

1	CONTACT INFORMATION	
Name of your service:	Healthwatch Hertfordshire	
Address of your service:	Kings Court, London Road, Stevenage	
Postcode	SG1 2NG	
Your name:	Nuray Ercan	
Your job title:	Head of Governance and Operations	
Your phone number:	01707 275 978	
Your Email address:	nuray.ercan@healthwatchhertfordshire.co.uk	
Your website address:	www.healthwatchhertfordshire.co.uk	
Month return made:	April 2022 for Quarter 4 (January - March 2022)	
2	COMPLIMENTS	
	Number of compliments received in the past 3 months	27 (see attached)
3	COMPLAINTS	
	Number of complaints received by the service in the past 3 months	1
	- From service users/carers/volunteers	0
	- From staff/others	0
Summary of complaint(s) and key actions & learning undertaken as a result of complaints (please set out below):		
Client dissatisfied with the standard length of time that is scheduled for a non-urgent call back in relation to our signposting service. We are currently reviewing signposting taking account of resources and capacity.		
4	SAFEGUARDING ADULTS	
	Number of adult safeguarding referrals made in the past 3 months	N/A
	Number of adult safeguarding investigations started in the past 3 months	N/A
Key actions & learning undertaken as a result of safeguarding referrals / investigations (please set out below):		
5	STAFFING (WTE = Whole Time Equivalent - e.g. full time member of staff)	
	Number of managers (WTE) directly involved with delivering this service	3
	Number of staff (WTE) directly employed in delivering this service	8
	Number of employed staff	11
	Number of volunteers	41
	Number of volunteering hours	359.5
	Number of joiners (staff) in the past 3 months	0
	Number of leavers (staff) in the past 3 months	0
	Number of joiners (volunteers) in the past 3 months	0
	Number of leavers (volunteers) in the past 3 months	0
	Number of staff and Volunteers (if any) referred to the ISA Barred List in the past 3 months	N/A
	Have you had any change in Manager in the past 3 months?	N/A
6	OCCUPANCY AND UTILISATION	

6a	Total number of Service Users and/or Carers who have been provided with a service within the past 3 months broken down by - geographical area - age - gender - disability - ethnicity - sexual orientation - religion/belief - pregnancy/maternity - gender reassignment - marriage/civil partnership; and - (for cared for) their care group - e.g. learning disability, mental health, dementia.	3683
6b	NOT USED	N/A
6c	Total number of referrals received in the past 3 months broken down by referral source	0
6d	Total number of Initial Assessments and Reassessments/Reviews undertaken by the Service Provider in the 3 months	N/A
6e	Total number of Outreach sessions in the past 3 months	3
6f	Total number of Telephone Support Service in the past 3 months	96
6g	Total number of Signposting to other organisations/services in the past 3 months	67
6h	Total number of Referrals to other organisation/services in the past 3 months	N/A
6i	Total number of Referrals to the Council's Health and Community Services in the past 3 months	N/A
6j	Total number of Activities delivered in the past 3 months	5
6k	Total number of Counselling sessions plus numbers of people received counselling in the past 3 months	N/A
6l	Total number of refusals and the reasons for refusal in the past 3 months	N/A
6m	Total number of cases closed	96

7 ACCIDENTS

	Number of accidents in the past 3 months	0
	Please provide details below:	
	Number of accidents reported under RIDDOR in the past 3 months	N/A
	Please provide details below:	

8 OTHER INSPECTIONS (if not applicable please enter N/A)

Details of any Fire inspections in the past 3 months	
N/A	
Details of any Environmental Health inspections in the past 3 months	
N/A	
Details of any Health inspections in the past 3 months	
N/A	

