

Contract Monitoring Projects & Activity Qtr 4 (January - March 2021)

1. Website & Social media (data broken down by media type/nr over the quarter)	
a. Number of web visits	Due to transition to new website within this Qtr figures unavailable at this time
b. Facebook reach	7,050
c. Twitter followers	2,308
d. Instagram followers	170

2. Number of groups HwH is represented on	
a. Total number:	45*
Staff	20
Board	26
Representative volunteers	6
*This total will no longer add up as we have 8 full representatives on 1 group (the difference will be 7)	

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
<p><u>Covid-19 Vaccination Engagement Surveys</u></p> <p><u>Objective</u></p> <ul style="list-style-type: none"> To understand public experiences of receiving the Covid-19 vaccine and/or public attitudes towards receiving the Covid-19 vaccine when offered. <p><u>Project aims</u></p> <ul style="list-style-type: none"> To identify areas of good practice in the vaccine rollout in Hertfordshire from members of the public who have already received the vaccine. To identify areas of improvement for the vaccine rollout in Hertfordshire. To investigate public attitudes towards receiving the Covid-19 vaccine to understand why people may want to receive or refuse the vaccine. To assess the quality of communication and information from the government and local health and social care services. To share what the public told us to help inform communications around the vaccine and the rollout programme. <p><u>Target population</u></p> <ul style="list-style-type: none"> General population. People who have not yet received their Covid-19 vaccine. People who have already received their Covid-19 vaccine. <p><u>Activity</u></p> <ul style="list-style-type: none"> Meetings to discuss the focus of the work and potential survey questions (Feb) Internal meetings to produce and finalise the surveys (Feb) Uploaded surveys onto SurveyMonkey (Feb) Survey launch preparation: creation of social media schedule and social media posts/website article/website banner/stakeholder email (Feb) Survey launch: publication of the surveys on HwH website (Feb) Survey launch: distribution of the surveys to stakeholders (Feb) Survey launch: promotion of the surveys via social media channels (Feb - present) Collated and recorded initial feedback from the public (Feb) Added questions to the surveys in response to public feedback (Feb) Carried out initial survey analysis (Feb - March)

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- Meetings to discuss and update social media communications based on gaps in the data/demographics (March)
- Produced a new social media schedule to address gaps in the data/demographics (March)
- Meetings to discuss initial survey analysis and key themes from the survey analysis for the March Interim Report (March)
- Meetings to review and finalise the March Interim Report and discuss and finalise comms to stakeholders to promote the March Interim Report (March)
- Distributed March Interim Report to stakeholders (March)
- Internal meetings to discuss and update social media comms based on gaps in the data/demographics (March)
- Produced a new social media schedule to address gaps in the data/demographics (March)

Covid-19 Vaccine Hesitancy amongst Ethnically Diverse People**Objective**

- To establish key concerns of ethnically diverse communities in Hertfordshire relating to the Covid-19 vaccine and their experience of the healthcare system more generally.

Project aims

- To establish the key concerns of ethnically diverse communities in Hertfordshire relating to the Covid-19 vaccine.
- To make recommendations to the health and social care bodies and professionals on how to tailor their communications and campaigns aimed at increasing vaccine uptake.
- To understand ethnically diverse communities' experience of health and social care in Hertfordshire, with a focus on levels of trust between BAME individuals and the NHS.
- To explore whether local NHS services are aware of such concerns, mistrust and health inequalities, and to understand what is currently being achieved to address these issues.
- To make recommendations to health and social care bodies and professionals on how they can work to build trust with these communities and to reduce health inequalities.

Target population

- People from ethnically diverse communities in Hertfordshire.

