

### Contract Monitoring Projects & Activity Qtr 1 (April - June 2023)

| <b>1. Website &amp; Social media (data broken down by media type/nr over the quarter)</b> |              |
|---|--------------|
| a. Number of web visits   | <b>6,300</b> |
| b. Facebook reach   | <b>1,823</b> |
| c. Twitter followers  | <b>2,390</b> |

| <b>2. Number of groups HwH is represented on</b> |           |
|--|-----------|
| a. Total number:                                 | <b>53</b> |
| Staff  | <b>34</b> |
| Board  | <b>16</b> |
| Representative volunteers                        | <b>3</b>  |

**NB:** One Group has 3 Board and two Groups have 2 Board members.

| <b>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</b>   |
|--|
| <p><b><u>Making Local Healthcare Equal: Healthcare Concerns in Black and Asian Communities</u></b></p> <p><u>Objective</u></p> <ul style="list-style-type: none"> <li>To understand how Black and Asian 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 and Asian 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>Contacted each local NHS Trust for a progress update in response to the recommendations (April)</li> <li>Collated progress update from each local NHS Trust (April – June)</li> </ul> <p><b><u>NHS Community Nursing</u></b></p> <p><u>Objective</u></p> <ul style="list-style-type: none"> <li>To collaborate with local Healthwatch in the East of England to explore people's experiences of community nursing.</li> </ul> <p><u>Project Aims</u></p> |

## **Contract Monitoring Projects & Activity Qtr 1 (April - June 2023)**

- To understand experiences of community nursing in the East of England region.
- To understand where and how community nurses can add value and where resources may need to be improved.
- To analyse findings and produce a report based on the engagement and findings from local Healthwatch.

### Target Population

- Service users and carers in the East of England region who have had experiences of accessing community nursing.

### Activity

- Created and finalised communication materials (website article, email to stakeholders) (April)
- Published report and shared with stakeholders (April)

## **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.

### Project Aims

- To create a working Coproduction Board for the South and West Hertfordshire Health and Care Partnership.

### Target Population

- Residents of the south and west areas of Hertfordshire.

### Activity

- Reviewed Patient Volunteer applications (April)
- Created and finalised interview questions and template for Patient Volunteers (April)
- Created, finalised and distributed agenda and papers for the April interim Coproduction Board meeting (April)
- Co-chaired April interim Coproduction Board meeting (April)
- Created and distributed minutes and actions from the April interim Coproduction Board meeting (April)
- Interviewed applicants for the Patient Volunteer roles (April - May)
- Shortlisted applicants for the Patient Volunteer roles (May)
- Meeting with the Director of Strategy and Integration to discuss next steps for the Coproduction Board (May)
- Created, finalised and distributed agenda and papers for the May interim Coproduction Board meeting (May)
- Co-chaired May interim Coproduction Board meeting (May)
- Created and distributed minutes and actions from the May interim Coproduction Board meeting (June)

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- Meeting with the Director of Strategy and Integration to discuss agenda items for the June Coproduction Board meeting (June)
- Created, finalised and distributed agenda and papers for the June interim Coproduction Board meeting (June)
- Held introduction and coproduction session for the new Patient Volunteers (June)
- Co-created and distributed minutes and actions from the May interim Coproduction Board meeting (June)
- Created and distributed minutes and actions from the May interim Coproduction Board meeting (June)
- Co-chaired June interim Coproduction Board Meeting (June)

### **Hertfordshire and West Essex Integrated Care System (ICS) Research Network Development Programme (REND)**

#### Objective and Project Aims

- To increase participation and diversity in research, with a particular focus on reaching seldom heard communities.

#### Target Population

- General population
- Seldom heard groups

#### Activity

- Attended Integrated Care System Programme meeting (April)
- Booked venues and catering (April - June)
- Internal meetings to discuss and plan public events (April - June)
- Meetings with system project leads to discuss and plan public events (April - June)
- Created and finalised communication materials promoting the public events (website article, email to stakeholders, flyer, social media) (May)
- Populated attendance lists for events (May - June)
- Created and finalised agenda, presentations, handouts and group activities for the public events, which we ran in St Albans & Hertford (June)
- Typed up feedback from the events (June)
- Meeting with system project leads to discuss the submission for Phase Two funding (June)

### **Integrated Care Board Primary Care Workstream – Cardiovascular Disease**

#### Objective:

- To gather lived experience to feed directly into the Integrated Care Board (ICB) Primary Care Workstream.

