

Contract Monitoring Projects & Activity Qtr 4 (January – March 2023)

1. Website & Social media (data broken down by media type/nr over the quarter)	
a. Number of web visits	6,905
b. Facebook reach	3,504
c. Twitter followers	2,401

2. Number of groups HwH is represented on	
a. Total number:	47
Staff	31
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

- Reviewed recommendations from each local NHS Trust as part of the 6 month progress review (March)
- Created letter requesting an update on progress from each local NHS Trust (March)

NHS Community Nursing

Objective

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

Project Aims

Contract Monitoring Projects & Activity Qtr 4 (January – March 2023)

- 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

- Received approval from NHS England for the publication of the report (March)

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

- Meeting with Director of Transformation (Acting) to create and agree project plan for implementation of the Coproduction Board (January)
- Created, finalised and distributed agenda and papers for the January interim Coproduction Board meeting (January)
- Co-chaired January interim Coproduction Board meeting (January)
- Created and distributed minutes and actions from the January interim Coproduction Board meeting (January)
- Meetings with Director of Transformation (Acting) to agree next steps (February)
- Meeting with ICB Public Engagement Manager to discuss process for Patient Volunteer recruitment (February)
- Created, finalised and distributed agenda and papers for the February interim Coproduction Board meeting (February)
- Co-chaired February interim Coproduction Board meeting (February)
- Created and distributed minutes and actions from the February interim Coproduction Board meeting (February)
- Meeting with Director of Transformation (Acting) to agree Patient Volunteer recruitment (March)
- Created Patient Volunteer role description and framework for selection (March)

Contract Monitoring Projects & Activity Qtr 4 (January – March 2023)

- Created, finalised and distributed agenda and papers for the March interim Coproduction Board meeting (March)
- Co-chaired March interim Coproduction Board meeting (March)
- Shared Patient Volunteer role description with the Reader Panel (March)
- Updated Patient Volunteer role description in response to feedback (March)
- Created minutes and actions from the March interim Coproduction Board meeting (March)
- Created and finalised communication materials to promote the Patient Volunteer role (email to stakeholders, social media, website article) (March)
- Distributed and promoted Patient Volunteer role (March)

Hertfordshire and West Essex Integrated Care System (ICS) Research Network Development Programme (REND)Objective and Project Aims

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

Target Population

- General population
- Seldom heard groups

Activity

- Reviewed our research and engagement activity (January)
- Created a literature review outlining findings from our research and engagement activity (January)
- Sent final paper to the Integrated Care System project leads (January)
- Presented paper at the local Integrated Care System Research Network Development Programme meeting (January)
- Attended NHS England Research Network Development Programme meeting (January, February)
- Created and finalised project plan for engagement activity (January)
- Created and finalised communication materials (website article, flyer, social media, email to stakeholders, stakeholder distribution list) (January)
- Launched engagement (January)
- Created and finalised topic guide for 1:1 interviews (January)
- Conducted 1:1 interviews (January – March)
- Transcribed 1:1 interviews (January – March)
- Meeting with System project lead to discuss progress (February)
- Attended Programme meeting (February)
- Meeting with System project leads to discuss and plan public events (February)
- Internal meetings to discuss and plan public events (March)
- Research into dates and venues for public events (March)
- Confirmed dates and venues for public events (March)
- Closed engagement (March)

Contract Monitoring Projects & Activity Qtr 4 (January – March 2023)

- Attended NHS England Research Network Development Programme conference (March)
- Finalised engagement report and sent to System project leads (March)

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

- 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

- Presented at Carer Council (January)

Hertfordshire Partnership University NHS Foundation Trust StrategyObjective

- To support Hertfordshire Partnership University NHS Foundation Trust (HPFT) in informing their new Strategy.

