

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 Jan-March 2021) 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	None held within this qtr
			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	JAN 1. ENH ICP Partnership Board 2. Overview and Scrutiny Committee 3. WHHT Great Place Committee FEB 4. Public Health Interventions Responsive Studies Teams (PHITST) 5. WHHT Topic Group Scrutiny

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							6. Care Delivery Topic Group Scrutiny MARCH 7. WHHT Board 8. Health Scrutiny 9. HCT Board 10. WHHT Great Place Committee 11. Applied Research Consortium Board
			Number of boards, groups and committees represented on	see representation list	50 committees	quarterly report	There are currently 45 Boards/committees that have an official Healthwatch Hertfordshire representative. Several vacancies due to Board leavers will be filled in Q1
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	Strategy for 2021 agreed - Board meeting in May to receive a paper linking operational activity in 2021-22 to the strategy
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	09.02 - HVCCG 24.02 - WHHT 26.02 - HCC ACS 26.02 - Joint CCG's 11.03 - HCC ACS 12.03 - CLCH 12.03 - HVCCG 19.03 - HPFT 24.03 - PAH

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							24.03 - ENHCCG
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 Vaccination Engagement Surveys 2. Covid-19 Vaccine Hesitancy among Ethically Diverse People 3. Hertfordshire Veterans Healthcare Access Research 4. Carers' Needs and Involvement in Psychiatric Inpatient Discharge 5. Staying Connected Programme - Payroll and Direct Payments 6. Staying Connected Programme - Hear Me Now 7. Building a Health and Wellbeing Research Partnership with Children and their Families living in Deprived Neighbourhoods in Stevenage 8. Youth Connexions Hertfordshire Partnership Survey
2c	1.6	Healthwatch Herts will use its statutory power of Enter and View to assess health	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.

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		and social care environments and their quality					Volunteers have been involved in an online audit of Dental Practice websites and NHS entries.
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 2 project closed
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	Quarterly report (PIR)	Due to transition over to new website within this Qtr figures unavailable at this time
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: 7,050 Twitter: 2,309 Instagram: 170
3a			Number of newsletter subscribers	n/a	3,500	Quarterly report (PIR)	Digital: 1,571 Print: 2,044 Total: 3,615
3a			Number of press releases / radio appearances	n/a	10 per year	Quarterly report (PIR)	1 Press release 2 radio interviews

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2c			Healthwatch will formally consider seldom heard communities in scoping activities and projects	This will include for example: Ethnically diverse people, Children and Young People, people with Sensory and Physical disabilities, people facing social and financial exclusion, and homeless or vulnerably housed people	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.
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)	The prioritisation tool used by HwH considers hard to reach groups. Tab 6E: 5 talks given Tab 6J: 2 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	Due in April 2021
			Number of signposting calls taken		30 per quarter	Quarterly report (PIR)	90 (Tab 6F)
			Nature of signposting calls and organisation referred onto	n/a	Qualitative	Quarterly report (PIR)	60 (Tab 6G)

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			Time taken to resolve signposting calls	This figure is reported to enable the complexity of cases to be assessed	Qualitative	Quarterly report (PIR)	137h 30m (Tab 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	New website Launched in late 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