#### Project Aims

- To explore public understanding of the risks and symptoms of heart disease

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- To understand how – and to what extent – those with a heart-disease related diagnosis self-manage their condition(s)
- To consider patients' experiences of being diagnosed with a heart-disease related condition
- To explore how the general public can be better supported to self-manage their cardiovascular health risk and existing conditions/symptoms.

Target Population

- General public

Activity

- Analysis of survey data (April – May)
- Created and finalised key findings paper (May)
- Presented key findings paper at the ICB Primary Care Board meeting (May)
- Presented key findings at East and North Hertfordshire Health and Care Partnership Community Assembly Meeting (May)
- Created draft report (May)
- Internal meetings to discuss and edit report (May)
- Created final report (June)
- Sent final report and recommendations to the Integrated Care Board's Primary Care Board (June)

**Integrated Care Board Primary Care Workstream – Engagement with People with Learning Disabilities**Project Aims

- To understand from people with learning disabilities their experiences of accessing GP services
- To explore whether the support offered to people with learning disabilities is communicated in a way that is accessible to them, and if they feel supported and listened to
- To investigate whether people with learning disabilities are supported by GP services to live a healthy lifestyle
- To identify what additional support people with learning disabilities would like to receive from GP services to help them live a healthy lifestyle

Target Population

- Adults with learning disabilities

Activity

- Created and finalised topic guide for carers and support workers (April)
- Held one-to-one interviews and focus groups (April – May)
- Transcribed one-to-one interviews and focus groups (April – May)
- Analysed one-to-one interviews and focus groups (May)
- Created and finalised key findings paper (May)

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- Presented key findings paper at the Integrated Care Board's Primary Care Board meeting
- Presented at East & North Hertfordshire Health and Care Partnership Community Assembly meeting (May)
- Created draft report (May)
- Internal meetings to discuss and edit report (May)
- Created final report (June)
- Sent final report and recommendations to the Integrated Care Board's Primary Care Board (June)
- Created and finalised presentation slides for the North Herts Learning Disability Forum (June)
- Presented key findings and next steps at the North Herts Learning Disability Forum (June)

### **Integrated Care Board Primary Care Workstream – GP Access for Autistic People**

#### Objective:

- To gather lived experience to feed directly into the Integrated Care Board (ICB) Primary Care Workstream.

#### Project aims – GP Access for Autistic People

- To explore the experiences of autistic people when visiting their GP practice
- To understand the barriers autistic people may face when accessing their GP practice, and the impact of these barriers
- To consider the parent/carer perspective on accessing GP services for the autistic person they care for
- To identify any improvements GP practices could make to be more autism-friendly, from the perspective of autistic people

#### Target population

- Adults with autism
- Parents and carers of autistic adults/children

#### Activity

- Conducted literature review and scoping of the topic (April)
- Internal meetings to discuss and agree project scope, aims and methodology (May)
- Discussions with the Integrated Care Board Clinical Lead to agree scope (April – May)
- Created and finalised survey questions (May)
- Created and finalised communication materials (website article, social media, email to stakeholders, stakeholder distribution list, flyers) (May)
- Launched survey on SurveyMonkey (May)
- Created and finalised topic guide for parents and carers (June)
- Meeting with Programme Manager within the Hertfordshire Mental Health, Learning Disability and Autism Health and Care Partnership to discuss the survey (June)
- Interim analysis of survey data (May – June)
- Created and finalised key findings paper (June)
- Started report writing (May – June)

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- Meeting with SPACE Herts to discuss the project (June)

**Integrated Care Board Primary Care Workstream – Menopause**Objective:

- To gather lived experience to feed directly into the Integrated Care Board (ICB) Primary Care Workstream.

Project aims - Menopause

- To understand the views and experiences of women living in Hertfordshire when accessing support from primary care services for the menopause.
- To find out what information, care and treatment women want/need during the menopause.
- To explore whether women are being diagnosed with the menopause, and whether the treatment they receive is appropriate and timely.
- To consider whether women trust primary care services and feel supported during the menopause.

