

Highlights from the Year: 2019/20 Contract Monitoring Data

Intro

These are the figures/numbers taken from the PIR. The projects and activity document will give a lot of data in addition, however this document gives a feel for the high-level statistics.

Summary Page

Compliments Received:

136

Complaints Received:

1

Total Number of Volunteers at the End of the Year:

39

Total Number of Volunteering Hours:

1,074

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Total Number of Service Users Engaged With:

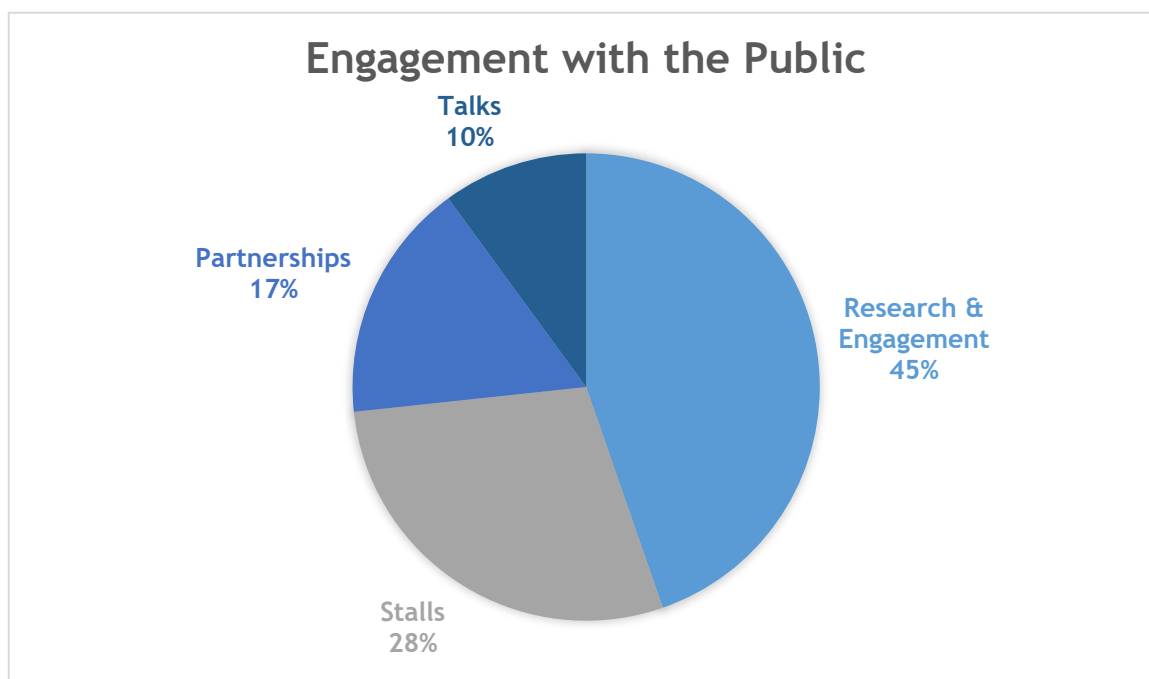
3,830

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Ways Healthwatch Hertfordshire engaged with the Public:

We participated in 41 engagement events, speaking to 1593 members of the public. Please see below for the breakdown of how that was achieved:

- 21 Activities related to Research & Engagement Projects (715 people)
 - NHS Long Term Plan (202 people)
 - Annual Health Checks (183 people)
 - Health and Wellbeing of Children and Young People in Deprived Neighbourhoods in Stevenage (172 people)
 - Herts Pride (158 people)
- 5 Stalls at Events promoting HwH (454 people)
- 7 Partner Events/Meetings where we led or facilitated (264 people)
 - National Institute of Health Research Applied Research Collaboration East of England Theme Leads Executive Meeting (Jan - 35 people)
 - STP Community Group (Jan - 30 people)
 - HWE Strategic Co-Production Group (Jan - 15 people)
 - Launch of WHHT Strategy (Jan - 65 people)
 - Public Meeting re overnight closure of New QEII (Aug - 50 people)
 - ENHHT AGM (Jul - 34 people)
 - A Healthier Future Community Reference Group (Apr - 35 people)
- 7 Talks at Meetings/Forums promoting HwH (160 people)



