

## Contract Monitoring Projects &amp; Activity Qtr 4 (January - March 2022)

1. Website & Social media (data broken down by media type/nr over the quarter)	
a. Number of web visits	3,636
b. Facebook reach	1,699
c. Twitter followers	2,358

2. Number of groups HwH is represented on	
a. Total number:	66
Staff	33
Board	28
Representative volunteers	5

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><b><u>Making Local Healthcare Equal for All</u></b></p> <p><u>Objective</u></p> <ul style="list-style-type: none"> <li>To understand how Black, Asian and Arab Hertfordshire residents' view and experience local healthcare services.</li> </ul> <p><u>Project aims</u></p> <ul style="list-style-type: none"> <li>A better understanding of the health experiences and perceptions of Black and Asian communities in order to inform services and commissioning.</li> <li>Evidence relating to Black and Asian experiences of healthcare and how this might differ from the general population, to support the improvement of services.</li> <li>The opportunity to grow trust, confidence and engagement with Black and Asian communities to help communication and engagement work better.</li> <li>To help inform the equalities workstream of the Integrated Care System (ICS).</li> </ul> <p><u>Target population</u></p> <ul style="list-style-type: none"> <li>Black, Asian and Arab adults living in Hertfordshire, who both use or do not use local NHS healthcare.</li> </ul> <p><u>Activity</u></p> <ul style="list-style-type: none"> <li>Internal meeting to review and finalise interview questions for the NHS (Jan)</li> <li>Liaised with NHS Trusts about questions and interview (Jan-Feb)</li> <li>Analysed initial survey responses for the period of November to January (Jan)</li> <li>Internal meetings to review findings and key messages (Jan)</li> <li>Internal meetings to draft and finalise interim update to stakeholders (Jan)</li> <li>Communication to stakeholders within interim findings (Jan)</li> <li>Created and published website article and social media communications (Jan)</li> <li>Created and distributed newsletter article to stakeholders (Jan)</li> <li>Meetings with Dacorum Bangladeshi Welfare Association to discuss and arrange a focus group (Jan-March)</li> <li>Meetings with Redeemed Christian Church of God, Pavilion Church of Redemption to discuss and arrange a focus group (Jan-Feb)</li> <li>Meetings with Stevenage Muslim Community Centre to discuss and arrange a focus group (Jan-March)</li> <li>Meetings with Black Voice Letchworth to discuss and arrange focus groups (Jan-March)</li> <li>Meetings with One Vision to discuss and arrange focus groups (Jan-March)</li> </ul>

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- Interviews with Hertfordshire Community NHS Trust, East and North Hertfordshire Hospital NHS Trust, and West Herts Hertfordshire Hospitals NHS Trust (Jan)
- Created and finalised one-to-one interview questions (Jan)
- Meeting with Community Development Action to recruit participants (Jan)
- Liaising with participants to organise one-to-one interviews (Jan-March)
- Conducted one-to-one interviews with participants (Jan-March)
- Transcribed one-to-one interviews with participants (Jan-March)
- Analysed and recorded key findings from the one-to-one interviews with participants (Jan-March)
- Promotional article for CVS Broxbourne and East Herts e-bulletin created and finalised (Feb)
- Meetings with Overcome Outreach to discuss supporting the work (Feb-March)
- Meetings with Welwyn Hatfield Interfaith Forum to discuss supporting the work (Feb)
- Communications with Watford Football Club to discuss and arrange engagement (Feb)
- Created questionnaires and promotional materials for face to face events (Feb)
- Work with Dacorum Bangladeshi Welfare Association and St. Albans Islamic Centre to promote the survey (Feb)
- Meeting with Black Voice Letchworth and Purple Cloud Therapy to scope and plan focus groups (Feb)
- Created and published social media communications (Feb)
- Interviews with Central London Community Healthcare NHS Trust and Hertfordshire Partnership University NHS Foundation Trust (Feb)
- Analysed survey data from January (Feb)
- Internal meetings to review findings and key themes (Feb)
- Preparation for interviews and/or focus group at Watford Football Club Shape Up Event (Feb)
- Presented and conducted interviews at Watford Football Club Shape Up Event (Feb)
- Created and finalised presentation slides for Black Voice Letchworth meeting (Feb)
- Presented at Black Voice Letchworth meeting (Feb)
- Created promotional materials to recruit carers of and service users with Sickle Cell (Feb)
- Prepared for and held focus group at Redeemed Christian Church of God, Pavilion of Redemption Church (Feb)
- Transcribed Redeemed Christian Church of God, Pavilion of Redemption focus group (Feb)
- Input paper copy survey responses into Survey Monkey (Feb)
- Analysed survey data from February (March)
- Internal meetings to review findings from survey analysis (March)
- Created presentation slides for and presented at Hertfordshire Interfaith Forum (March)
- Meeting with Brick by Brick Communities to discuss supporting the work (March)
- Attended Brick by Brick Communities Facebook event (March)
- Attended Overcome Outreach event (March)
- Prepared for and held interview with Clinical Commissioning Groups (March)
- Transcribed all NHS interviews (Jan-March)
- Analysed NHS interviews (March)
- Preparation for interviews and/or focus group at Hemel Hempstead Shape Up Event (March)
- Presented and conducted focus group at Hemel Hempstead Shape Up Event (March)
- Prepared for and conducted focus group at African and Caribbean Seniors Luncheon Club (March)