Activity

- Meetings to discuss the project focus (Jan)
- Conducted background research on reports of vaccine hesitancy and reasons for it (Feb)
- Produced first Project Initiation Document draft (Feb)
- Meetings to discuss the background research and draft Project Initiation Document (Feb)
- Attended Hertfordshire County Council Webinar - A Conversation on BAME Mental Health. Approx. 120 people in attendance (Feb)
- Meeting with stakeholders to get their feedback on the project and to ask for their interest/participation in the work (Feb - March)
- Meetings to discuss how to engage and involve potential stakeholders (Feb)

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- Carried out research into what local healthcare services are doing to address health inequalities (Feb)
- Contacted potential stakeholders to ask for their involvement/participation in the project (Feb)
- Attended Stevenage Legacy and Resilience Project - Launch Networking Event. Approx. 30 people in attendance (Feb)
- Created presentation for Black Voice Letchworth Community Meeting (March)
- Attended Black Voice Letchworth Community Meeting to raise awareness of HwH, build networks for future work, share findings on the vaccine engagement surveys, and to start to discuss our potential research. Approx. 15 people in attendance (March)
- Meetings to review the Project Initiation Document and to discuss next steps in more detail - agreement to contact stakeholders for more information to help inform the project (March)

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 healthcare 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 healthcare services for this group with those of the civilian population.
- To make practical recommendations to the Hertfordshire Armed Forces Covenant Board and Health Subgroup to allow them to identify potential projects going forward to be addressed by service providers and commissioners.

Target population

- Veterans and healthcare professionals.

Activity

- Produced first draft of the report (Jan)
- Produced final version of the report (Jan)
- Sent final report to Hertfordshire County Council for their comments (Feb)
- Updated report based on feedback from Hertfordshire County Council (Feb)
- Report sent to Hertfordshire Armed Forces Covenant Board Health Subgroup for their comments (Feb)
- External meeting with Hertfordshire County Council to discuss their recommendations and obtain quotes from the Hertfordshire Armed Forces Covenant Board (Feb)
- Report sent to Healthwatch Hertfordshire Board for sign off (March)
- Board sign off of the report (March)
- Report launch preparation: creation of email signature for staff/website banner/website article/social media plan and social media posts/stakeholder email for promotion (March)
- External meeting with Hertfordshire County Council to discuss communications and stakeholder distribution (March)
- Report launch: publication of the report on HwH website (March)

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- Report launch: distribution of the report to stakeholders (March)
- Report launch: promotion of the report via our social media channels (March)
- Collation of partner responses to the report (March)
- Produced additional social media posts to promote the report (March)
- Continued promotion of the report via Healthwatch Hertfordshire social media channels (March)

West Herts Hospitals Trust Coproduction

Aim

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

Target population

Patients & staff of West Herts Hospital Trust.

Activity

- Planning meetings with partners for coproduction board meeting (Feb)
- Co-Chairing and facilitation of coproduction board meeting (Jan)
- Debrief (Jan)
- Planning meetings with partners for next meeting (Jan-March)

Carers' Needs and Involvement in Psychiatric Inpatient Discharge

Objective

- To ensure carers of people being discharged from Hertfordshire Partnership University NHS Foundation Trust (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 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

- Planning sessions for the February advisory group meeting (Jan-Feb)
- Produced session outline for advisory group meeting (Jan)
- Collected feedback from the advisory group on the welcome resource (Jan)
- Updated the welcome resource based on feedback from the advisory group (Jan)
- Produced Covid-19 appendices for the welcome resource and discharge resource (Jan)
- Meeting with the Trust to discuss the next advisory group meeting and plans for closing the project (Jan)
- Distributed the session outline, Covid-19 appendices and updated welcome resource to the advisory group ahead of the next meeting (Jan)
- Facilitated the advisory group meeting (Feb)
- Updated the Covid-19 appendices and welcome resource based on feedback collected at the advisory group meeting (Feb)

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- Sent the advisory group the Covid-19 appendices and welcome resource for final comments (Feb)
- Collated feedback from the advisory group on the Covid-19 appendices and welcome resource (Feb)
- Meetings to discuss next steps and to prepare for the April celebration event (Feb-March)
- Meetings with the Trust to discuss the final report, action plan and preparation for the April celebration event (March)
- Updated the report and action plan based on discussions with the Trust (March)

Staying Connected Programme - Payroll and Direct Payments

Objective/project aims

- To create a co-production group with the aim of evaluating the existing Direct Payment Support Scheme operating in Hertfordshire, and how it could be improved.

Target population

- Individuals in receipt of direct payments and/or individuals who care for someone who receives direct payments.

