

Contract Monitoring Projects & Activity Qtr 4 (January – March 2025)

1. Website & Social media (data broken down by media type/nr over the quarter)	
a. Number of web visits	5,810
b. Facebook reach	557
c. 'X' (formerly Twitter) followers	2,347
d. LinkedIn followers	998
e. Instagram followers	112

2. Number of groups HwH is represented on	
a. Total number:	57
Staff	38
Board	17
Representative volunteers	2

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

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

Objective, Project Aims & Target Population

- To increase participation and diversity in research, with a particular focus on reaching seldom heard communities.
- Target population(s): the general public and underserved groups.

Activity

- Attendance at NHS England meetings for shared learning (January – March)
- Continued support with project management and meetings (January – March)
- Scoping new project aiming to hear from the d/Deaf community about their experiences of accessing primary care (March)

Public Health: Drugs and Alcohol Services – Children and Young People Workstream

Objective, Project Aims & Target Population

- To support Public Health in engaging with children and young people (aged 14-24) using drugs and alcohol services as part of its goal in implementing the National Drug Strategy.

Activity

- Shared final report with partners (January) and published report (March)

Public Health: Drug and Alcohol Services – Prison Leavers Workstream

Objective, Project Aims & Target Population

- To support Public Health in engaging with Prison Leavers as part of its goal in implementing the National Drug Strategy.

Contract Monitoring Projects & Activity Qtr 4 (January – March 2025)

Activity

- Updated report ready for publication after the pre-election period (March)

Public Health: Drug and Alcohol Services – Service Review Workstream

Objective, Project Aims & Target Population

- To support Public Health in engaging with people with a lived experience of using drugs and alcohol, carers and staff within CGL (Change, Grow, Live) and The Living Room, with a specific focus on reviewing and improving service provision.

Activity

- Transcribed focus groups and thematically analysed data (January – March)
- Created final reports and shared with Public Health (March)

Public Health: Drugs and Alcohol Services – Stigma Campaign

Objective, Project Aims & Target Population

- To support Public Health by launching a survey to gather feedback from people with a lived experience of using drugs and alcohol, their carers/loved ones and the general public on a proposed new website to reduce stigma and encourage access to drug and alcohol support.

Activity

- Published report (January), spotlight findings on Heart Radio and BBC Three Counties radio (January)

Public Health: Drugs and Alcohol Services – Co-Occurring Needs

Objective, Project Aims & Target Population

- To support Public Health by engaging with people with a lived experience of co-occurring needs and their carers/loved ones to help improve partnership working and support across the system.

Activity

- Created and finalised topic guides (January)
- Transcribed and thematically analysed focus group data (January – March)
- Report writing in progress (March)

Phase Two: Primary Care Workstream – Online GP Services

Objective, Project Aims & Target Population

- To explore public views and experiences of using online GP services to feed into the Integrated Care Board (ICB) Primary Care Workstream.

Activity

- Published report (February)

Contract Monitoring Projects & Activity Qtr 4 (January – March 2025)

- Presented report findings to East and North Hertfordshire Health and Care Partnership Community Assembly and shared on Heart Radio and BBC Three Counties Radio (February)

Phase Two: Primary Care Workstream – Armed Forces Community

Objective, Project Aims & Target Population

- To engage with the Armed Forces Community about their experiences of accessing healthcare and how they could be better supported, to feed into the Integrated Care Board (ICB) Primary Care Workstream

Activity

- Conducted one-to-one interviews, transcribed, and thematically analysed data (January – March)
- Created final version of report (March)

Phase Two: Primary Care Workstream – Children and Young People’s Oral Health

Objective, Project Aims & Target Population

- To engage with parents and carers about their experiences of taking their child to the dentist and how they could be better supported to look after their child’s oral health

Activity

- Created questions, communications, and launched survey (February)
- Ongoing analysis of survey data (February – March)

Integrated Care Partnership Monitoring Framework

Objective, Project Aims & Target Population

- To support the Integrated Care Partnership (ICP) in gathering the general public’s lived experience and patient evidence to inform their Monitoring Framework.

Activity

- Analysis of survey data (January – February)
- Created paper and presentation outlining headline findings (March)
- Ongoing report writing (February – March)

Refugees and Asylum Seekers: Supporting the development of the Hertfordshire County Council Partnership Strategy

Objective, Project Aims & Target Population

- To explore the key health and social care issues faced by refugees and asylum seekers in Hertfordshire.