Target population

- Women who are going through or have gone through the perimenopause/menopause

Activity

- Conducted literature review (May)
- Internal meetings to discuss and agree project scope, aims and methodology (May)
- Discussions with Integrated Care Board colleagues to agree scope (April – May)
- Created and finalise survey questions (May)
- Created and finalised communication materials (website article, social media, email to stakeholders, flyers) (May)
- Launched survey on SurveyMonkey (May)
- Meeting with Public Health to discuss Women's Health Strategy and our engagement (June)
- Interim analysis of survey data (May – June)
- Started report writing (May – June)

**Integrated Care Board Joint Forward Plan Survey**Objective

- To support the Integrated Care Board in its analysis of its Joint Forward Plan survey.

Target Population

- General public

Activity

- Analysed qualitative data from the Integrated Care Board (ICB) Joint Forward Plan survey (May)

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- Created and finalised report for the Deputy Chief of Staff, Communications and Engagement (May)
- Created presentation slides outlining key findings from the survey analysis (May)
- Presented key findings at the Integrated Care Board's Communications and Engagement meeting (May)

**Impact of the Cost of Living Crisis**Objective

- To support Hertfordshire County Council and the NHS in understanding public views towards the Cost of Living Crisis, and how rising costs are impacting physical and mental health.

Project Aims

- To explore how the Cost of Living Crisis is impacting Hertfordshire residents, and what changes people have had to make to cope with rising costs.
- To investigate the how the Cost of Living Crisis is impacting access to healthcare.
- To understand whether the Cost of Living Crisis is impacting the public's mental and/or physical health.
- To provide Hertfordshire County Council with data about use and awareness of local services and provision.

Target Population

- General public
- Seldom heard groups

Activity

- Analysis of survey data (April – May)
- Attended Hertfordshire County Council Cost of Living Response Group meetings (April – June)
- Internal meetings to discuss report content and structure (April – May)
- Created draft report (June)
- Contacted organisations to see progress in actions taken since publication of the Interim report earlier in the year.

**Public Health: Drug and Alcohol Services**Objective

- To support Public Health in engaging with service users and carers of those using in-treatment services, as part of its goal in implementing the National Drug Strategy.

Project Aims:

- To understand from service users and carers, how easy it is to access drug and alcohol services
- To explore the barriers to accessing support from drug and alcohol services
- To identify what could help service users in their recovery

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- To identify how moving between services and organisations could be improved for service users

### Target Population

- Service users with a lived experience of addiction
- Carers of someone with a lived experience of addiction

### Activity

- Meeting with Public Health to discuss topic guides (April)
- Meeting with Public Health, Viewpoint and Carers in Hertfordshire to discuss engagement and materials (April)
- Meeting with Public Health to discuss and agree communications and topic guides (May)
- Updated and finalised communications and topic guides (May)
- Meeting with Public Health, Viewpoint and Carers in Hertfordshire to discuss engagement and next steps (June)

### **HertsHelp: Mystery Shop project**

#### Objective

To understand the experience of telephone callers to the HertsHelp service and to identify themes for improvement or to highlight good practice.

#### Project aims

- A better understanding of how quickly and professionally calls are answered.
- To assess the quality of responses to set scenarios covering a wide range of services.

#### Activity

- Development of scenarios for Mystery Shop calls.
- Mystery Shop scenarios/telephone calls performed 8<sup>th</sup> May - 30<sup>th</sup> June.
- Interim findings and recommendations for improvement shared with the Herts County Councillor Commissioner in mid-June.

### **Hertfordshire Community NHS Trust (HCT) Integrated Care Co-ordination Centre (Adult Referral Hub) Telephone Mystery Shop Project**

#### Objective

To understand the experience of telephone callers to the Integrated Care Co-ordination Centre and to identify themes for improvement or to highlight good practice. This is the single point of access for all adult referrals into the Trust.

#### Project aims

- A better understanding of how quickly and professionally calls are answered.
- To assess the quality of responses to set scenarios covering a wide range of services.

#### Activity



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- Visited the Integrated Care Co-ordination Centre in Robertson House and talked to managers and call handlers.
- Drafted volunteer scoring sheet

### **User Voice Survey**

#### Objective

- To support Hertfordshire County Council in designing and promoting a survey to understand public views on local voluntary and community services.
- To support Hertfordshire County Council by analysing the findings and producing a report based on the data collected.