Target population

- General public
- Seldom heard groups

Activity

- Meetings with Deputy Director of Strategy and Development to discuss our involvement (February)
- Reviewed our research and engagement activity, focusing on findings relating to mental health (February)
- Reviewed our signposting cases related to mental health services (February)
- Created, finalised and sent paper on our research and engagement activity to the Deputy Director of Strategy and Development (March)
- Created, finalised and sent paper on our signposting cases to the Deputy Director of Strategy and Development (March)

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

Contract Monitoring Projects & Activity Qtr 4 (January – March 2023)

- 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

- Meeting with the Integrated Care Board's Head of Communications and Director of Primary Care Transformation to discuss publication of the reports (January)
- Meeting with the Integrated Care Board's Senior Communications Manager to agree joint approach for publicising the reports (February)
- Created and finalised communication materials (report article, news article, email to stakeholders, social media, stakeholder distribution list) (March)
- Published reports (March)

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

- To gather lived experience to feed directly into the Integrated Care Board (ICB) 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

Target Population

- General public

Activity

- Closed survey (January)
- Analysed survey results (January – February)

Contract Monitoring Projects & Activity Qtr 4 (January – March 2023)

- Created paper on interim key findings and sent to the Director of Primary Care Transformation (January)
- Sent paper to the Director of Primary Care Transformation (January)
- Presented interim key findings at the Integrated Care Board's Primary Care Board meeting (January)
- Created final report (January)
- Internal meetings to discuss and finalise the report (January)
- Created presentation for the Community Pharmacy Hertfordshire meeting (January)
- Presented key finding and recommendations to Community Pharmacy Hertfordshire (January)
- Shared final report with Board for sign off (February)
- Finalised report and sent to the Director of Primary Care Transformation (February)

Project Aims – Carers:

- To understand whether 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 the Carers' Champion useful
- To identify whether those registered as a carer are receiving the additional support they should be entitled to

Target population

- Carers aged over 18

Activity

- Closed survey (January)
- Analysed survey results (January – February)
- Created paper on interim key findings and sent to Director of Primary Care Transformation (January)
- Sent paper to the Director of Primary Care Transformation (January)
- Presented interim key findings at the Integrated Care Board's Primary Care Board meeting (January)
- Created final report (January)
- Internal meetings to discuss and finalise report (January)
- Shared final report with Board for sign off (February)
- Finalised report and sent to the Director of Primary Care Transformation (February)

Integrated Care Board Primary Care Workstream – Cardiovascular Disease and Engagement with People with Learning DisabilitiesObjective:

- To gather lived experience to feed directly into the Integrated Care Board (ICB) Primary Care Workstream.

Contract Monitoring Projects & Activity Qtr 4 (January – March 2023)Project Aims – Cardiovascular Disease

- To explore public understanding of the risks and symptoms of heart disease
- To understand how – and to what extent – those with a heart-disease related diagnosis self-manage their condition(s)
- To consider patients' experiences of being diagnosed with a heart-disease related condition
- To explore how the general public can be better supported to self-manage their cardiovascular health risk and existing conditions/symptoms.

Target Population

- General public

Activity

- Scoped project aims and methodology (January – February)
- Conducted literature review (January – February)
- Meeting with Associate Medical Director to discuss focus of the project and survey questions (February)
- Created and finalised survey questions (February)
- Uploaded survey questions onto SurveyMonkey (February)
- Created and finalised communication materials (website article, email to stakeholders, flyer, social media, stakeholder distribution list) (February)
- Launched engagement (March)

Project Aims – Engagement with People with Learning Disabilities

- To understand from people with learning disabilities their experiences of accessing GP services
- To explore whether the support offered to people with learning disabilities is communicated in a way that is accessible to them, and if they feel supported and listened to
- To investigate whether people with learning disabilities are supported by GP services to live a healthy lifestyle
- To identify what additional support people with learning disabilities would like to receive from GP services to help them live a healthy lifestyle

Target Population

- Adults with learning disabilities

Activity

- Meeting with Herts People First to discuss the project (January)
- Scoped project aims and methodology (January – February)
- Conducted literature review (January – March)
- Created and finalised Easy Read communication materials (videos, website articles, flyer, email to stakeholders, stakeholder distribution list) (January – February)
- Launched engagement (February)

Contract Monitoring Projects & Activity Qtr 4 (January – March 2023)

- Created and gave presentation for the North Hertfordshire Learning Disability Forum (March)
- Created and finalised topic guides for focus groups and interviews (March)
- Organised focus groups (March)
- Attended the Big Health Get Together conference (March)
- Began report writing (March)

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

- To support Hertfordshire County Council and the NHS in understanding public views towards the Cost of Living Crisis, and how rising costs are impacting physical and mental health.