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- Transcribed African and Caribbean Seniors Luncheon Club focus group (March)
- Distributed surveys and promotional materials at Stevenage Muslim Community Centre (March)
- Created and distributed newsletter articles for NHS, Council and Voluntary Sector for the Unequal Treatment project (Jan-March)

### Care homes: reducing isolation through visiting

#### Objective

- To understand the visiting experiences of care home residents and their families, and how the role of the Essential Care Giver ('one visitor' - see 01.04.22 new government guidance) is encouraged across Hertfordshire's care homes.

#### Aims:

- To understand what information is available online for families and friends around visiting and the role of the Essential Care Giver.
- To understand what care homes have done to facilitate visiting and promote the Essential Care Giver role to residents and families.
- To understand the experiences of residents and families during times of restrictions and alternate ramping up and easing off of restrictions.
- To make recommendations to the Strategic Quality Improvement Group that covers residential care, who are made up of providers, commissioners and scrutiny bodies. These recommendations will be focused on how the Group can ensure that residents receive high quality visits from their family and that the Essential Care Giver role is encouraged and understood by everyone.

#### Target population:

- Care home residents in Hertfordshire residential/nursing care and their families/friends.
- Care home managers/senior staff members.

#### Activity

- Project scoping and internal meetings: key objectives, aims, research design (Jan - Feb)
- Care home website audit questions drafted (Feb)
- Healthwatch Hertfordshire volunteers for online audit recruited and briefed (Feb)
- Stakeholder mapping (Feb)
- Email to key stakeholders to ask to discuss the work/any advice or intelligence they could provide (March)
- Audit of 149 care home websites carried out (March)
- Interview questions drafted and reviewed by internal team (March)
- Launch materials (social media communications, website article, flyer, launch emails) drafted and reviewed by internal team (March)
- Meeting with Age UK Hertfordshire to discuss project and support from them (March)
- Meeting with Carers in Herts to discuss project and support from them (March)
- Survey questions reviewed by internal team based on stakeholder discussions (March)

### National Institute for Health & Care Research-funded project - end of life care in ethnically diverse populations: scoping stage

#### Objective:

- The group's objective is to: 'create a truly inclusive and representative research network that is capable of addressing inequalities in end of life care.'

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### Activity

- Meeting with University of Bedfordshire to discuss project and Healthwatch Hertfordshire's potential involvement (March)
- Internal team meeting to discuss potential involvement in the project and assess against current work programme (March)

### Engagement with Ethnically Diverse Populations - public facing report

#### Objective

- To produce a public facing report documenting key themes from Healthwatch Hertfordshire's engagement with Black and Asian stakeholders, focusing on vaccine confidence and best practice in engagement.

#### Activity:

- Internal meetings to discuss key messages to be included in report (March)
- First draft of report produced (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

- Meeting with Hertfordshire County Council to discuss the report (Jan)
- Internal meeting to review and update report (Jan)
- Finalised report for Hertfordshire County Council Preparing for Adulthood Board (Jan)
- Report sent to Preparing for Adulthood Board (March)
- Liaised with Hertfordshire County Council for a response to the report (March)
- Created public facing report (March)

### 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.

There has been no word from the Government on when they will announce the next 8 new hospital schemes. The Mount Vernon Cancer Centre at Watford is one of 128 submissions looking for this funding.

