

1	CONTACT INFORMATION	
Name of your service:	Healthwatch Hertfordshire	
Address of your service:	1 Silver Court, Watchmead, Welwyn Garden City, Hertfordshire	
Postcode	AL7 1LT	
Your name:	Nuray Ercan	
Your job title:	Head of Governance and Operations	
Your phone number:	01707 275 978	
Your Email address:	nuray.ercan@healthwatchhertfordshire.co.uk	
Your website address:	www.healthwatchhertfordshire.co.uk	
Month return made:	July 2021 for Quarter 1 (April - June 2021)	
2	COMPLIMENTS	
	Number of compliments received in the past 3 months	39 (see attached)
3	COMPLAINTS	
	Number of complaints received by the service in the past 3 months	0
	- From service users/carers/volunteers	0
	- From staff/others	0
Summary of complaint(s) and key actions & learning undertaken as a result of complaints (please set out below):		
4	SAFEGUARDING ADULTS	
	Number of adult safeguarding referrals made in the past 3 months	N/A
	Number of adult safeguarding investigations started in the past 3 months	N/A
Key actions & learning undertaken as a result of safeguarding referrals / investigations (please set out below):		
5	STAFFING (WTE = Whole Time Equivalent - e.g. full time member of staff)	
	Number of managers (WTE) directly involved with delivering this service	3
	Number of staff (WTE) directly employed in delivering this service	8
	Number of employed staff	11
	Number of volunteers	39
	Number of volunteering hours	180.5
	Number of joiners (staff) in the past 3 months	0
	Number of leavers (staff) in the past 3 months	0
	Number of joiners (volunteers) in the past 3 months	2
	Number of leavers (volunteers) in the past 3 months	0
	Number of staff and Volunteers (if any) referred to the ISA Barred List in the past 3 months	N/A
	Have you had any change in Manager in the past 3 months?	N/A
6	OCCUPANCY AND UTILISATION	

6a	Total number of Service Users and/or Carers who have been provided with a service within the past 3 months broken down by <ul style="list-style-type: none"> - geographical area - age - gender - disability - ethnicity - sexual orientation - religion/belief - pregnancy/maternity - gender reassignment - marriage/civil partnership; and - (for cared for) their care group - e.g. learning disability, mental health, dementia. 	4064
6b	NOT USED	N/A
6c	Total number of referrals received in the past 3 months broken down by referral source (Not collected)	0
6d	Total number of Initial Assessments and Reassessments/Reviews undertaken by the Service Provider in the 3 months	N/A
6e	Total number of Outreach sessions in the past 3 months (Talks, Fayres, Stalls)	6
6f	Total number of Telephone Support Service in the past 3 months	116
6g	Total number of Signposting to other organisations/services in the past 3 months	93
6h	Total number of Referrals to other organisation/services in the past 3 months	N/A
6i	Total number of Referrals to the Council's Health and Community Services in the past 3 months	N/A
6j	Total number of Activities delivered in the past 3 months	3
6k	Total number of Counselling sessions plus numbers of people received counselling in the past 3 months	N/A
6l	Total number of refusals and the reasons for refusal in the past 3 months	N/A
6m	Total number of cases closed	116
7	ACCIDENTS	
	Number of accidents in the past 3 months	0
	Please provide details below:	
	Number of accidents reported under RIDDOR in the past 3 months	N/A
	Please provide details below:	
8	OTHER INSPECTIONS (if not applicable please enter N/A)	
	Details of any Fire inspections in the past 3 months	
	N/A	
	Details of any Environmental Health inspections in the past 3 months	
	N/A	
	Details of any Health inspections in the past 3 months	
	N/A	