Project Aims

- To explore how the Cost of Living Crisis is impacting Hertfordshire residents, and what changes people have had to make to cope with rising costs.
- To investigate how the Cost of Living Crisis is impacting access to healthcare.
- To understand whether the Cost of Living Crisis is impacting the public's mental and/or physical health.
- To provide Hertfordshire County Council with data about use and awareness of local services and provision.

Target Population

- General public
- Seldom heard groups

Activity

- Analysis of survey results for interim report (January)
- Meeting with Hertfordshire County Council ahead of Frontline Professionals Webinar (January)
- Created and gave presentation for the Frontline Professionals Webinar (January)
- Created interim report analysing findings from 1st December – 1st January (January)
- Internal meetings to discuss and finalise interim report (January)
- Created group spotlight presentation for the Cost of Living Response Group (January)
- Presented at the Cost of Living Response Group on a bi-weekly basis (January-March)
- Analysed results relating to those "Just about Managing" (January)
- Created paper on those "Just about Managing" and shared with Hertfordshire County Council (January)
- Identified groups we have heard less from and/or are appearing to face more challenges (February)
- Created communication materials (flyer, email to stakeholders and stakeholder distribution list) for the targeted engagement (February)
- Created topic guides for targeted engagement (February)
- Launched targeted engagement (February)

Contract Monitoring Projects & Activity Qtr 4 (January – March 2023)

- Meeting with Public Health to discuss our Cost of Living survey and Food Insecurity (February)
- Analysed data relating to each district (February)
- Created report outlining and contrasting findings from each district (February)
- Created presentation on the district data and shared with the Cost of Living Response Group (February)
- Shared interim report and district data with Health Scrutiny Committee (February)
- Created and finalised topic guide for targeted engagement (February)
- Presented district data the Voluntary and People Assistance Cell meeting (March)
- Created presentation for Healthwatch England Research and Insight Network Meeting (March)
- Presented at the Healthwatch England Research & Impact Network Group meeting (March)
- Presented at Health Scrutiny Committee (March)
- Created papers looking at physical health impact by age and the experiences of the Black community; this was shared with the Scrutiny Officer (March)
- Closed survey (March)

Public Health: Drug and Alcohol ServicesObjective

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

Project Aims:

- To understand from service users and carers, how easy it is to access drug and alcohol services
- To explore the barriers to accessing support from drug and alcohol services
- To identify what could help service users in their recovery
- To identify how moving between services and organisations could be improved for service users

Target Population

- Service users with a lived experience of addiction
- Carers of someone with a lived experience of addiction

Activity

- Conducted literature review (January – February)
- Meeting with Public Health, Viewpoint and Carers in Hertfordshire to discuss and agree service specification (January)
- Meeting with Public Health to discuss remit, scope and potential engagement questions (February)
- Created topic guides (February)
- Meeting with Public Health, Viewpoint and Carers in Hertfordshire to discuss and agree next steps (March)

Contract Monitoring Projects & Activity Qtr 4 (January – March 2023)

- Shared topic guides with Public Health for comment (March)
- Meeting with Public Health, Viewpoint and Carers in Herts to discuss engagement (March)
- Shared updated topic guides with Public Health, Viewpoint and Carers in Herts for feedback (March)
- Shared communication materials with Public Health for feedback (March)

Ethnic Health Inequalities – Home Care and End of Life (Scoping)**Objective**

- To understand the views and experiences of ethnically diverse groups on home and hospice care in Hertfordshire.