Our involvement in this quarter has been to attend 2 workshops to develop a proposed set of criteria to use to identify the preferred option for a Networked Radiotherapy site. We were also asked to score the basic, preferred and enhanced reprovision options for a new cancer centre at Watford with and without networked radiotherapy.

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The Patient Reference Group which has been set up to review the NHS England & Improvement patient engagement activity and feedback has been meeting regularly and provided feedback to the Programme Board.

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

### Veterans and Public Health

#### Target population

- Veterans living in Hertfordshire

#### Activity

- Created proposal for how Public Health could better support veterans (Jan)
- Internal meeting to review proposal (Jan)
- Finalised proposal (Feb)
- Meeting with Public Health to discuss collaborative work to better support veterans (Feb)
- Meeting with Public Health to discuss the work we have done with veterans and to support them in their work (Feb)
- Reviewed and updated Public Health's action plan (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 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

- Meeting with Head of Inclusion, Involvement and Experience about the project (Jan)#
- Attended Carers' Council to discuss monitoring arrangements (Jan)
- Presented at the Trust's Carers Support Group (March)
- Discussion with the Trust on monitoring and progressing with the work (March)

### University of Hertfordshire Care Homes project (AISLA project - Analyse and Improve Spatial Layout of care homes)

The University of Hertfordshire is developing a web-based application that will help care home facilities managers to assess existing care homes and visualise possible options for retrofitting buildings based on carbon net-zero strategies. The app will analyse existing layouts of care homes, providing a number of performance ratings, suggesting points for improvements. The criteria originate from a combination of therapeutic design elements (from existing literature), net-zero strategies and from users' feedback.



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The project is conducting some research with the aim of producing an app that would support care home managers to look at their home and make improvements to the environment. Improvements could relate to: supporting their delivery of care, improving the experience of residents, and going towards meeting the sustainability agenda.

They are using Healthwatch reports in this research and were keen to engage with us as part of the project. We have supported them with understanding the social care landscape and putting them in touch with key people such as the Herts Care Providers Association, Carers in Herts and the Care Homes Strategic Quality Improvement group.

When the app has been developed we will support with the review.

### South and West Hertfordshire Health and Care Partnership Coproduction Board

#### Objective

- To support the South and West Hertfordshire Health and Care Partnership to develop and launch a Coproduction Board.

#### Target population

- Residents of the south and west areas of Hertfordshire

#### Activity

- Meeting with South and West Hertfordshire Health and Care Partnership to discuss the work (March)
- Internal meeting to review and update proposal (March)
- Sent South and West Hertfordshire Health and Care Partnership updated proposal (March)
- Scoped high level project plan and key stages (March)

#### Communications Activity

- Implementation of new newsletter purpose and style - production of design templates, impact article templates, internal meetings for decision and agreement of actions, distribution of letters to existing subscribers to detail upcoming changes (Jan-March)
- Liaised with Healthwatch England re new visual branding guidelines and resources for implementation (Feb)
- One Vision Podcast (Feb)
- Creation of new team email signatures (Jan)
- Media interviews with BBC 3 Counties about NHS dentistry (Jan) and public satisfaction with the NHS (March)
- Headlines email written and distributed to Board and representatives, outlining current key issues (Feb)
- Ongoing monitoring of social media platforms to promote our key messages and engage with followers (Jan-March)
- Annual review of Healthwatch Hertfordshire website (March)
- Supporting local charities, Healthwatch England initiatives, Hertfordshire County Council and NHS/social care organisations via social media (Jan-March)
- Preparing the annual report (March)

#### Website Articles

- 'Young Carers call for support, not sympathy'

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- 'Working with Local Councillors and Community Groups to Tackle Ethnic Health Inequalities'
- 'Feeling anxious or worried? You're not alone.'
- 'Putting the voices of children and families first' (Stevenage playcentre project)
- 'Joining up services in East and North Herts' (Community Assembly)
- 'Help shape local services for low mood and depression' (Hertfordshire Partnership University Foundation Trust)
- 'Need support for an eating disorder?'
- 'Children's Mental Health Week, 7-13 February'
- 'Take action this World Cancer Day'
- 'Breaking down barriers to cervical screening'
- 'Local people are telling us that they feel their race or ethnicity sometimes affects the quality of healthcare they receive. Do you feel the same?'
- 'Having problems with your GP Practice, but not sure what you can do? We can help.'
- 'Supporting recovery after Covid-19'
- 'Latest update on the Covid-19 vaccination programme'
- 'England has returned to Plan A - Covid-19 guidance'
- Continued to update Coronavirus advice and information in line with changing Government guidance.