6A Service Users

Age		Ethnic Group	
Under 18	0	White British	1331
18-24	2	White Irish	25

25-34	6	White Polish	8
35-44	9	White Italian	2
45-54	8	Any other White	38
55-64	6	Bangladeshi	11
65-74	2	Indian	26
75-84	2	Pakistani	18
85-89	0	Any other Asian	34
90+	0	African	24
Not known	3689	Caribbean	19
Rather not say	25	Any other Black	44
		White and Asian	8
		White and Black African	9
Gender		White and Black Caribbean	
Male	1104	Any other Mixed	10
Female	1774	Chinese	5
Transgender	3	Traveller/Gypsy	1
Not known	868	Any other ethnic group(s):	
Rather not say	1	Asian British	45
		Black British	15
Religion / belief		Arab	0
Christian	125	Romanian & Lithuanian	13
Jewish	10	Not known	2046
Hindu	3	Rather Not Say	9
Muslim	8		
Buddhist	3	Sexual orientation	
Sikh	29	Heterosexual	163
Other (please state):		Gay Man	2
Other Religion		Lesbian/Gay Woman	2
		Bisexual	8
		Not Known	3555
		Rather Not Say	10
No religion or belief	39		
Not known	3526	Resident of	
Rather not say	6	Broxbourne	250
		Dacorum	519
Number of service users who are carers	49	East Herts	437
		Hertsmere	150
		North Herts	263
		St Albans	307
Number of services users who have a disability	45	Stevenage	244
		Three Rivers	224
		Watford	417
		Welwyn Hatfield	228
		Not known	575
		Members outside of area but using Herts services	69

6E Events, Fairs, Presentations, Stalls attended			
Month	Total Number of sessions	Total Number of people who attended	
January	1	10	Presentation at Carers in Herts Learning Disability Meeting on the role of Healthwatch Hertfordshire and previous projects
February	0	0	
March	2	19	Presentation at Hertfordshire Interfaith Forum on Unequal Treatment project, presentation at Hertfordshire Partnership University Foundation Trust Carers' Group on role of Healthwatch Hertfordshire
Total	3	29	

6F Telephone Support Summary (where you have provided support to service users/carers by telephone)					
Month	Number of calls	Total duration of calls (in hours)			
October	28	45h 30m			
November	29	36h 15m			
December	39	50h 45m		Quarter 4 Total: 96 cases	Quarter 3 total time: 132h 30m

6G Signposting Summary			
Month	Nature of enquiry	Signposted to:	Number signposted
January	Concerns about side effects from COVID-19 booster vaccine	Pharmacy Complaints Manager, NHSE	1
	Complaint regarding lack of urgent NHS dental care available	111, dental practices	1
	Complaint about local lack of expertise in a particular condition for treatment of toothache	Oral Health Foundation, dental practices	1
	Request for information on local dental practices accepting children	Dental practices, 111	1
	Complaint about lack of urgent NHS dentistry for a pregnant woman	111	1
	Complaint regarding failure to accurately assess and treat patient's condition	ENHHT Complaints Dept., Hertshelp	1

	Complaint about lack of respect for patient's communication needs	Sense website, NHSE Complaints, Cambridgeshire & Peterborough CCG Patient Experience Team, RNID, Relay UK	1
	Complaint regarding long delay in arranging urgently needed dental treatment	ENHHT PALS	1
	Concerns about potential racial discrimination affecting issuance of prescriptions	Hertshelp, NHSE Complaints	1
	Complaint about long delay for much needed pain relief injections	WHHT Rheumatology, WHHT Complaints Dept.	1
	Complaint about GP unwilling to accept patient had an adverse reaction to the COVID vaccine	ENHCCG Quality Team, NHS website 'find a GP'	1
	Question about right to prescription for a particular topical (skin) treatment	Pharmacist	1
	Question regarding service for picking elderly people up after a fall	Living Made Easy, ROSPA, Graying with Grace	1
	Concerns about move from phone appointments to in-person appointments	WHHT PALS	1
	Complaint about lack of recognition for Auditory Processing Disorders	HVCCG Patient Experience Team	1
	Complaint about lack of care shown by GP Surgery	GP Practice website, NHSE Complaints, other local GP Practices	1
	Query for information on community services to alleviate isolation	Mind in Mid Herts, Herts Directory	1
	Query for information on local NHS dental practices accepting new patients	NHS website 'find a dentist', dental practices	2
	Request for information on local LD support services	Mencap, Social Worker, LD Forums	1
	Request for information on right to be seen by a dental practice when on the waiting list	Dental Practice Manager, 111, NHS website 'find a dentist', Hitchin Dental, Electric Teeth website	1
	Concerns about lack of urgency with referral for suspected cancer	GP Practice Manager, 111	1
February	Complaint about GP unwilling to provide sick note	CMHT	1
	Frustration with long delay to surgical procedure spanning more than 2 years	GP	1
	Query for information on NHS dentists accepting new patients	NHS website 'find a dentist'	1