Project Aims

- To consider access to, and use of, home care amongst ethnically diverse groups.
- To explore older people in ethnically diverse groups' experiences of receiving home care.
- To highlight any potential barriers faced by ethnically diverse groups in accessing or experiencing home care.
- To explore wider considerations of cultural competency with home care.
- To consider awareness, access to, and use of hospice care amongst ethnically diverse groups.
- To explore ethnically diverse groups' experiences of receiving hospice care.
- To highlight any potential barriers faced by ethnically diverse groups in accessing or experience hospice care.
- To explore wider considerations of cultural competency within hospice care

Target Population

- To be confirmed – likely to be families in ethnically diverse communities who are currently, or have previously received home care, or any form of hospice care in the last 5 years.

Activity

- Continued informal meetings with local care home providers and hospices to discuss and scope the topic, aims and methodology (January – March).
- Met with Sue Ryder to discuss their work, and ideas for our project (January)
- Met with the Head of Equality, Diversity and Inclusion at Hertfordshire Community NHS Trust to discuss the project aims and scope (January)
- Met with Anne Robson Trust to discuss the project (February)
- Met with the Director of Health Integration at Hertfordshire County Council to discuss home care and project scope (February)
- Met with Chief Executive of Isabel Hospice to discuss hospice care and project scope (February)
- Met with the Healthcare Inequalities Project Lead at Sue Ryder to discuss their engagement and findings (March)

Contract Monitoring Projects & Activity Qtr 4 (January – March 2023)

- Met with Voluntary, Community, Faith & Social Enterprise Alliance Coordinator to discuss hospice care (March)

HertsHelp: Mystery Shop projectObjective

To understand the experience of telephone callers to the HertsHelp service and to identify themes for improvement or to highlight good practice.

Project aims

- A better understanding of how quickly and professionally calls are answered.
- To assess the quality of responses to set scenarios covering a wide range of services.

Activity

- Met with Hertfordshire County Council to plan project and discuss process for the mystery shop activity (February and March)
- Agreed to run 4 mystery shop sessions across 2023/24, with the first session taking place next quarter.

Hertfordshire Community NHS Trust (HCT) – Improving Access (Scoping)

Currently scoping how we might support improvements for patients to the access of the Integrated Care Co-ordination Centre that is based at Robertson House, Stevenage and is HCT's single point of access for all adult referrals into the Trust.

Communications Activity

- Supported research team with communications and social media for:
 - Cost of Living survey final push
 - Heart Health survey
 - Research Network Development survey
 - Publication of completed GP survey findings – Children/Young people and Broxbourne (including liaison with the Integrated Care Board)
- Responded to various radio stations and publications re Cost of Living Interim Report findings (see media coverage below)
- BBC 3 Counties breakfast interview request re NHS public satisfaction survey
- Shared Healthwatch England Cost of Living info with research team
- Wrote proposal for new social media management program Buffer (which has now been introduced) and trained relevant team members
- Wrote proposal for purchasing iStock images for use in communications, Annual Report and research activity
- Assisted with compiling Communications Calendar for team
- Liaison with Broxbourne Council re publication of GP Access report relating to the Borough
- Additional promotion of Cost of Living survey to Broxbourne contacts
- Assisted with promoting Community Assembly meeting via social media
- Social media posts to support Patient representative recruitment at CLCH
- Assisted with early Annual Report discussions

Contract Monitoring Projects & Activity Qtr 4 (January – March 2023)

- Maintained Q&As for Steve/Geoff to be used in response to any media enquiries about ongoing nurse/ambulance strike action
- Prepared 'reactive' media statement re Lister maternity Care Quality Commission inspection
- Liaison with Signposting team re forthcoming article about 'what people are telling us'
- Headlines email sent to Board and representatives
- Wrote and published hard copy newsletter and e-newsletter
- Work with admin and IT to resolve issues with Mailchimp email delivery
- 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 our website and Google Analytics
- Supporting local charities, Healthwatch England initiatives, local councils and NHS/social care organisations via social media
- Healthwatch England Workplace monitoring
- Ongoing monitoring of media stories relating to Healthwatch Hertfordshire and issues in general that may be relevant to our work