Activity

- Meetings to scope the focus of the co-production group (Jan)
- Meeting with Hertfordshire County Council to discuss the purpose of the work and recruitment of participants (Feb)
- Conducted background research into the Direct Payment Support Scheme in Hertfordshire and how it currently works (March)
- Meetings to discuss taking the project forward and recruiting participants for the co-production group (March)
- Produced application forms and participant information sheets (March)
- Sent Hertfordshire County Council application forms and participation information sheets for their feedback (March)
- Notified by partners that the project has been paused (March)

Staying Connected Programme - Hear Me Now

Objective/project aims

- To evaluate the potential impact and outcomes achieved through the utilisation of a digital healthcare app (Hear Me Now) to improve health outcomes for people with learning disabilities and improve independence.

Target population

- Children and young people with learning disabilities.

Activity

- Meetings to discuss the focus of the work (Jan)
- Meeting with partners to discuss the project proposal and objectives of the work (Feb)
- Tested the Hear Me Now app to get an understanding of how it works and how it could be improved (Feb-March)
- Meetings to update the project proposal and to develop a project schedule (March)
- Meeting with partners to discuss the updated project proposal and schedule (March)
- Meeting with Hertfordshire County Council to discuss initial communications to focus group participants and to finalise the project schedule (March)

Contract Monitoring Projects & Activity Qtr 4 (January - March 2021)**Building a Health and Wellbeing Research Partnership with Children and their Families living in Deprived Neighbourhoods in Stevenage****Objective/project 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 Bandley 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

- Arranged a date with the University of Hertfordshire and Bandley Hill playcentre to record our experiences working on the project (March)
- Meetings to prepare communications and key messages for the recording (March)
- Meeting with the University of Hertfordshire to discuss key messages and objectives (March)

Youth Connexions Hertfordshire Partnership Survey**Objective**

- To understand how Covid-19 has affected the physical and mental health of children and young people with learning disabilities and/or learning difficulties (LDD), and to learn about their experiences of healthcare services during this time.

Project aims

- To evidence how Covid-19 has affected the mental and physical health of children and young people with learning disabilities and/or learning difficulties.
- To identify what support would help improve the mental and physical health of children and young people with learning disabilities and/or learning difficulties.
- To learn about their experiences of healthcare services during Covid-19 and what could be improved.

Target population

- Children and young people aged 11-24 years old with learning disabilities and/or learning difficulties.

Activity

- Meetings to discuss roles and responsibilities between partners (Jan)
- Meeting with Youth Connexions Hertfordshire to finalise the surveys and to discuss next steps (Jan)
- Agreement to postpone the survey until February half term (Jan)
- Continued agreement to postpone the work until schools have greater capacity (Feb)

Contract Monitoring Projects & Activity Qtr 4 (January - March 2021)**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.

NHS England/Improvement has carried out a programme of virtual location based events for patients and the public throughout January, February and March to gather feedback about the proposed move of the Cancer Centre. Their Mount Vernon Cancer Centre specific website has also received increased traffic. We have continued to promote the events and the interactive website via Twitter and news articles.

Work has begun to explore the feasibility of moving the Mount Vernon Cancer Centre to the Watford General Hospital site. The Cancer Centre would be adjacent to the Watford General Hospital, run separately but benefiting from co-location of certain key clinical services.

The Programme Board also agreed that if the Cancer Centre moves to Watford, there would still be concern around access and travel times and there could be sufficient activity to warrant a second networked radiotherapy unit. Patients from East and North Hertfordshire, are amongst the most affected by long journey times for radiotherapy.

This unit must also be co-located on an acute hospital site and this would either be the Lister Hospital in Stevenage or the Luton and Dunstable Hospital in Luton depending on which site offers greater benefit to patients in terms of improved access and safe care pathways.

Bi-weekly communications meetings take place with NHS England/Improvement and key stakeholders including Healthwatch Hertfordshire, in addition to the Programme Board meetings.

Mystery Shop of Connect Health Musculoskeletal Service PhysioLine in West Hertfordshire

To support quality improvement and enhanced patient experience in this service following poor signposting feedback and complaints to Herts Valleys Clinical Commissioning Group.