#### Activity

- Meetings with Hertfordshire County Council to discuss and agree scope and survey questions (April – May)
- Created draft survey questions and shared with Hertfordshire County Council (May)
- Finalised survey questions (June)
- Created and finalised communication materials (social media, website article, email to stakeholders, stakeholder list, flyer) (June)

### **Cambridgeshire and Peterborough Integrated Care System**

#### Objective

- A project focusing on the needs of the Royston population's healthcare in the context of it being provided out of county by Cambridgeshire and Peterborough Integrated Care System.

#### Target population

- Royston residents

#### Activity

- Attended Royston Infrastructure Steering Group (every 6 weeks) along with reps from Cambridgeshire Health Trusts, Hertfordshire County Council Adult Care Services, stakeholders including leads from Royston GP practices/groups.
- Attended Royston Comms & Engagement Task & Finish Group, a sub group of the Infrastructure Steering Group, meeting once a month.
- Reviewed and provided feedback on draft survey aimed at finding out about the needs and expectations of Royston residents regarding accessing various aspects of health care.

### **Alternative Provider Medical Services contracts – evaluation**

We have been asked to be part of the retendering process for Spring House Surgery, Welwyn Garden City. Training and information webinar took place in May and June.

### **East of England Strategic Review of the Mount Vernon Cancer Centre**

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No meetings of the Programme Board have taken place.

**Integrated Care Board Engagement and Communications and Local Patient Survey (Scoping)****Activity**

- Meetings with Integrated Care Board (ICB) to discuss methodology and scope for a local patient survey, and support with their communication and engagement plans (April - June)
- Created project proposal (June)

**Ethnic Health Inequalities – Home Care and End of Life (Scoping)****Objective**

- To understand the views and experiences of ethnically diverse groups on home and hospice care in Hertfordshire.

**Project Aims**

- To consider awareness of, access to, and use of, home care and hospice care amongst ethnically diverse groups.
- To explore older people in ethnically diverse groups' experiences of receiving home care and hospice care.
- To highlight any potential barriers faced by ethnically diverse groups in accessing or experiencing home or hospice care.
- To explore wider considerations of cultural competency with home care and hospice care.

**Target Population**

- To be confirmed – likely to be families in ethnically diverse communities who are currently, or have previously received home care, or any form of hospice care in the last 5 years.

**Activity**

- Met with a local Healthwatch to discuss their engagement on this topic (April)
- Met with Central London Community Healthcare NHS Trust (CLCH) to discuss possible partnership working (April)
- Met with Rennie Grove Peace Hospice Engagement Team (May)
- Met with Chief Executive of Mind in Mid Herts about their experience of working for Peace Hospice (May)

**Communications Activity**

- Supported research team with communications and social media for:
  - Cost of Living survey final report: launch planning
  - Community Nursing report
  - Promotion of Research Network Development Programme public events and follow-up article

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- Discussions re publication of completed findings - GP survey: Carers and Pharmacy (including liaison with Integrated Care Board - ongoing)
- Surveys relating to autism and menopause
- User voice survey
- Responded to media requests:
  - Greatest Hits Radio interview request for dental story
  - BBC interview request about autism/neurodivergent diagnosis issues through CAMHS
  - Greatest Hits Radio interview request re increase in eating disorders
- Assisted with Annual Report: drafting Intro, imagery, proof-reading, editing and public-facing launch article/social media
- Joint team presentation with Senior Research Manager re writing/language for Annual Report
- Promoted new hospital funding announcements
- Assisted with promoting Community Assembly meeting via website article and social media
- Planning and reviewing of website upgrade by Healthwatch England - in conjunction Deputy CEO - Governance & Operations, and, Office Manager.
- Initial work to plan future upgrade of marketing materials, banners etc
- Discussion re promotion of Cambridge Children's Hospital project to Hertfordshire patients
- Upgraded Google Analytics account in line with upcoming changes
- Provided text for inclusion in Let's Talk: Royston engagement launch
- Liaison with Signposting team re article about 'what people are telling us'
- Headlines email sent to Board and representatives
- Wrote and published HwH hard copy newsletter and e-newsletter
- Regular meetings and liaison with Integrated Care Board Communications leads
- Ongoing discussions with Communications lead for Hertfordshire Mental Health, Learning Disabilities and Autism Collaborative
- Reviewing imagery for use in Communications
- Ongoing monitoring of social media platforms to promote our key messages and engage with followers
- Continued reviews of Healthwatch Hertfordshire website and Google Analytics
- Supporting local charities, Healthwatch England initiatives, local Councils and NHS/social care organisations via social media
- Healthwatch England Workplace monitoring
- Ongoing monitoring of media stories relating to Healthwatch Hertfordshire and issues in general that may be relevant to our work