Website Articles

- ['Tell us how you feel about taking part in research for the NHS'](#)
- ['Do you need support with the Cost of Living or help keeping warm this winter?'](#)
- ['The rising Cost of Living is hitting Hertfordshire residents hard – here's what you've told us.'](#)
- ['We want to hear from people with learning disabilities'](#)
- ['NHS Talking Therapies'](#)
- ['Do you know about your heart health?'](#)
- ['Parents and carers voice their concerns about accessing GP Practices'](#)
- ['Views of Broxbourne residents accessing local GP services heard in new survey'](#)
- ['Become a Patient Volunteer for the South and West Hertfordshire Health and Care Partnership Co-production Board'](#)

Media Coverage

- **'Rising Cost of Living is hitting Hertfordshire residents hard'**
 - BBC 3 Counties – interview with Chief Executive, 7/2/23
 - [Cold and hungry residents hit by cost-of-living crisis in Hertfordshire \(bishopsstortfordindependent.co.uk\)](#)
 - [Greatest Hits Radio article](#)
 - Global Radio/Heart – interview with Chief Executive, 13/2/23
 - [Four in five Hertfordshire residents using less heating due to rising cost of living, new survey – HertsLive \(hertfordshiremercury.co.uk\)](#)
 - [Cost of living crisis causing 'IBS flares, missed prescriptions and empty fridges' in Herts – HertsLive \(hertfordshiremercury.co.uk\)](#)

Contract Monitoring Projects & Activity Qtr 4 (January – March 2023)

- **'Parents and carers voice their concerns about accessing GP Practices'**
 - [New report criticises access to Herts GP services and calls for change | The Comet](#)
- **'BBC 3 Counties Interview request re NHS public satisfaction survey'** – interview with Vice-Chair, 29/3/23

Enter & View Visits

These are currently on hold due to rising Covid infection/Flu 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

Board 1:1 meetings successfully took place during the quarter, as well as a Board Away Day with training concentrating on equality, diversity & inclusivity forming the main focus.

We also promoted current projects to volunteers to ask for their participation, for which we had good uptake.

4. Holding commissioners and providers to account and partnership working

Please note, most meetings took place virtually during the period. The report begins with our roles around patient leadership at a strategic level, then listing meetings with commissioners and providers and summarising key themes covered.

Hertfordshire and West Essex Integrated Care System (ICS) – The implementation of the Integrated Care Board (ICB) and Integrated Care Partnership (ICP) remains a key factor in our activity and provides 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:

- Involvement with meetings of the Integrated Care System including: the Integrated Care Partnership Board, their Primary Care Board, and Primary Care Commissioning Committee, and the Integrated Care Board Quality Committee.
- Six-weekly meetings with senior staff across the Integrated Care Board to raise issues from signposting and research.
- Our involvement around equalities work within the System and membership of the System's Inequalities Strategy Board.
- Membership of and meetings of the steering group of the Integrated Care System Voluntary, Community, Faith & Social Enterprise Sector Alliance.
- Further meetings with East and North Herts Trust's Research Lead to explore Integrated Care Board research opportunities (see section 3)
- Regular meetings with the Director of Primary Care Transformation and Engagement and Communication leads.
- Representing patient perspective at the Herts & West Essex Quality Strategy Workshop
- Work to develop a Patient Experience Dashboard
- Meeting to discuss our involvement with the Integrated Care Board Vascular Network.
- Population Health Management (PHM)

Contract Monitoring Projects & Activity Qtr 4 (January – March 2023)

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:

- Now have membership of the Partnership Board with a particular role around patient involvement and coproduction.
- 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 challenges and opportunities for Children and Young People's services, updates on our research programme and updates on the partnership development.
- Being part of the Board's group addressing health inequalities.
- Meeting with the Development Director exploring our involvement with the Partnership including Care Closer to Home.
- Now have membership of the Care Partnership's Quality Group which uses a 'deep dive' approach to review a particular quality concern.
- Taking part in the work to look at Tactical Commissioning in East and North Hertfordshire Health & Care Partnership
- Workshop looking at Children and Young People's Priorities in East and North Herts