Meetings resumed with Connect Health and Herts Valleys Clinical Commissioning Group at the request of Connect Health to see how the project could be taken forward. Enter and View visits could no longer take place but the proposed telephone mystery shop of the PhysioLine service could.

The Connect Health Mystery shop and Clinic survey report has been published following approval by the Board. It includes a response from Connect Health to the recommendations.

Connect Health is also sharing the report internally across their organisation to share good practice.

Herts Valleys Clinical Commissioning Group, who are the commissioners of the service, met with Healthwatch Hertfordshire to go over the findings and plan next steps. This includes: observing the Connect Health Patient Focus group meetings, and when visits are allowed (potentially late-2021), conducting some Enter and View visits to the clinics to follow up on the findings from the report and themes from the focus group.

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Herts Valleys Clinical Commissioning Group thanked us for completing this piece of work despite the challenges posed by the Covid-19 pandemic.

Audit of dental practice websites and their NHS entries in Hertfordshire

To audit the dental and NHS websites to evidence whether dental practices are adhering to the NHS England 'Expectations' letter sent January 2021, and to identify any improvements that can be made to the patient experience in accessing NHS dental services.

For Hertfordshire, there are 158 general dental practice NHS entries and most dental practices also have their own website. Over a 3 week period in March, the Healthwatch Hertfordshire Quality Manager and 6 of our volunteers audited all the NHS and dental practice websites in Hertfordshire following a checklist that has been shared with NHS England East of England (Dental).

Currently the data is being analysed and a report and recommendations will follow.

Summary of Dental Enter and View visits and self-audit checklist

A summary of our Programme of Enter and View visits has been compiled with an accompanying self-audit checklist for dental practices. The report was published in March and shared with the Herts Local Dental Committee Secretary, who is keen to share the findings more widely. The Healthwatch Hertfordshire Quality Manager has also been invited to attend a meeting of the Hertfordshire, Bedfordshire and Milton Keynes Local Network leads representing the west of the East of England dental network.

Website Review - Changing platform and provider

Activity

- Designed and created new site (Jan-March)
- Management of review, transfer, design and sign off process (Jan-March)
- Weekly operation and progress meetings (Jan-March)
- Monthly progress meetings with Healthwatch England (Jan-March)
- Review of all website content against strategic objectives (Jan - March)
- Adapted, rewrote and created new content for new site (Jan - March)
- Created and managed redirects list (Jan-March)
- Designed and delivered staff training for new site (Feb-March)
- Created and reviewed a 'website review schedule' for managing the site going forward (Feb-March)
- Attended Google Analytics training (March)
- Internal strategic review of site before launch (March)
- Liaising with third parties to prepare for public launch (Jan-March)
- Internal launch preparation for Board and Team (Feb-March)
- Virtual launch meeting for Board and Team (March)
- Website live with public (March)
- Liaising with Healthwatch England and new provider about technical issues (March)

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

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We continued our regular newsletter communication with volunteers, including invitations for them to take part in some of the above-mentioned projects and updates on projects they participated in late last year.

4. Holding commissioners and providers to account and partnership working

Please note, as would be expected, many meetings took place via Zoom or MS Teams during the quarter and unsurprisingly there was a focus on both the impact of the pandemic, its impact and planning for service resumption when the latest lockdown is eased. We have used the term meetings - these were all virtual during this period. The meetings also 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.

Hertfordshire and West Essex Integrated Care System - During the period contact has predominantly been at an operational level and mainly focused on vaccination and the plans/actions to manage the rollout of the vaccine.

Herts Valleys Clinical Commissioning Group - As mentioned last quarter we have instituted monthly meetings at the request of the Managing Director of the Clinical Commissioning Group to look at important issues, pressures and challenges, and service performance from a patient and commissioning perspective. Issues covered in recent meetings include Covid pressures on West Herts Hospitals Trust, redevelopment of the Trust, vaccination particularly for housebound patients and the importance of involving patients in service redesign.