6A Service Users			
Age		Ethnic Group	
Under 18	0	White British	1338
18-24	8	White Irish	23
25-34	29	White Polish	7
35-44	28	White Italian	4
45-54	68	Any other White	47
55-64	53	Bangladeshi	9
65-74	66	Indian	19
75-84	33	Pakistani	14
85-89	1	Any other Asian	16
90+	0	African	19
Not known	3748	Caribbean	7
Rather not say	30	Any other Black	3
		White and Asian	11
		White and Black African	9
Gender		White and Black Caribbean	8
Male	1064	Any other Mixed	19
Female	1774	Chinese	9
Transgender	24	Traveller/Gypsy	2
Not known	1225	Any other ethnic group(s):	
Rather not say	3	Asian British	41
		Black British	10
Religion / belief		Arab	2
Christian	178	Romanian & Lithuanian	12
Jewish	14	Not known	2317
Hindu	4	Rather Not Say	117
Muslim	6		
Buddhist	0	Sexual orientation	
Sikh	1	Heterosexual	10
Other (please state):		Gay Man	0
Other Religion		Lesbian/Gay Woman	1
Pagan	1	Bisexual	0
		Not Known	3694
		Rather Not Say	5
No religion or belief	100		
Not known	3750	Resident of	
Rather not say	14	Broxbourne	212
		Dacorum	507
Number of service users who are carers	42	East Herts	409
		Hertsmere	140
		North Herts	261
		St Albans	297
Number of services users who have a disability	27	Stevenage	226
		Three Rivers	215
		Watford	397
		Welwyn Hatfield	203
		Not known	774
		Members outside of area but using Herts services	68

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6E Events, Fairs, Presentations, Stalls attended				
Month	Total Number of sessions	Total Number of people who attended		
April	1	20	Presentation delivered to Integrated Care Partnership on Patient/Community Engagement & the Community Assembly	
May	3	44	Talk delivered at Herts County Council Ethnic Minorities Inequalities Group, Talk delivered on Veterans Project to Hertfordshire NHS 'Social Prescribing & Veterans' group, Presentation to Herts Community Leaders Forum	
June	2	50	Talk delivered at Hertfordshire County Council Health Scrutiny Induction, Talk delivered on our COVID vaccine research at Herts Patient Network Quality Meeting	Qtr 1 Total: 6
Total	6	114		

6F Telephone Support summary (where you have provided support to service users/carers by telephone)					
Month	Total Number of calls	Total Duration of calls (in hours)			
April	34	59h 45m			
May	38	47h 30m			
June	44	53h 15m		Qtr 1 Total: 116 cases	Qtr 1 total time: 160h 30m

6G Signposting Summary			
Month	Nature of enquiry	Signposted to:	Number signposted
April	Question regarding access to leftover vaccine doses	GP	1
	Query for information on impact of COVID-19 on health services in west Hertfordshire	HVCCG	1
	Concern regarding district nurses visiting unexpectedly and sometimes very late	HCT Complaints Team	1
	Complaint about GP Surgery refusing to register patient needing coronavirus vaccine	NHS Website, BMA, NHSE	1