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 and how their services can be improved. These meetings also covered patient and community involvement 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

And meetings with:

- The Trust Chair and Chief Executive to discuss strategic issues including the hospital redevelopment, early winter demands on services, Patient Care records 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

East and North Herts Trust -

Contract Monitoring Projects & Activity Qtr 4 (January – March 2023)

We held meetings in the period with:

- The Trust Chair and Chief Executive, discussing pressures on emergency services, patient involvement and transformation, and integration of services
- The Director of Nursing to discuss in detail maternity services and issues from signposting and research
- Meeting to discuss opportunities for patient representative involvement with the Trust's outpatient strategy

The Princess Alexandra Hospital NHS Trust

Our work with the Trust including our meeting with the Chief Executive and Director of Strategy and Estates which covered operational pressures at the Trust, hospital redevelopment, whole system approaches and also looked in some detail at our work on Inequalities and the Cost of Living Crisis.

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:

- Regular meeting with the Director of Nursing to discuss signposting and research matters
- Involvement with 5-year strategy development and meetings with senior staff following our work providing user and carer input into the new 5-year strategy (see section 3)
- Health Inequalities - Improving access to mental health services at HPFT

Hertfordshire Community NHS Trust

Although we needed to cancel our regular meeting with the Chair and Chief Executive of the Trust, we have had considerable involvement with Trust including:

- Reviewing the Trust's Equality Delivery System work
- Stakeholder panel for Head of Communications
- Virtual Transformation Team meeting
- Health Inequalities Community Engagement Group

Hertfordshire County Council (HCC) – Adult Social Services –

During the quarter we had:

- Our regular meeting with the Executive Director and their team, which explored service pressures, long term sustainability and funding for services, cost of living challenges, and our priorities for the coming year.
- A meeting with the Executive Director to discuss cultural sensitivity within home care services
- NHS CEO Focus Group with the Local Government Association (LGA) Peer reviewers of Adult Care Services (Mock Inspection)
- Meetings with commissioners about contract monitoring and service user engagement

Hertfordshire County Council (HCC) – Children Services –

We had our regular meeting with the Executive Member and Executive Director of Children's services during the quarter. Items covered included the recent positive CQC inspection,

Contract Monitoring Projects & Activity Qtr 4 (January – March 2023)

challenges with Special Educational Needs & Disability services, staffing and recruitment, and the drive for greater parent involvement in service planning. We also attended the Hertfordshire Safeguarding Children Partnership / Hertfordshire Safeguarding Adult Board Joint Board (HCC).

Hertfordshire County Council (HCC) – Scrutiny – we presented at the County Council’s Health Scrutiny Committee on our work on the Cost of Living Crisis (see section 3).

Hertfordshire County Council (HCC) – Public Health –

- During the period, our contact with Public Health included further meetings with the Drugs and Alcohol Team to discuss future partnership working following our work this spring (see section 3)
- A meeting with the Senior commissioning manager for Adult Mental Health to discuss the transformation of dual diagnosis/co-occurring conditions services
- *C.H.A.T Coproduction ([Common Holistic Assessment Tool](#))

Support for GP Practice

- We met with Roysia Surgery and community/patient involvement

Regional Meetings including Healthwatch England –

- We chair the Regional Network meeting of Healthwatch and held regional meetings virtually in January and March. Separate meeting with Healthwatch Luton to discuss specific issues.
- We are Board members of the National Institute for Health and Care Research (NIHR) Applied Research Collaboration (ARC) East of England and met with the Director to discuss partnership working and also with the Public and Community Involvement, Engagement and Participation (PCIEP) Lead
- We are Board members of the relevant National Institute for Health & Care Research Public Health Intervention Responsive Studies Team (PHIRST Connect) and attended the latest meeting in March.
- Meeting with the Head of Partnerships and Engagement NHS England – East of England to develop a model of Healthwatch involvement in the East of England – Specialised Services Joint Commissioning Committee

