising with Voluntary and Community sector Groups about plans for the meetings (June)
- Progress meeting with West Herts Hospitals Trust (June)

Hertfordshire Community NHS Trust Website Redesign

We were approached by the Communications and Engagement Lead at the Trust to undertake an evaluation of their current website from the patient perspective. This would help to inform the web designers they commissioned on what is good and bad about its current appearance/structure, and how to improve it.

We created a document commenting on the webpages that were already good, webpages that could be improved, and provided ideas on how the site could be better structured so it is more intuitive for service users. This was well received by the Trust, and they told us they would make changes to the website more immediately where we had pointed out mistakes, and forward the document to their web designers.

Dental Summary Report

A report summarising what we found following our 28 Enter and View visits to dental practices has been drafted. The report also includes a self- audit checklist of recommendations in each of the sections.

Enter and View visits

These are currently on hold due to the pandemic and the restrictions on face to face activity and visiting in general.

Volunteering

We continued our regular bi-monthly newsletter communication with volunteers, including a special edition providing coronavirus news regarding changes to health & social care services.

In place of our annual Volunteers' Celebration Event, we sent all of our volunteers a 'thank you' card to mark Volunteers' Week.

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Other activity during the quarter

- Creation and publishing of the Annual Report; this used a new approach with a greater focus on outcomes and impact. Annual Accounts were also produced during the quarter.
- We recommenced the recruitment process for the part-time Communications Officer role (paused at the beginning of lockdown).

4. Holding commissioners and providers to account and partnership working

Please note, as would be expected, some scheduled meetings during the quarter did not take place at the request of NHS organisations or the County Council because of the impact of the coronavirus pandemic. However, many meetings took place via Zoom or MS Teams focusing on both the impact of the pandemic and more recently plans for restart. We have used the term meetings - these were all virtual during this period.

Integrated Care System (ICS) formerly the Sustainability and Transformation Partnership (STP) - We had a meeting with the Chair of the Integrated Care System, who was particularly interested to hear a patient/community perspective about the pandemic. This included recent feedback to Healthwatch and a request to see the results of our surveys. We considered the disproportionate impact of the virus on particular groups such as the Black, Asian, and Minority Ethnic (BAME) community, the ways in which services will be delivered going forward and also the lasting effects of the virus on health, social and economic wellbeing.

East and North Herts Clinical Commissioning Group re Ware Road GP Surgery Closure - The Chief Executive of East and North Herts Clinical Commissioning Group sent a letter in April 2020 to the Healthwatch Hertfordshire Board updating them on the Ware Road GP Surgery Closure and lessons learned. This was because we had raised a number of patient concerns about the process previously.

West Hertfordshire Hospitals Trust - During the quarter our meetings with the Trust have focused on the impacts and management of Covid-19 including regular updates on issues. We have also had regular conversations with the Director of Communications about the latest stages of Trust redevelopment. This included the Trust asking for our advice on establishing the new reference group to look at the business case, and asking us to assess whether information materials produced were accessible for patients and communities. The Trust were very keen to restart our Coproduction work with them and this is covered in section 3.

East and North Herts Hospital Trust - During the quarter we held meetings with both the Chief Executive and the Director of Nursing. Amongst items covered were how the Trust is restarting its services, a detailed account of the virus and how it was managed, how complaints have been managed during lockdown, and how patient engagement at the Trust is being refreshed. The disproportionate impact of the virus on Black, Asian and Minority Ethnic (BAME) communities, ensuring safety at the Trust and ways of encouraging patients to resume their treatment were covered in the meetings.

Herts Partnership University Foundation Trust (HPFT) - During the quarter we had regular contact with the Director of Service Delivery and Service User Experience. This has included raising issues about support for patients with learning disabilities on mental health wards, and dual diagnosis. The issue of police handling of Section 136 was also covered.

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Hertfordshire Community Trust - We met with the Head of Communications and Engagement who wanted to hear our advice on how they should produce their new engagement strategy. We explored a range of approaches to enable effective patient and community voices to be heard and the Trust are keen to work with us to assess and help deliver their plans.

East of England Ambulance Service Trust - We had an introductory meeting with the new Patient, Public Involvement & Engagement Manager at the Trust. We discussed the role of Healthwatch, key strategic and operational issues for the Trust and opportunities for promoting patient awareness and involvement.

Hertfordshire County Council (HCC) - Social Care - We have been in regular contact with Adult Care Services receiving full briefings on issues such as the impact of Covid-19 in care homes and domiciliary care, hospital discharge and the availability of personal protective equipment (PPE). Our meeting with the Assistant Director for Health Integration included: ensuring 'humanising' restart, learning from patient experiences during the pandemic, and coproduction.

We also had a conversation with our Commissioning Manager about Healthwatch Hertfordshire involvement in the Voluntary and Community Sector Covid Response Group, our surveys and exploring approaches to the council's work with the voluntary sector during the pandemic and going forward.

The County's Community Reassurance Cell (CRC) and work with District Councils - One impact of our recent survey work has been to strengthen our relationships with other partners. For example, the Chair of the County's Community Reassurance Cell (CRC) is keen that the work Healthwatch Hertfordshire is doing helps with the learning from the pandemic across the county. We have had contact with both East Herts District Council and Dacorum Borough Council exploring opportunities for working together and sharing information.

Covid-19 - We have maintained a Covid-19 Holding to Account Log and Changes to Local Delivery Monitoring Log which we regularly update and review.

Healthwatch England - We chair the Regional Network meeting of Healthwatch and held regional meetings virtually in both May and June, which included: sharing how local Healthwatch have managed our response to Covid, how we have worked with the NHS, Social Care and the voluntary sector locally, and how we plan to provide our services in future.

In addition to regional meetings, we offered informal advice and support to Healthwatch Luton, Healthwatch Central Bedfordshire, Healthwatch Essex and Healthwatch Surrey. We have also discussed patient access to primary care in Royston with Healthwatch Cambridgeshire and Peterborough.

Voluntary and Community Sector partners - We had enhanced partnership working with voluntary and community sector and provider organisations both strategically and operationally as a result of responses to Covid-19 (for example West Herts Hospitals Trust coproduction work). We have also been in regular contact with AgeUK in terms of our premises and working practices.

Hertfordshire & South Midlands Quality Surveillance Group - We continue to attend this meeting, which includes Regional health and social care leads in NHS England, Public Health England, Health and Justice NHS England, NHS Improvement Clinical Commissioning Groups and the Care Quality Commission.

Contract Monitoring Projects & Activity Qtr 1 (April - June 2020)**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)**

The management accounts reflect underspend of Healthwatch Hertfordshire's financial budgets for the first quarter of 20/21. This is due to Covid-19.



**Management
Accounts - Quarter 1**