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	Query for information on accessing NHS dentistry offering sedation	NHSE, NHS BSA, 111	1
	Concerns regarding right to COVID vaccination when living with an immunosuppressed person	BBC News website, Pulse Today website, GP Practice Manager	1
	Complaint about poor standard of care provided by dentist	Dental Practice Manager	1
	Question about necessity of providing ID in order to register at a GP Practice	NHS Website, Healthwatch Norfolk	1
	Complaint regarding GP Practice phone system not being fit for purpose	GP Practice Manager, NHSE, HVCCG	1
	Requesting help with locating a NHS dental practice accepting new patients	Dental Practices, 111	1
	Question about how to be assigned a NHS number	NHS Website, GP Practices	1
	Complaint about their GP Surgery failing to diagnose and treat a problem that 111 sorted after one call	NHSE, NHS Website	1
	Complaint about potential negligence of home carers	HCC Social Care Team, CQC	1
	Concern about receiving their 2nd COVID vaccine within the required timeframe	GP Practice Manager	1
	Complaint about a number of failings in the quality of care provided at an acute hospital and GP Surgery	ENHHT, ENHHT PALS, ENHHT Complaints Team, GP Practice Manager, NHSE	1
	Complaint about GP Surgery not offering face to face appointments and poor telephone service	GP Surgery E-Consult, 111, GP Practice Manager, NHSE	1
	Complaint about unprofessional conduct of a GP	GP Practice Manager, NHSE, NHS Website	1
	Complaint about perceived discrimination by NHS staff	WHHT Complaints Dept, GP Practice	1
	Query for information on Intermediate Care Rehab Services	HCT Website, HCC Services Directory, Ward Manager, Discharge Coordinator	1
	Requesting information on patient advocacy for a Herts resident in a London hospital	Rethink Camden Advocacy Service, UCLH PALS, Healthwatch Camden, HertsHelp	1
	Complaint regarding poorly administered vaccination dose	HCT Complaints Team	1
	Query for information on the Yellow Bracelet Scheme	Central Beds Council Customer Services	1
	Complaint about quality of service provided by a NHS contracted (outsourced) company	HVCCG Quality Team, CQC, NHSE	1

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	Complaint regarding potential clinical negligence	WHHT Complaints Dept., Trade Union Rep	1
	Concern about a 3 week wait for a telephone consultation	GP Surgery E-Consult	1
	Complaint regarding clinicians unwilling to make a rare diagnosis	ENHCCG Patient Experience Team, HertsHelp	1
	Complaint about CAMHS failure to provide adequate care and treatment	Carers in Herts Advocacy	1
May	Complaint regarding GP Surgery failure to issue repeat prescription in a timely manner	GP Practice Manager, NHSE	1
	Complaint about location of vaccine centres when reliant on public transport	HVCCG Website, HVCCG Quality Team, GP Practice Manager, NHSE	1
	Query for information on registering with a GP without a fixed address	NHS Website	1
	Complaint regarding GP Surgery phone line being continuously engaged	GP Practice Website, GP Practice Manager, NHSE, HVCCG Quality Team	1
	Query for information on right to accompany loved one to a hospital appointment	Appointment letter	1
	Complaint about delay in hospital when waiting for 'emergency' surgery	ENHHT PALS, ENHHT Complaints Team, GP, 111, NHS Website	1
	Complaint regarding HPFT failure to respond to complaint in a timely manner	ENHCCG Patient Experience Team	1
	Concerns about missing urgent hospital referrals	WHHT PALS, GP	1
	Question around private vs NHS cost of root canal dental treatment	Dentist, Oral Health Foundation	1
	Query related to taxes mistake at employer	Bank Partners (NHS)	1
	Request for financial help to complete degree	Citizens' Advice	1
	Complaint about potential medical negligence	GMC, GP Practice Manager, NHSE, Action against Medical Accidents	1
	Question about accessing urgent NHS dental care	111	1
	Question regarding a Direct Payment not having been sent	HCC	1
	Request for information on NHS dentists taking new patients	NHSE	1
	Question about purpose and use of Direct Payments	HertsHelp	1