### 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

We continued our bi-monthly newsletter communications with the volunteers throughout the period, which included updates on previously advertised projects and invitations to get involved with new ones.

## 4. Holding commissioners and providers to account and partnership working

*Please note, as would be expected, meetings continued to take place via Zoom or MS Teams during the quarter and there was a focus on the pressures faced by the NHS and Social Care in the period and the impacts on patient care. 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. The section also highlights approaches focusing on equalities and patient and community involvement.*

*Demands on services remain a theme discussed at all meetings and our role is to ensure that demand management reflects patient needs and safety.*

*All meetings also looked at the management of the latest variants of the Covid and the impact on services. This produced challenges everywhere such as on workforce, absences across the NHS, and ongoing demands on beds impacting on elective surgery in all our local acute trusts. The meetings did reiterate that demands on intensive care services were less than with previous variants, though management of people with the virus is an ongoing factor in service planning.*

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**Hertfordshire and West Essex Integrated Care System** - There have been further significant opportunities to be involved with the Integrated Care System around primary care and equalities and diversity. We have also had further meetings with the Director of Primary Care and our colleagues in Healthwatch Essex to finalise a model of patient engagement across primary care as part of a broader approach to patient and community involvement.

We have continued to be involved with Integrated Care System Inequalities and are part of the associated Workstream group. Aspects of the work included: meeting with the Integrated Care System lead about a model of patient involvement at the Integrated Care Partnership's Committee (and more widely); being part of the steering group for the development of the Voluntary, Community, Social, Faith and Enterprise (VCSFE) sector alliance; looking to enhance involvement of people from diverse communities; addressing digital exclusion; as well as exploration of approaches following the NHS Core20PLUS5 approach.

In addition, we met with the Cancer Project Manager to discuss plans for involving patients in their work and shared our website article on barriers to cervical screening.

**South and West Herts Health and Care Partnership** - Our involvement with the partnership continues to be considerable. This includes our lead role in developing coproduction approaches across the partnership, and our more general involvement with the Communication and Engagement Workstream. We also attend the Quality and Clinical Group of the partnership to help encourage a patient perspective in the development of quality and governance processes.

**East and North Herts Health and Care Partnership Board** - We are members of the Partnership Board and lead on patient participation, as well as continuing to attend monthly Board meetings. We are collaborating with partners across the system to develop a model of effective patient involvement across the area and held the second meeting of the Community Assembly (chaired by Healthwatch Hertfordshire). We are additionally involved with the Board's group looking at health inequalities to complement the data around Population Health Management and our research and engagement with ethnically diverse communities.

**Joint meeting Herts Valleys Clinical Commissioning Group and East and North Herts Clinical Commissioning Group** - We held our latest joint meeting with the Chairs and Managing Directors of the Clinical Commissioning Groups. The meeting focused on shared concerns across the county and included demands on the system. The particular challenges around mental health and primary care were discussed, with an agreement that the NHS will provide Healthwatch with explanatory materials so we can help to increase awareness of the roles of different professionals at GP Practices.

**Herts Valleys Clinical Commissioning Group** - As previously mentioned, we have instituted monthly meetings at the request of the Managing Director of the Clinical Commissioning Group to look at prominent issues, pressures and challenges, and service performance from a patient and commissioning perspective. Issues covered in recent meetings have included access to primary care and the significant challenges facing mental health services.

**East and North Herts Clinical Commissioning Group** - We have regular meetings with the Associate Director - Quality Improvement at the Clinical Commissioning Group. The meeting enables their use of Healthwatch information and research to help assess provider performance. This meeting has now become county wide ready for the Integrated Care System changes in July 2022. It has recently covered issues such as: access to primary care appointments, concerns



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about communications and telephony systems, new approaches to referrals by primary care to Emergency Departments, and access to vaccinations for housebound people.