#### Website Articles

- [Improving Community Nursing in the East of England](#)
- [Cheaper HRT for women experiencing menopause symptoms](#)
- [Hertfordshire Trust first with new app for victims of domestic abuse](#)
- [Broxbourne residents struggle to access GPs](#)

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- [Research for All - Come Along to our Public Events](#)
- [Let's talk about the Menopause](#)
- [Are you autistic? Share your views on GP services](#)
- [What you've been telling us about local services](#)
- [Full funding for new local hospitals confirmed](#)
- [Community Assembly: News and Update](#)
- [Fair access for care home visitors](#)
- [Your views are helping make NHS research more inclusive](#)
- [Listening to you helped us improve local health and care - our Annual Report 2022/23](#)
- [Tell us what you think about Voluntary and Community Services](#)

### Media Coverage

- ['New hospitals should not distract from other crises in Hertfordshire' health leader warns](#)  
– article quoting Neil Tester 23/6/23

### Volunteering

Started work on reviewing the current volunteer induction process and created a new one. Wrote to all volunteers regarding plans to move from the current bank of volunteers and create a more open door for new, more diverse, faces to join us in our work in the future.

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

*Please note, most meetings took place virtually during the period, though an increasing number were face to face. The report begins with our roles around patient leadership at a strategic level, then listing meetings with commissioners and providers and summarising key themes covered.*

**Hertfordshire and West Essex Integrated Care System (ICS)** – The implementation of the Integrated Care Board (ICB) and Integrated Care Partnership (ICP) remains a key factor in our activity and provides further opportunities to be involved around: patient experience, service quality, equalities and diversity and the role of the Voluntary, Community, Faith, and Social Enterprise (VCFSE) sector. Healthwatch is seen by the Integrated Care System as a key organisation, and we have been heavily involved in work strands and meetings.

Activity has included:

- Involvement with meetings of the Integrated Care System including: the Integrated Care Partnership Board, their Primary Care Board, and Primary Care Commissioning Committee, and the Integrated Care Board Quality Committee.
- Our regular meeting with the Integrated Care Board Chair and Chief Executive to discuss strategic and operational matters and Healthwatch's roles within the System.
- Six-weekly meetings with the Nursing and Quality Team across the Integrated Care Board to raise issues from signposting and research.
- Taking part in the Inaugural Hertfordshire and West Essex System Leaders Conference
- Our involvement around equalities work within the System and membership of the System's Inequalities Strategy Board.
- Membership of the Integrated Care System Voluntary, Community, Faith & Social Enterprise Sector Alliance. Involvement with the Health Creation Strategy Group.

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- Continued meetings with East and North Herts Trust's Research Lead to explore Integrated Care Board research opportunities (see section 3)
- Regular meetings to address Primary Care Engagement and Communication with residents with the Director of Primary Care Transformation and Engagement and Communication leads. Meeting with Healthwatch Essex to develop the research programme to deliver this work.
- Involvement with the development of the new Elective Hub
- Member of a group focused on the development of a patient experience dashboard

**South and West Herts Health and Care Partnership (SWHCP)** – Our involvement with the partnership continues to be extensive, encompassing our lead role on coproduction across the partnership. During the quarter, work has included:

- Membership of the Partnership Board with a particular role around patient involvement and coproduction.
- Co-chairing the Care Partnership's Interim Coproduction Board (detailed in section 3).
- Membership of the Care Partnership's Quality Group to ensure that the patient perspective is seen alongside clinical challenges.
- Meetings with the Chief Strategy & Collaboration Officer, West Herts Teaching Hospitals NHS Trust in their role of taking forward the shared agendas of the Trust and Care Partnership

**East and North Herts Health and Care Partnership (ENHCP)** – We also have extensive involvement with the partnership in the east and north of the county. This includes:

- Membership of the Partnership Board where we represent the patient perspective
- Chairing and managing the Community Assembly, which looks at strategic issues on health and care across the area and aims to enhance opportunities for patient involvement with workstream priorities. The latest meeting included exploring new models of patient engagement, the latest findings from our research programme, and updates on the partnership development.
- Being part of the Board's group addressing health inequalities that meets monthly.
- Membership of the Care Partnership's Quality Group which uses a 'deep dive' approach to review a particular quality concern.
- Taking part in the work to look at Tactical Commissioning in East and North Hertfordshire Health & Care Partnership
- Participation in the Care Partnership's Culture Development project

### **Meetings with Service Providers**

*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. These meetings also covered: patient and community involvement, our research on cost of living, equalities, and the resulting recommendations to organisations. These meetings complement the meetings with senior commissioning staff mentioned above.*

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### **West Hertfordshire Teaching Hospitals Trust -**

Our work with the Trust during the period included:

- Chairing the Trust's Coproduction Board

And meetings with:

- The Trust Chair regarding strategic issues including the hospital redevelopment.
- The Deputy Chief Nurse and Associate Chief Nurse to plan Coproduction Board agendas
- The Trust staff around redevelopment plans

### **Hertfordshire Partnership University Foundation Trust (HPFT) and The Mental Health, Learning Disability and Autism Health and Safety Partnership -**

During the quarter, our contact with the Trust included:

- Regular meeting with the Director of Nursing to discuss signposting and research matters
- A special meeting with the Deputy Chief Executive and the Director of Nursing to discuss concerns about Dual Diagnosis services. Concerns included demands on services and the Trust's capacity to deal with this, areas where access to services is challenging, and processes around complaints management.

### **Hertfordshire Community NHS Trust**

Although we did not have a regular meeting with the Chair and Chief Executive of the Trust, in the quarter, our involvement with Trust included our regular meeting with the Director of Nursing.

### **East of England Ambulance Service Trust (EEAST)**

Our work with the Trust during the period included:

- Our regular meeting with the Chief Executive of the Trust to discuss service issues and increased opportunities for patient involvement
- Presentation by the Chief Executive of the Trust and the Deputy Director, Urgent & Emergency Care Herts and West Essex
- Trust Senior Staff Regional meeting with Healthwatch Chief Executives

### **HUC & Healthwatch Hertfordshire**

In the quarter we had our regular meeting with the Chair and Chief Executive of the service. This meeting also led to the establishment of regular meetings between our lead signposter and the Head of Patient Experience at HUC to discuss signposting and other shared interests.

### **Central London Community Healthcare NHS Trust**

The Trust are keen to build on their relationship with us and have asked for monthly meetings between their Divisional Director of Nursing and Therapies and ourselves, which have commenced. They have also requested that we attend their quality meetings to ensure a focus on the patient voice.

### **Connect Health**

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We held our regular meeting with Service Manager - Connect Health Herts Valleys Musculoskeletal (MSK) Service to explore recent developments in the service and signposting issues about the service.

The MSK service is currently being retendered and a couple of potential service providers separately met with us to discuss opportunities for future working with us should they be successful. These were **Circle Health Group** and **Healthshare**.

### **Allied Health Professionals (AHP) Herts and West Essex AHP Faculty**

We met with the Strategic Faculty Lead to share information about our services and discuss opportunities for working together.

### **Cambridgeshire and Peterborough Integrated Care System**

- Met with communications leads to discuss the plans and engagement strategy for a new Children's Hospital. Agreed ways in which we can support communications for Hertfordshire residents.
- Attended a meeting between Herts County Council and Cambridgeshire and Peterborough Integrated Care System to share information and look in particular at service provision in Royston. This work is now a project which we are involved with (see section 3)

### **Hertfordshire County Council (HCC) – Adult Social Services –**

During the quarter we had:

- Our regular meeting with the Director to discuss service issues and any signposting feedback
- Meetings with commissioners about contract monitoring and service user engagement

### **Hertfordshire County Council (HCC) – Public Health –**

- During the period, we had our regular meeting with the Director of Public Health. This particularly focused on prevention and drugs and alcohol services, as well as an agreement to having a broader discussion about opportunities for further partnership working.
- A meeting was also held with Public Health to start to scope potential future work around engagement on school nursing services - to involve children & young people, families, and school staff on their experiences of school nursing services.
- \*C.H.A.T Coproduction (Common Holistic Assessment Tool)

### **Regional Meetings, including Healthwatch England –**

- We chair the Regional Network meeting of Healthwatch and held the regional meeting virtually in May.
- We are Board members of the National Institute for Health and Care Research (NIHR) Applied Research Collaboration (ARC) East of England and the relevant National Institute for Health & Care Research Public Health Intervention Responsive Studies Team (PHIRST Connect).