East and North Herts Clinical Commissioning Group - We now have regular meetings with the new Acting Associate Director - Quality Improvement at the Clinical Commissioning Group. The meeting looks at how they use Healthwatch information and research to help assess provider performance. It has also covered important themes raised through signposting such as vaccination, access to GPs, and at the last meeting covered examples of ineffective communication that some services have had with patients. Service changes such as how B12 injections were changed were also raised and the Clinical Commissioning Group has said they will investigate.

Joint Meeting with Herts Valleys Clinical Commissioning Group and East and North Herts Clinical Commissioning Group - We held our first joint meeting with the Chairs and Managing Directors of the Clinical Commissioning Groups. The meeting focused on shared concerns across the county and included: Covid and current challenges faced in the system, registration, vaccination, new hospital development, increased demands for mental health services, and behavioural changes during the pandemic.

East and North Herts Integrated Care Partnership Board - Following our invitation by the Development Director of the East and North Hertfordshire Integrated Care Partnership to become members of the new Integrated Partnership Board and lead on patient participation, we have attended Board meetings regularly. We have worked with partners across the system to develop a model of effective patient involvement across the area which will include the new community assembly to be chaired by Healthwatch Hertfordshire.

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Mental Health and Learning Disabilities Integrated Care Partnership - The Partnership has commissioned *Niche Health and Social Care Consulting* to assess the increased demand for mental health and learning disability services. The work included focus groups to understand the issues including one for ourselves, Healthwatch Essex and Viewpoint.

West Hertfordshire Hospitals Trust - During the quarter we had meetings with both the Chair & Chief Executive, and the Director of Nursing. The hospital redevelopment was discussed, and we have also been involved with the work of the reference group to help ensure an open and supportive process for patients to be heard. Additionally, we covered management of Covid and the effectiveness of the virtual ward.

Issues from signposting discussed with the Trust included the importance of timely communications with the next of kin, and effective communication with family around 'Do Not Attempt Resuscitation' particularly during the pandemic or if there are sensitive or language factors.

The Trust have been very keen to continue our co-production work and the Board met in January to further determine key projects for coproducing service improvements within the Trust. More detail is provided in section 3.

Princess Alexandra Hospital NHS Trust - Our meeting with the Chief Executive and Director of Strategy covered similar ground to our meetings with other Acute Trusts including: managing covid, learning from previous waves and treatment, pressures on staff, and the risk management by clinicians of all waiting lists. We also focussed on the Trust's redevelopment plans and the importance of patient and community involvement including residents in the east of Hertfordshire.

Herts Partnership University Foundation Trust (HPFT) - Our regular meeting with Board members was attended by the Director of Quality and Safety and the Director for Service Delivery and Service User Experience. The meeting focussed on the increased demands for services both in terms of number of people needing help and the acuity of those people. As examples, the Trust highlighted pressure on inpatient places for young people and an increase in the number of people needing help with eating disorders. The meeting referenced the need for service transformation to address increased demand.

We also briefly covered the meeting we had with the Managing Director, West Strategic Business Unit, and the Director of Change, Grow, Live, Spectrum to revisit the protocol for patients who have mental health and misuse challenges. At this meeting, we proposed improvements to the protocol which are now being addressed.

Hertfordshire Community Trust - Our work with the Trust during the quarter included an important early meeting with the Head of Communication to explore issues around vaccination which the Trust led across Herts, Bedfordshire, Luton, and Milton Keynes. We also represented the patient perspective in the interviews for the new Head of Communications post.

Unfortunately, service pressures meant that the Trust needed to cancel our planned meeting with the Director of Nursing at short notice.

Central London Community Healthcare NHS Trust - We held our regular meeting with the Divisional Director of Nursing and Therapy, which included the Trust's management of the pandemic and the challenges faced. New ways of providing services, the challenge of Long Covid and the impact of the last year on staff were also covered. The Trust additionally

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outlined some of its plans for service improvement and we discussed the opportunities for enhanced patient involvement, currently delayed because of Covid.

Hertfordshire County Council (HCC) - Social Care - Our regular meeting with the Executive Member and the Director of Social Care covered the latest wave of Covid and the impact on service users. We also looked at vaccination and learning from previous waves, and revisited the challenge of enabling a sustainable care home sector, as well as the importance of the Voluntary and Community sector and new models of commissioning. This meeting complemented our session with the Assistant Director for Health Integration which included work done to support residents in care homes and home care, staff recruitment and retention, vaccination in care homes and planning for recovery.