**East and North Hertfordshire Hospital Trust** - During the quarter we had our regular meetings with the Chair and Chief Executive. This provided the first opportunity to meet with the new Chief Executive and get his insight into challenges facing the Trust, including managing increased demands on services and how transformation of services is likely to be needed to meet this. The meeting provided updates on waiting list management and the continuing pressures on Accident and Emergency Services. We also discussed renal and heart services and discussed our work on unequal treatment.

Additionally, we held our regular meeting with the Director of Nursing which enabled us to raise issues from our signposting and research work. These included: Emergency Department arrangements to ensure patient and staff safety, and to help patient wellbeing; we also discussed patient involvement in Emergency Department redesign. The matter of opportunities for models of enhanced patient participation at the Trust was introduced via this meeting as well.

**West Hertfordshire Hospitals Trust** - At our meeting with the Chair and CEO we covered the Trust's redevelopment plans, the move to Teaching Hospital status, pressures on services and the impact of the pandemic on staffing levels. The Trust also gave more details on the successful virtual hospital approaches and how the acute hospitals have supported each other to address demands on services which can vary from day to day and place to place.

At our regular meeting with the Director of Nursing, we covered a range of issues raised with us including availability of termination services (not a concern at this Trust), ensuring patient dietary needs are met, liaison between GPs and the Trust, and communication with patients following the redeployment of staff who ran the Family Liaison service.

We have also continued our involvement in Trust Development forum and our joint chairing of the Trust's Co-production Board. The Co-production Board meeting in the quarter provided an opportunity for assessing progress on key co-production projects and also exploration of greater Trust staff involvement in community-focussed activities.

**Princess Alexandra Hospital Trust** - In the quarter we met the new Chair of the Trust and held our regular meeting with the Chief Executive and Director of Strategy and Estates. We discussed pressures on the Emergency Department and the Urgent Treatment Centre and the new facilities developed for integration with primary care. Progress on addressing restoration of elective surgery and actions taken to address the Care Quality Commission inspection last year were also covered.

Redevelopment plans and the latest position on these were provided. We included outlined work on unequal treatment and the Trust was keen to ensure involvement of ourselves in strategic and development work there.

The New Hospital Stakeholder Group meetings have been put on hold until September 2022 as they await further government guidance.

**Hertfordshire Partnership University Foundation Trust (HPFT)** - Our regular meeting with the Chief Executive and Directors took place during the quarter. Much of the focus of the meeting was on the significant demand faced by mental health services. Over the last two years, and particularly in the last six months, this has been significantly greater than was expected. Some

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of the areas of concern reflect feedback through our research and signposting services - including eating disorder services and Child & Adolescent Mental Health Services. Backlogs are increasing as more people need services and people accessing services are more ill. Services from community-based support through to complex needs inpatient-services are impacted. The Trust has adopted a 'restore, reset, reshape' approach to manage the challenges. The Trust reiterated its commitment to further involving service users and carers and working closely with ourselves was emphasised.

During the period we also met with the Trust to discuss their inclusion strategy and attended a meeting of the Carers' Council to discuss monitoring arrangements for the Trust's implementation of the actions resulting from our work on support for carers.

**Hertfordshire Community Trust** - During the quarter we held our regular meetings with the Chair & Chief Executive. Items covered included the Trust's response to the booster vaccine campaign, the importance of effective integration of services and the challenges of delivering services for children and young people, including the added demands for services as a result of the pandemic and lockdowns. As mentioned previously, these are issues which are likely to require new models of service provision between partners. We also discussed effective implementation of Population Health Management approaches.

**Central London Community Healthcare NHS Trust** - Our meeting with the Director of Nursing and Therapies covered issues to do with demands on current services and pressures on staffing levels, as well as the increasing focus the Trust is now able to put towards areas of service need or enhancement (such as around neurology and pulmonary rehabilitation). We discussed palliative care and the Trust's work with hospices, plus services for Long COVID.

**Hertfordshire County Council (HCC) - Social Care** - The new Executive Member for Social Care at Hertfordshire County Council met with us to understand the role of Healthwatch and how we hold the system to account. She was very positive about our work and its importance. Our regular meeting with the Director for Health Integration covered strategic issues including impacts of reduced funding, staff retention, sustainability of the sector, and the importance of the Community Assembly to ensure prevention and social care are given prominent voices.