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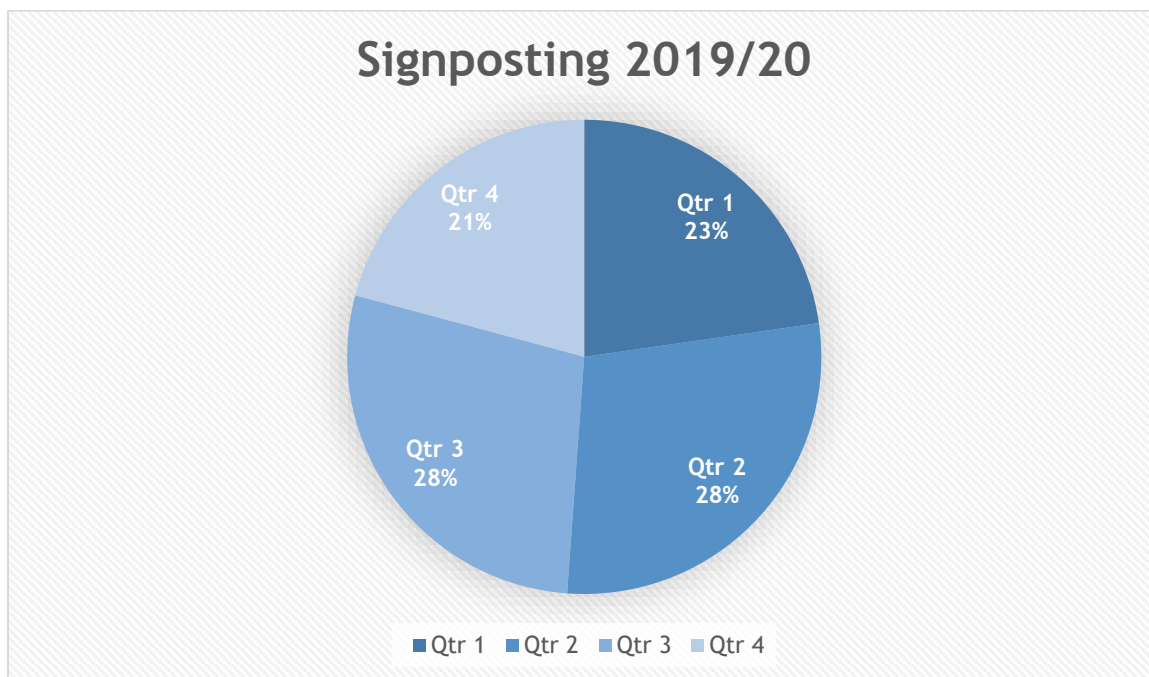
Staff Time spent Signposting:

456 hours 45 minutes

Number of Signposting Cases taken:

317

Here is how that divided up in the year:

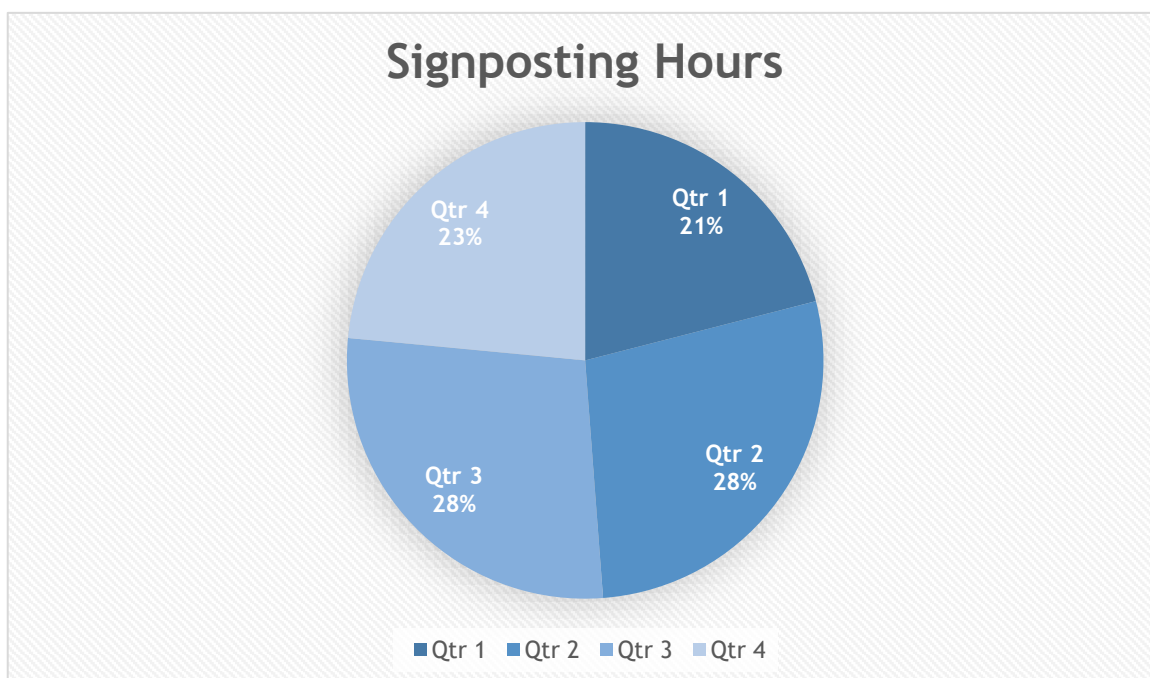


Quarter 1 (Apr-Jun 2019): 72 cases

Quarter 2 (Jul-Sept 2019): 90 cases

Quarter 3 (Oct-Dec 2019): 89 cases

Quarter 4 (Jan-Mar 2020): 66 cases



Quarter 1 (Apr-Jun 2019): 96h

Quarter 2 (Jul-Sept 2019): 126h 30m

Quarter 3 (Oct-Dec 2019): 126h 45m

Quarter 4 (Jan-Mar 2020): 107h 30m

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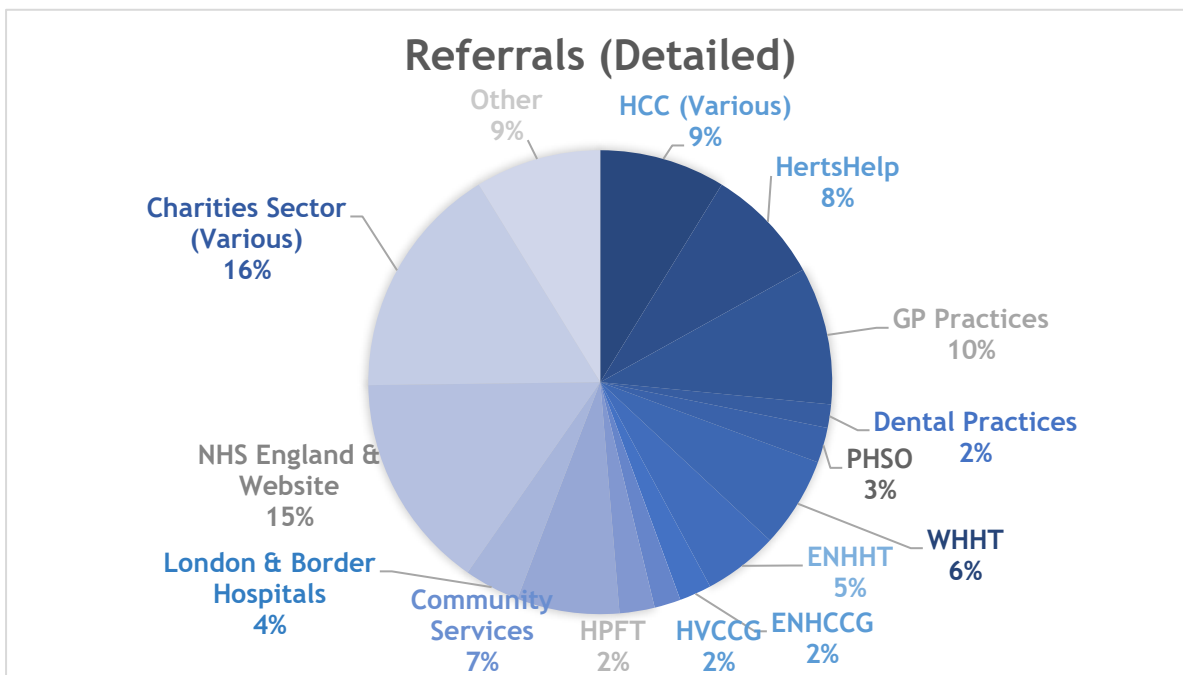
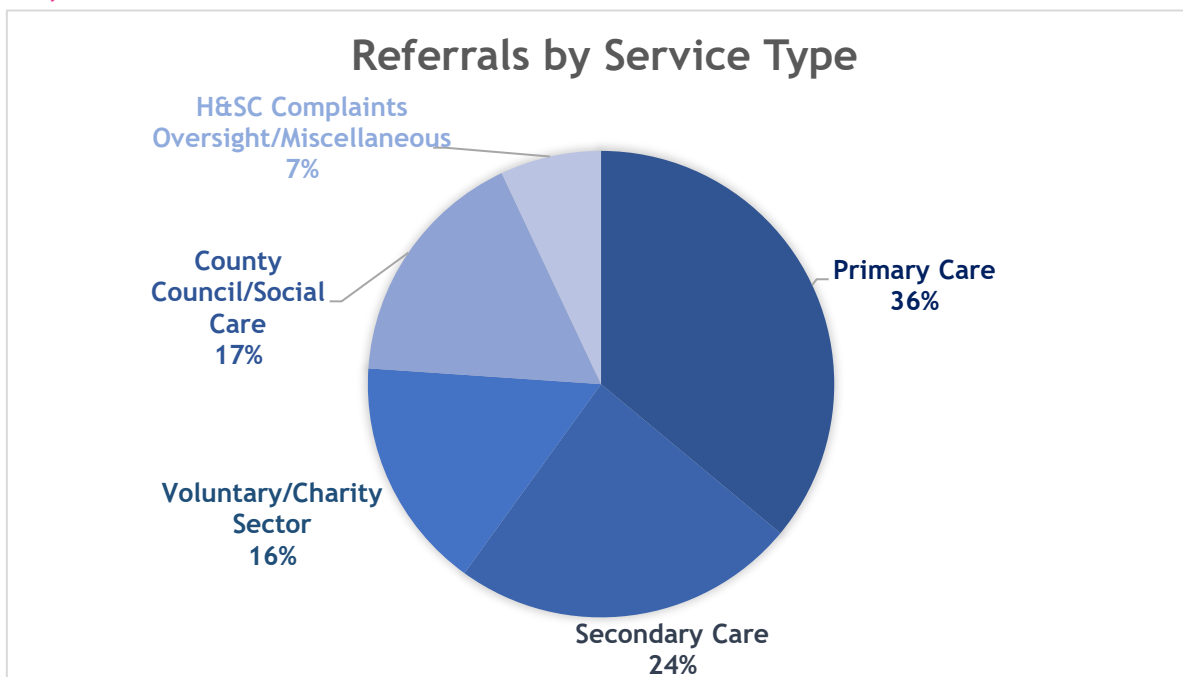
Total number of service users we referred to another organisation:

236

Total number of times we referred onto another organisation:

372

Now, here is how we referred service users on:



The most referred to services/organisations were:

1. Charities Sector (Various) - 16%

2. NHS England and its Website - 15%
3. GP Practices - 10%

To clarify how a much larger number of organisations and services have been divided into 15 categories, here are some examples of the organisations/services, which have been consolidated into one category:

- 'Community Services' includes: HCT District Nursing, CLCH District Nursing, Community Health & Eyecare, etc.
- 'London & Border Hospitals' includes: PAH, Royal Free, Hammersmith Hospital, etc.
- 'Other' includes: Local Government Ombudsman, NICE, ICO, etc.

For information, issues would usually be discussed with the provider, and if not resolved, escalated to the commissioner.

If anyone would like to see further breakdown of these 15 categories, please do just ask.

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Total number of people engaged with through HwH organised activities:

160