Hertfordshire County Council (HCC) - Scrutiny - During the quarter we were witnesses for Scrutiny topic groups on two occasions. For the West Hertfordshire Hospitals Trust Topic Group, we spoke to a paper outlining the involvement of patients and communities in the development of health services in the west of the County. For the Scrutiny Of Care Delivery During Covid Topic Group, our role was to convey the experiences of people during the pandemic, particularly focusing on signposting and our survey findings.

Hertfordshire County Council (HCC) - Public Health - Unfortunately, service pressures meant that Public Health needed to postpone the regular meeting at short notice. However, we have had regular contact with Public Health particularly around access to vaccinations and we were interviewed by the consultancy engaged by Public Health about our perspectives on wellbeing services.

Links with GP Practices and Primary Care Networks

During recent months we have been asked to give help and advice to the Limes Surgery (Hoddesdon) to help GPs explore successful partnership-working with patients, and the Meridian Primary Care Network to provide expertise on Timebanking.

Healthwatch England - We chair the Regional Network meeting of Healthwatch and held the regional meeting virtually in February which included: access to dentistry, Healthwatch and the White Paper, and opportunities for partnership working.

We were identified by Healthwatch England as one of six local Healthwatch who demonstrate key success factors through our work.

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

National Institute for Health Research (NIHR) Applied Research Consortium (ARC) East of England - We attended the Board meeting of the Applied Research Consortium where we represent Healthwatch in the region, and had the opportunity to attend a regional showcase event which included our work with young people in Stevenage and our work on patient views on data.

Public Health Intervention Responsive Studies Teams (PHIRST) - We have been invited to be part of the Core Advisory Board for the new National Institute for Health Research Central Public Health Intervention Responsive Studies Teams group and attended the inaugural meeting of the group to represent the Healthwatch network.

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Voluntary and Community Sector partners and Local Councils - Our relationship with Voluntary and Community Sector partners and District Councils has been further enhanced with partnership opportunities over recent months. This includes our survey and research work and our coproduction work with West Herts Hospitals Trust, where we have helped build the relationship between the voluntary sector and the Trust.

We have also had meetings in the last quarter with partners such as Carers in Herts and Viewpoint and have been in further contact with Age UK in terms of our shared premises and short- and long-term ways of working.

Healthy Stevenage Partnership (Stevenage Borough Council)

Consultation with the Health and Sports Strategy Manager at Stevenage Borough Council to discuss our involvement and contribution to the Healthy Stevenage Partnership. We discussed what projects we have worked on together in the last year, the success of our partnership working, and what our priorities are as an organisation going forward to establish whether there are opportunities for further partnership working in the future.

Care Quality Commission - In January we responded to the Care Quality Commission's request for feedback on Hertfordshire Community NHS Trust and Hertfordshire Partnership University Foundation Trust for their 'virtual reviews'.

Covid-19 to Reset - We continue to maintain a 'Covid-19 to Reset' Holding to Account Log and Changes to Local Delivery Monitoring Log and have regular 'holding to account' reviews of the latest concerns and information and feedback from signposting and surveys. There is also a separate Covid-19 Vaccine log.

Access to dental appointments has continued to cause a large number of signposting calls, and themes have been shared with NHS England East of England (dental) and the Local Dental Network leads. Healthwatch Hertfordshire has also met with the HUC lead for NHS 111 Dental calls, to share information and feedback and to understand what the best route is for patients seeking dental treatment.

Healthwatch England has also been escalating issues around dentistry as this is a national concern.

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)

In the reserves section you will see that the end of year management accounts reflects a transfer of £10,000, from the deposit account. This transfer was made to keep Healthwatch Hertfordshire's current account in credit. The additional loss of £1649 reflects the reduced rates on interest, lost this financial year.

We will carry forward £18,158 from revenue generation into the new financial year 2021/2022, as this was not paid before the end of March 2021.



End of year
management account