**Hertfordshire County Council (HCC) - Children and Young People's Services** - At our meeting with the Director and Executive Member for Children and Young People's Services, much of the focus was on areas of high demand including: children in care, the pressure on mental health services and access to specialist beds, in addition to the significant challenges for SEND (Special Educational Needs and Disabilities) Services where new approaches are being trialled to try to improve access to services.

**Hertfordshire County Council (HCC) - Scrutiny** - We held the regular meeting between our Chair and the Chairmen of the Scrutiny Committees where the focus was around social care provision and communication, pressures on mental health services and our work on health inequalities.

**Hertfordshire County Council (HCC) - Public Health** - Our meeting with the Director of Public Health focused on a wide range of issues including management of the pandemic going forward, Long COVID and seasonal pressures such as the risk of a more serious outbreak of flu next winter. Population Health Management and demand on the NHS including primary care were explored. We held a separate meeting with the Director and other Public Health staff to explore opportunities for building on our work with veterans to look at challenges of substance misuse.

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**Hospices in Hertfordshire** - We have now established quarterly meetings with and the Chief Executive of the Isabel Hospice on behalf of all the hospices in Hertfordshire.

**Kooth** - During the quarter we met with Kooth who provide personalised electronic mental health support for young people. We were able to discuss issues raised with us through signposting and research and understand how young people can access these services.

**Healthwatch England** - We chair the Regional Network meeting of Healthwatch and held the regional meeting virtually in March. This meeting included Healthwatch England presentations on national policy development and how they use data from local Healthwatch. There was also a discussion with HUC about NHS 111 services and how to address the needs of people whose first language is not English or who have problems with hearing loss.

We had the opportunity to meet the new Director of Healthwatch England at a virtual meeting and held a meeting with the Regional Lead at Healthwatch England to review our assessment under the Quality Framework. We also had further meetings with Healthwatch Essex to explore opportunities to work together with the Integrated Care System, and with Healthwatch Luton to explore ways of providing services differently following the pandemic and its impact. We are also part of the group planning the Healthwatch East of England Regional Conference in July.

**Healthwatch England's Accessible Information Campaign #YourCareYourWay** - We received the Freedom of Information request results from Healthwatch England for:

- West Herts Hospitals NHS Trust
- The Princess Alexandra NHS Trust
- East and North Herts NHS Trust
- Hertfordshire Community NHS Trust
- Central London Community Healthcare NHS Trust
- Hertfordshire Partnership University NHS Foundation Trust

We are following up with the each Trust, as appropriate.

**Links with Health Research and Universities** - In addition to our project work with the University of Hertfordshire, we are members of the Advisory Board of The National Institute for Health Research (NIHR)'s Public Health Intervention Responsive Studies Team (PHIRST) in the central region and attended the meeting in this quarter. Also, under the Institute are the Applied Research Collaborations (ARCs) where we are Board members in the Eastern Region. This quarter we have been involved in the shortlisting for the interviews for the new Director of the local collaboration.

**Local Councils and Voluntary and Community Sector partners** - As mentioned previously, our relationship with Voluntary and Community Sector partners and District Councils has been further enhanced with partnership opportunities over the last year.

We have been working closely with the CDA (Community Development Action) Herts, where we are working together on addressing inequalities (see section 3). and we are also part of the Covid Recovery Advisory Group. We are additionally on the advisory group of the Hertfordshire Equalities Council.

Our work to build partnerships in the quarter has included meetings with Hertfordshire Independent Living Service and Carers in Herts; we have continued to be in contact with Age UK regarding our previously shared premises and our move to a new office.

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**Quality Accounts** - We were approached about the annual Quality Account reviews this quarter by:

- Royal Free London NHS Foundation Trust
- Central London Community Healthcare NHS Trust
- Hertfordshire Community NHS Trust

**Care Quality Commission (CQC)** - We had one request for feedback from an inspector of care homes in the period.

**Holding to Account Log** - We continue to maintain a 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.

As before, many of the themes echo the key themes that Healthwatch England is monitoring such as access to GPs, access to dentistry, care home visits, and long waits for surgery.

The Changes to Local Delivery Monitoring Logs and the COVID-19 Vaccine log started at the beginning of the pandemic when there were many changes to services and patient rights were retired at the end of March. Covid restrictions still in place and new changes will be monitored through existing channels.

### 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)



Year End  
Management Account