Activity

- Attended refugee and asylum seeker hotels and venues (January – March)

Contract Monitoring Projects & Activity Qtr 4 (January – March 2025)

- Created headline findings and shared with Hertfordshire County Council (March)
- Ongoing analysis and report writing (March)

Support for Autistic Adults

Objective, Project Aims & Target Population

- To support Hertfordshire County Council to explore post-diagnostic support for autistic adults and to support with the implementation of the refreshed All Age Autism Strategy.

Activity

- Created and shared project plan with key stakeholders (February)
- Ongoing creation of survey questions, topic guides, communications and engagement materials (February – March)

Smoke Free Hertfordshire

Objective, Project Aims & Target Population

- To support Public Health to understand how smoking cessation programmes could be improved, by talking to smokers, ex-smokers, and their friends and family.

Activity

- Meetings with Public Health to finalise engagement, survey and topic guides (January)
- Created communication materials and launched engagement (February)
- Conducted one-to-one interviews, transcribing and analysis (February – March)
- Created survey for GP practice staff (March)
- Ongoing analysis (March)

South & West Hertfordshire Health and Care Partnership Coproduction Board

Objective, Project Aims & Target Population

- To support the South and West Hertfordshire Health and Care Partnership to develop and launch a Coproduction Board for residents in their region.

Activity

- Ongoing management – agenda setting, meeting with partners, creating and distributing minutes, facilitation of meetings (January – March)
- Facilitated diversifying membership discussions – working group sessions and audit (January – March)

East & North Hertfordshire Health and Care Partnership Community Assembly

Objective, Project Aims & Target Population

- The assembly is involved with the Partnership's strategic direction and provides a collaborative forum for a broad range of voices to shape partnership activity. It plays a

Contract Monitoring Projects & Activity Qtr 4 (January – March 2025)

pivotal role in providing opportunities for patients and carers to take part in transformation and other improvement activity across the partnership.

- Target population: patients, carers, health and social care professionals, voluntary sector workers and local people across east and north Hertfordshire.

Activity

- Ongoing management – agenda setting, meeting with partners, management of new members, creating and distributing minutes, facilitation of meetings (January – March)
- Meetings with partners and facilitated discussion about the future of the assembly at East & North Herts Health and Care Partnership Board (February – 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 Middlesex). 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.

Activity

- The Strategic Review of the Mount Vernon Cancer Centre Programme Board meetings continued monthly throughout Quarter 4 in preparation for a Public Consultation.
- The launch date for the Public Consultation has slipped again with a potential June/July launch. We understand that NHS England remains committed to the review and has support for the Public Consultation from the Joint Health Overview and Scrutiny Committee.
- Given the delays to the reprovion of these cancer services, East and North Herts Trust is now undertaking a further review using the existing work as a baseline, to explore the risks, in partnership with key stakeholders to establish the updated risk profile across the next 10 years against the following scenarios:
 - New MVCC is operational in 2031 (as per current working assumption)
 - New MVCC is operational after 2031
 - Funding is not secured

Communications Activity

- Media enquiry from Heart Hertfordshire Radio re our *Online GP Services Report* – interview with Ivana (aired on morning news 3/3/25)
- Supported research team with Comms and social media to launch findings from:
 - Orthodontics Report
 - Online GP Services Report
 - Children and Young People Drugs and Alcohol Report
- Wrote and published Impact article relating to Cervical Screening Toolkit
- Assisted research team with refugee/asylum seeker engagement in Broxbourne

Contract Monitoring Projects & Activity Qtr 4 (January – March 2025)

- Met with Healthwatch Redbridge Comms to share insights and ideas
- Began investigations to find an alternative e-newsletter provider, as our database has exceeded Mailchimp's free options
- Planning for pre-election period and beyond
- Wrote and published HwH hard copy newsletter and e-newsletter, as well as producing and distributing the newsletter in audio form to subscribers who requested this
- Ongoing monitoring of social media platforms to promote our key messages and engage with followers and upcoming studies (Smoke Free, CYP dentist)
- Continued reviews of HwH 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 HwH and issues in general that may be relevant to our work
- Annual Report work