	Complaint about failure to identify cancer before it was too late	NHSE Complaints, ENHCCG Quality Team	1
	Query for information on availability of urgent NHS dental care	111, NHS website 'find a dentist'	2
	Complaint about inadequate quality of care provided to loved one in sheltered accommodation	HCC ACS Complaints	1
	Concerns about antibiotics being prescribed without looking into cause of recurring infection	GP	1
	Query about strange cause of death	HCC Coroner's Office	1
	Complaint about quality of care provided while on hospital ward	WHHT Complaints Dept.	1
	Question about registering with a GP Surgery	NHS website	1
	Concerns regarding travel to NHS dental centre	NHS Healthcare Travel Costs Scheme	1
	Question about efficacy of Pfizer vs Moderna booster jab	Lymphoma Action website	1
	Complaint regarding continuing inadequate care provided by CAMHS	HPFT Complaints Dept., ENHCCG Quality Team	1
	Complaint about GPs' failure to identify cancer when patient presented with symptoms	GP Surgery, HVCCG Quality Team, Hertshelp, Carers in Herts	1
	Concerns about poor living conditions affecting health	North Herts Council, Citizens' Advice, MP	1
	Complaint regarding potential discrimination on basis of an LGSO judgement	LGSO, WHHT Complaints Dept., GP Practice Manager, Hertshelp	1
	Request for information on local home care agencies	Hertshelp	1
	Query for information on services to help them communicate what they need from the GP	Hertshelp	1
	Complaint about inadequate care provided by GP Surgery	CQC Website	1
	Complaint regarding poor quality care provided at New QEII Hospital	ENHHT Complaints Dept.	1
March	Complaint about inadequate treatment provided at a private hospital on NHS pay	AvMA	1
	Complaint about unfair statements made on medical records	Hertshelp	1
	Question regarding the registering of a death two years ago	AvMA, Hertshelp	1
	Complaint regarding failure to identify a mass on a scan before it was too late	AvMA	1
	Requesting information on how to postpone the start of in-person job centre appointments	Citizens' Advice	1
	Query regarding gap in service provision contracted to Millbrook Healthcare Wheelchair Services	HVCCG Quality Team	1

	Frustration with visiting restrictions still in place at care homes	.gov webpage, HCC ACS Complaints, CQC website, MP	1
	Query regarding integration of their GP Surgery with other local health services	GP Surgery	1
	Question about materials used by dentists for fillings on the NHS	NHS website, dentist	1
	Query for information on local NHS dental practices accepting new patients	NHS 'find a dentist', dental practices	1
	Question about local provisions for MSK services	ENHCCG Quality Team	1
	Feedback about a long wait to receive any diagnostic appointments despite being in severe pain	GP, ENHHT PALS, ENHHT website	1
	Question regarding right to medical equipment for living well at home on prescription	HVCCG Quality Team	1
	Query about appropriateness of response to NHS complaints	ENHHT Complaints Dept., HCT Complaints Dept.	1
	Complaint about failure to diagnose T2 diabetes	GP Practice Manager	1
	Complaints about failure to take account of patient's unique disability	MSK Connect Complaints, NHSE Complaints	1
	Question about ability to refuse care at a particular hospital	Consultant	1
	Multiple issues and complaints with various services spanning years in need of addressing	Hertshelp	1
	Complaint regarding unexplained delay to treatment	Hertshelp	1
	Complaint regarding patient's feeling that they are a low priority and have been penalised as a result	HPFT Complaints Dept., NHS Constitution	1
	Complaint about poor communication between consultants and the patient	WHHT Complaints Dept.	1
	Query for information on local NHS dental practices accepting new patients	NHS 'find a dentist', dental practices	1
	Complaint about potential medical negligence	GP Practice website, Practice Manager, NHSE Complaints	1
	Requesting information on support with the SEND system	SENDIASS	1
Quarter 4 Total: 67			

Month	Activity	Location	Number of service users/carers benefitting
January	Health & Care Partnership Community Assembly	Virtual	27
February	Focus group at the Redeemed Christian Church of God Pavilion of Redemption	Hoddesdon	26
	Watford Football Club Shape Up focus group - Watford group	Watford	14
March	Focus group at the African Caribbean Seniors and Carers Luncheon Club	Hitchin	19
	Watford Football Club Shape Up focus group - Hemel group	Hemel Hempstead	6
Quarter 4 total activity: 5			