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:

- The Voluntary, Community, Faith & Social Enterprise Alliance Steering Group Meeting
- Meeting the new Alliance Coordinator
- Meeting with Sector partners to ensure efficient and appropriate attendance at NHS meetings and information sharing.
- Meeting with Sue Ryder to discuss cultural sensitivity and opportunities for partnership working
- Our regular meeting with Isabel Hospice on behalf of hospices within the Integrated Care Board area

Contract Monitoring Projects & Activity Qtr 4 (January – March 2023)

- Meeting with Herts People First to explore partnership working to support people with Learning Difficulties.
- Meeting with Hearing Advisory Service to share expertise
- Meeting with Herts Mind Network to explore opportunities to work together
- Meeting with National Bobath (Cerebral Palsy Centre) to share expertise and awareness
- Meeting with St Albans patient group to discuss patient involvement at a strategic level

Themes discussed and issues raised in the period include:

- 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)
- 'Winter' demands, pressures, the impact of flu and Covid on services
- Impact of industrial action (where relevant)
- Cost of Living Crisis and actions being taken to address challenges faced by people.
- Feedback from signposting and research including poor communication, ineffective, rigid, and potentially unfair appointment systems, delays to treatment, eligibility to access services.
- Pressures on Accident and Emergency Services, situation management and linked themes such as effective patient discharge planning.
- Support in Emergency Departments for people with mental health challenges
- Situation with Maternity Services generally and specially at East & North Herts Trust following their Care Quality Commission inspection
- Dual diagnosis services and pressures including actions being taken to address serious concerns and the new plans for early intervention at a community level
- Challenges with accessing Special Educational Needs & Disability services
- Further discussions on actions to address issues identified in our unequal treatment work.
- The Integrated Care System progress and challenges
- New hospital developments, current situation, and continued opportunities for patient involvement

Herts and West Essex Systems Quality Group

We are part of a Task and Finish Group set up in March 2023 for the Integrated Care Board Quality Committee to develop meaningful patient experience metrics to assess the quality of services. It has been agreed that this must be co-produced with the public from the outset.

NHS Dental Services

We submitted evidence to the Health and Social Care Select Committee on Dentistry along with Healthwatch England and other local Healthwatch. The Committee is currently discussing the evidence which is now published: [NHS dentistry - Written evidence - Committees - UK Parliament](#)

In preparation for the transfer of dentistry (from 1st April) from NHS England to our Integrated Care Board management, we met with key people in the organisation to discuss the themes

Contract Monitoring Projects & Activity Qtr 4 (January – March 2023)

from what patients are telling us (not just access) so that they can start targeting specific areas for improvement and start looking at what unmet need is in our area.

We also audited the NHS website to see if dentists were updating their entries to show whether or not they were accepting NHS patients (this is now a mandatory function). Results from the audit are to be shared with the ICB.

Patient Led Assessment of the Care Environment (PLACE)

Results of the 2022 assessments have been published (March 2023) and this will form part of the discussions with Trusts on how they intend to improve the environment to meet the needs of their patients.

Quality Accounts

The following Trusts have already contacted us regarding the Quality Accounts for 2022/23, asking us to provide a short statement to be included in the final draft:

- East and North Hertfordshire NHS Trust
- Hertfordshire Community NHS Trust
- Central London Community Healthcare NHS Trust (CLCH)
- Royal Free London NHS Foundation Trust
- Hertfordshire Partnership University NHS Foundation Trust

Care Quality Commission

We received requests for feedback from the Commission for:

- Haverfield Surgery, Kings Langley
- Attenborough Surgery comprising Bushey Medical Centre, Carpenders Park, Holywell Surgery and Tudor Surgery.
- Houndswood House Care Home, Harper Lane, Radlett
- Erskine Hall Care Home, Northwood

Holding to Account Log - We continue to maintain a 'Holding to Account Log and have regular 'holding to account' reviews of the latest concerns and 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)

End of Year
Management Account