Website Articles

- <https://www.healthwatchhertfordshire.co.uk/news/2025-01-13/how-we-helped-challenge-stigma-around-drugs-and-alcohol>
- <https://www.healthwatchhertfordshire.co.uk/news/2025-02-04/flexibility-and-communication-would-improve-local-orthodontic-care>
- <https://www.healthwatchhertfordshire.co.uk/news/2025-02-19/people-told-us-they-would-rather-call-or-visit-their-gp-surgery-go-online>
- <https://www.healthwatchhertfordshire.co.uk/news/2025-03-05/our-research-will-improve-cervical-screening-uptake>
- <https://www.healthwatchhertfordshire.co.uk/news/2025-03-18/survey-do-you-smoke-do-you-know-what-help-available>
- <https://www.healthwatchhertfordshire.co.uk/news/2025-03-18/young-people-want-know-more-about-drug-and-alcohol-dangers>

Volunteering

During the period we ran a recruitment campaign for 3 new Trustees, including a Treasurer.

4. Holding commissioners and providers to account and partnership working

Please note, most meetings continued to take place virtually during the period, though a number are now 'face to face' or hybrid. This report begins with our roles around patient leadership at a strategic level, then listing meetings with commissioners, providers and partners and summarising key themes covered.

Hertfordshire and West Essex Integrated Care System (ICS) – The Integrated Care Board (ICB) and Integrated Care Partnership (ICP) remain major drivers for our activity and provide further opportunities to be involved around: patient experience, service quality and equalities and

Contract Monitoring Projects & Activity Qtr 4 (January – March 2025)

diversity. Healthwatch is seen by the Integrated Care System as a key organisation, and we have again been heavily involved in work strands and meetings. The move towards greater delegation to Health and Care Partnerships (HCPs) provides further opportunities, including new meetings to attend, though work is still needed to develop strategies and new ways of working. Governance change has impacted on models of involvement and coproduction.

Activity has included:

- Meetings with:
 - the Chief Executive and the Chair of the Integrated Care Board
 - ICB Health Inequalities Lead
 - Project Manager: Children and Young People
 - Associate Director of Research East and North Hertfordshire NHS Trust
 - Head of Research and Innovation, and Hertfordshire and West Essex Integrated Care Board (secondment)
 - Chief of Staff ICB
 - Six-weekly meetings with the Nursing and Quality Team across the Integrated Care Board to raise issues from signposting and research. These meetings have proved an excellent way for us to raise concerns and the ICB have been very responsive in taking action to address these.
 - Regular attendance of the Health Inequalities Communities of Practice Forum.
 - Meetings with the Local Maternity and Neonatal Services (LMNS) patient voice lead and an agreement to receive regular updates and papers for LMNS Board meetings
 - Continued participation in the System Quality meetings for AJM Wheelchair Service following poor feedback from patients and providers. There are concerns that the good progress made so far has slowed, and this was being tightly observed by the ICB. However, at the end of the quarter, the System Quality Meetings were wound down for AJM to liaise directly with each provider to resolve/escalate issues as appropriate. The ICB reserved the right to reinstate the meetings, and all attendees were encouraged to feedback as needed.
- Updates to our recommendations for some of our earlier commissioned ICB research, which were presented at the January ICB Primary Care Transformation Committee (PCTC). This covered:
 - Views on Community Pharmacies
 - Let's Talk about the Menopause
 - Learning Disability
 - Diabetes
 - Views from Broxbourne patients on GPs
 - We are going through the evidence to identify our impact and any further areas for holding to account.

Contract Monitoring Projects & Activity Qtr 4 (January – March 2025)

- Attendance at the ICB Quality Improvement Network webinars; we were able to recommend a homecare provider, who was interested in quality improvement, to join the network.
- Requesting an update on progress of the implementation of Martha's Rule at the System Quality Group, and as a result, all 3 acute Trusts presented updates at the February meeting.

South and West Herts Health and Care Partnership (SWHHCP) – Our involvement with the partnership continues to be extensive, encompassing our lead role on coproduction across the partnership. We have updated on our work in this area during the period in s3 (above).

East and North Herts Health and Care Partnership (ENHHCP) – We also have extensive involvement with the partnership in the east and north of the county, including our lead role on coproduction in this remit. This includes:

- Membership of the Board's group addressing health inequalities that meets monthly, as well as looking at the role of Healthwatch to evaluate work to address inequality. We attended 1 meeting during this period.
- Membership of the Care Partnership's Quality and Performance Committee.
- Met with Equality, Diversity & Inclusion Programme Manager to discuss potential for opportunities to work together.

Mental Health, Learning Disability and Autism Health and Care Partnership (MHLDAHCP)

Meeting with Development Director to explore better ways of working together.

