Voice Contract Performance Monitoring and indicators Qtr 4

Below are the suggested Outcomes and Key performance indicators for Healthwatch.   HwH-15

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-Mar 2022) 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	23.02.2022
			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
Healthwatch involved in the work of the Board, advising on community engagement eg. Requests from the Board Chair to present on our research projects	**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	07.01 – ENH Health and Care Partnership Board 21.01 – SWHHCP Quality and Clinical Governance Workstream 26.01 – IP Scrutiny 27.01 – East and North Herts Tackling Health Inequalities 28.01 – IP scrutiny 03.02 – West Herts Coproduction Board 04.02 - ENH Health and Care Partnership Board 04.02 - South West Health Care Partnership Comms and Engagement mtg

							16.02 – HwE ICS System Transition Programme Board 18.02 – SWHHCP Quality and Clinical Governance Workstream 24.02 – Central PHIRST Independent Advisory Board 04.03 - ENH Health and Care Partnership Board 15.03 - SWHHCP Quality and Clinical Governance Workstream
			Number of boards, groups and committees represented on	see representation list	50 committees	quarterly report	66 Groups with HwH representation. Increase is partly due to the transition from CCGs to ICS and having groups in tandem until July 2022
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 received 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	14.01 – Mtg with ENHCCG Associate Director for Quality Improvement 14.01 – Mtg with Managing Director of HVCCG

							21.01 – Mtg with Deputy Director of Nursing at WHHT
							26.01 – Mtg with Director of Primary Care ICS
							1.02 – Mtg with ICS Alliance Lead
							2.02 – Mtg with Programme Director ENH HCP
							15.02 – Director of Nursing HPFT
							15.02 – Joint meeting of chairs and MDs of CCGs
							16.02 – Mtg with Director of Nursing and Therapies CLCH
							18.02 – HCT
							23.02 – Mtg with Associate Director Quality ENHCCG
							1.03 – HCC Scrutiny
							1.03 – Mtg with Director of Integration ACS
							2.03 – WHHT
							9.03 – ENHHT
							9.03 – WHHT Director of Nursing
							10.03 – Public Health
							10.03 - ENHHT Director of Nursing
							11.03 – HCC Children's Service

							11.03 – Princess Alexandra Hospitals Trust 15.03 – HPFT 31.03 - PAH
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. Making Local Healthcare Equal for All 2. Care Homes: Reducing Isolation through visiting 3. End of Life Care in Ethnically Diverse Populations 4. Engagement with Ethnically Diverse Populations 5. Staying Connected Programme – Hear me Now 6. Veterans and Public Health 7. Carers' Needs and Involvement in Psychiatric Inpatient Discharge 8. South and West Hertfordshire Health and Care Partnership Coproduction Board 9. Community Assembly

2c	1.6	Healthwatch Herts will use its statutory power of Enter and View to assess health and social care environments and their quality	number of visits undertaken	n/a	10 per annum	Quarterly report and visit report to service with recommendations	0 visits due to Covid-19 and guidance from HWE
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	Total 9 2 projects closed in this period 7 projects open
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)	3,636
3a			Make public aware of HwH through use of social media	Facebook reach, Twitter followers, Instagram followers	FB: 2,100; Twitter: 2,100;	Quarterly report (PIR)	Facebook: 1,699 Twitter: 2,359
3a			Number of newsletter subscribers	n/a	3,500	Quarterly report (PIR)	Digital: 1,577 Print: 1,936 Total: 3,513
3a			Number of press releases / radio appearances	n/a	10 per year	Quarterly report (PIR)	16 news articles 2 radio interviews 1 podcast interview

2c				Healthwatch will formally consider seldom heard communities in scoping activities and projects	This will include for example: Black and Minority Ethnic (BME) communities, Children and Young People, Gypsy and Traveller communities, 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/presentation/ Focus groups/stalls	n/a	On hold – nr to be renegotiated	Quarterly report (PIR)	Tab 6E: 3 talks delivered Tab 6J: 5 meetings held
Signposting and patient experience feedback								
2a	3.1		Healthwatch Hertfordshire delivers signposting to local residents and uses patent 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	26 Oct 2021
				Number of signposting calls taken		30 per quarter	Quarterly report (PIR)	96
				Nature of signposting calls and organisation referred onto	n/a	Qualitative	Quarterly report (PIR)	67

			Time taken to resolve signposting calls	This figure is reported to enable the complexity of cases to be assessed	Qualitative	Quarterly report (PIR)	132h 30m
				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 March 2021 – review schedule in place
				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