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- Work with Healthwatch England to help demonstrate the impact of our work and explore theory of change approaches to carrying out our work.

**Local Councils and Voluntary and Community Sector partners** – As mentioned previously, our relationship with Voluntary and Community Sector partners and District Councils has continued to develop. During this quarter, our work has included:

- Providing information and advice for the Voluntary, Community, Faith & Social Enterprise Alliance Steering Group activities
- Meeting about the Health Creation Strategy and how best we can support this work
- **SPACE Hertfordshire** – met with leads from the leading charity in Hertfordshire supporting neurodivergent children and young people. Discussed how they could support our research on access to GPs for autistic people and carers, potential for working together in future and information we can use for signposting in terms of the range of services and support they offer.
- Our regular meeting with Isabel Hospice on behalf of hospices within the Integrated Care Board area
- Further meeting with Hearing Advisory Service to share expertise
- Attending monthly Hertfordshire Voluntary, Community, Faith and Social Enterprise group meetings chaired by Hertfordshire County Council

### **Visiting Beyond the Pandemic - A Review of Hertfordshire Care Homes**

In response to our report and presentation, Hertfordshire Care Providers Association has created two toolkits to support care providers to give a more positive visiting experience to families and friends by providing clear, concise, and up to date messaging. This covers two of the suggestions for improvement that were made:

- Improving website information, content and design to make information more easily accessible.

Making more effective use of social media including Facebook and Twitter, as ways for families and friends to keep up to date on restrictions and activities.

### **Themes discussed and issues raised in the period include:**

- The Integrated Care System progress and challenges and moves to ensure effectiveness while avoiding duplication. Longer term funding challenges.
- Enhancing opportunities for patient and community involvement in service development and provision, and creating models to enable this.
- Demands on services and capacity across all services still important, though less challenging and the position is more stable than in the previous quarter.
- Workforce morale and issues such as the impact of industrial action (where relevant).
- Feedback from signposting and research including poor communication, ineffective, rigid, and potentially unfair appointment systems, delays to treatment, eligibility to access services.
- Cost of Living Crisis and actions being taken to address challenges faced by people.
- New hospital developments and continued opportunities for patient involvement.



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- Dual diagnosis services and pressures including actions being taken to address serious concerns and the new plans for early intervention at a community level.
- Support in Emergency Departments for people with mental health challenges.
- Challenges with accessing Special Educational Needs & Disability services.

#### **NHS Dental Services**

We provided Public Health - Herts County Council with our dental briefing paper, Select Committee evidence and signposting themes from the pandemic to June 2023.

#### **Quality Accounts**

We completed our short summary responses for the Quality Accounts of the following Trusts and Hospices:

- East and North Hertfordshire NHS Trust
- Hertfordshire Community NHS Trust
- Central London Community Healthcare NHS Trust
- Royal Free London NHS Foundation Trust
- Hertfordshire Partnership University NHS Foundation Trust
- West Hertfordshire Teaching Hospitals NHS Trust
- The Princess Alexandra NHS Trust
- East of England Ambulance Service NHS Trust
- Sue Ryder
- Garden House Hospice Care
- Isabel Hospice

#### **Care Quality Commission (CQC)**

We received requests for feedback from the Commission for:

- Haverfield Surgery, Kings Langley
- Highfield Surgery, Hemel Hempstead
- Sheepcot Medical Centre, Watford
- Gossoms End Surgery, Berkhamstead
- AW House Luton - only providing home care in Herts at the moment.
- Rookery House, Hatfield

**Holding to Account Log** - We continue to maintain a 'Holding to Account Log and have regular 'holding to account' reviews of the latest concerns and information and feedback from signposting and surveys.

#### **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)**

Core Funding reflects the 7% increase given from Herts County Council for 23/24, in the management accounts actual figures. The budget was written before Healthwatch were aware of the increase.

**Contract Monitoring Projects & Activity Qtr 1 (April - June 2023)**



Management  
Accounts Qtr 1 - 30th