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 as to how their services need to be improved. These meetings also covered: finance, system pressures, patient and community involvement, and our research programme and its findings. These meetings complement the meetings with senior commissioning staff mentioned above.

West Hertfordshire Teaching Hospitals Trust

In the period, activity has included

- Meetings with the Chair and CEO
- Meetings with Director of Nursing

East and North Hertfordshire Teaching Trust

In the quarter we attended:

- Meeting with Director of Nursing, Complaints Manager and Director of Quality
- Meeting with Director of Communications and Engagement
- Meeting with Chief Executive and Chair
- The Trust's Quality and Performance Committee

Contract Monitoring Projects & Activity Qtr 4 (January – March 2025)

The Princess Alexandra Hospital Trust

In the period activity has included:

- Meeting with Chief Executive
- Attendance at their Patient Experience Panel

Hertfordshire Partnership University Foundation Trust (HPFT) and The Mental Health, Learning Disability and Autism Health and Care Partnership

During the quarter, our contact with the Trust included:

- Membership of the Mental Health and Substance Use steering group and attendance at 1 meeting.
- Meeting with the Director of Nursing, Chief Executive and Chief Operating Officer
- Meeting with Child & Adolescent Mental Health Service team in Rosanne House

Central London Community Healthcare NHS Trust

During the quarter, we met with the Divisional Director of Nursing and Therapies (Herts).

Hertfordshire Community NHS Trust (HCT)

- Attended HCT Health Inequalities Community Engagement Group
- Completed HCT Equalities Delivery system domain scoring
- Met with Director of Nursing
- Met with Chief Executive and Chair

Cambridgeshire and Peterborough Integrated Care System (ICS)

Our work with Cambridgeshire and Peterborough ICS during the period included membership of the Royston Infrastructure Steering Group and attendance of regular meetings. Meetings during this period were cancelled to allow a number of key meetings to take place before next steps agreed for this group.

Hertfordshire County Council (HCC)

During the quarter, activity included:

- As a member of the Hertfordshire Safeguarding Adults Board, attendance at a task and finish group focusing on safeguarding asylum seekers living in hotels in Hertfordshire.
- Meeting with the Physical Disability Strategy lead to discuss potential opportunities to work together in development of a new physical disability strategy

As well as meetings with:

- The Director Health Integration in Adult Care Services
- Service Manager Sensory Services
- Director of Public Health
- Head of Commissioning & Service Delivery Public Health
- Head of Research and Evaluation Public Health
- Health Improvement Lead: Women's Health and Partnerships Public Health
- Senior Development Manager: Community & People Wellbeing

Contract Monitoring Projects & Activity Qtr 4 (January – March 2025)

- Cabinet Member for Public Health & Community Safety
- Executive Director of Children's Services
- Head of Scrutiny

Hertfordshire County Council (HCC) Health and Wellbeing Board

We attended the Hertfordshire Health and Wellbeing Board Stakeholder Workshop and reflections/wash up meeting after the event.

National and Regional Meetings, including Healthwatch England

- Attended the East of England Chief Executive Network meeting
- Attended Healthwatch Integrated Care Systems Representatives' Network

Local Councils and Voluntary and Community Sector partners

As mentioned previously, our relationship with Voluntary and Community and other local partners is crucial. During this quarter, our work has included:

- Continuing to connect with key Voluntary, Community, Faith & Social Enterprise (VCFSE) groups, and Local Authority/ NHS services supporting refugees and asylum seekers. We were introduced by colleagues from Herts County Council, including community nurses, Flourish lead (Mind) and Herts Welcomes Refugees.
- Meetings with the Director and a presentation to the research team at the School of Health and Social work at the University of Hertfordshire, Centre for Research in Public Health and Community Care (CRIPACC)
- Strategic Lead for Health, Herts Sports and Physical Activity partnership
- Chief Executives at Age UK, Citizen's Advice Stevenage, Carers in Herts, Mind Network, Healthwatch Milton Keynes, Healthwatch Bedfordshire
- Attending engagement events and committee meetings of the VCSFE Alliance

Care Quality Commission (CQC)

We responded to requests for feedback on the following services during the period:

- Hailey View Surgery, Hoddesdon
- Rothschild Surgery, Berkhamsted
- Birchwood and Sollershott Surgeries, Letchworth Garden City

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)



Qtr 4 Management
Accounts 31032025.pdf