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	Concerns about quality of care offered at inpatient mental health facility	Local Healthwatch	1
	Question regarding ability to access COVID vaccine while registered with a GP temporarily	Healthwatch Bristol, NHS Website	1
	Query for information on accessing their 2nd COVID vaccine having attended a walk-in for the 1st	GP Practice	1
	Question about right to COVID vaccine as a clinically vulnerable person	NHS Website, GP Practice	1
	Complaint about lack of care shown by GP Surgery	GP Practice Manager, NHSE, NHS Website	1
	Complaint about personal effects of loved one being lost by the hospital they passed away in	WHHT Complaints	1
	Requesting information on accessing COVID vaccine while temporarily registered with GP Surgery	GP Practice, NHS Website	1
	Query regarding NHS dentists accepting new patients	NHSE	1
	Question about appropriateness of funding by a local council for care home costs	NHS Website, Islington Adult Care Services	1
	Complaint about care company and social worker not providing adequate care to patient	HCC Safeguarding Adults	1
	Complaint about GP Surgery not yet arranging 2nd COVID jab for housebound patients	GP Practice Manager, ENHCCG Complaints Team	1
	Query regarding NHS dentists accepting new patients	NHSE	1
	Concern about lack of urgency in treating a loved one	HPFT SPA, Care Coordinator, GP Surgery	1
June	Query regarding route to receiving 2nd Pfizer dose after receiving 1st dose abroad	GP Surgery, .gov webpage, NHS website	1
	Question about registering with a GP to access the coronavirus vaccine	NHS Website	1
	Query regarding Ophthalmology waiting list and regarding the reputation of Guy's & St Thomas Hospital	GP, Guy's & St Thomas Hospital Website, NHS Blood & Transplant Service Website	1
	Complaint about potentially negligent doctor	GMC, WHHT Complaints Dept., Action against Medical Accidents	1
	Question regarding receiving coronavirus vaccine without being registered with a GP	NHS Website	1
	Complaint regarding failure of dentist to spot patient need for braces before they became ineligible for NHS braces	NHS Website	1
	Query about accessing NHS dentistry	111, NHSE	1

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Question about accessing a COVID vaccine while an overseas visitor unregistered with a GP	Walk-in Vaccine Centres, .gov webpages, NHS Website	1
Complaint about delay in receiving COVID vaccine due to administrative delays at their GP Surgery	NHS Website, Walk-in Vaccine Centres, GP Practice	1
Complaint about GP threatening to remove patient from the Practice's List	HVCCG Quality Team	1
Request for information on accessing a vaccine when digitally excluded and unregistered with a GP	NHS Website, Healthwatch Birmingham	1
Question about accessing a COVID vaccine while an overseas visitor unregistered with a GP	.gov webpages, NHS Website	1
Complaint regarding potential clinical negligence	CQC	1
Query for information on NHS dentists accepting new patients	111, NHSE	1
Complaint about a bad experience at the Minor Injuries Unit	ENHHT Complaints Dept.	1
Complaint regarding rude call handler with 111	HVCCG Quality Team	1
Concern about long delay in receiving life-improving operation meaning further deterioration in health	Consultant's Secretary, WHHT Complaints Dept.	1
Query about accessing coronavirus vaccines in different counties	NHS Website, Healthwatch Oxford, Healthwatch Lincoln	1
Complaint about poor quality phone system at their GP Surgery	GP Practice Manager	1
Requesting information on commissioning a SEND teacher for a local school	HCC Children's Services, HCC SEND	1
Request for information on accessing a deceased loved one's hospital records	WHHT Records Dept.	1
Complaint about GP cancellation of important medical referral	ENHCCG Quality Team, GP Surgery	1
Concerns around quality of care and potentially premature discharge from mental health inpatient facility	Key Worker, HPFT Complaints Dept.	1
Question about accessing a COVID vaccine while an overseas visitor unregistered with a GP	GP Practice, Walk-in Vaccination Centre	1
Requesting information on NHS "Data Sell Off" publicised in the news	NHS Digital Website	1
Complaint about potential clinical negligence prior to loved one's death	HertsHelp	1
Complaint about GP Practice and refusal to change to a different practice in the town	NHS Website	1
Complaint about visiting restrictions at a mental health facility being stricter than a care home	HPFT Complaints Dept.	1

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	Concerns about quality of care provided by local authorities prior to relative's death	NHSE, Solicitors Regulation Authority, Healthwatch Warrington	1
	Concerns around accessing NHS dentistry for severely damaged teeth	111, NHSE	1
	Concerns regarding rules for visiting between care homes having been overlooked by the government	MP, Care Home Manager	1
	Complaint about potential clinical negligence	NHSE, GP Practice Manager, Action against Medical Accidents, NHS Website	1
	Complaint regarding repeated delayed issuing of repeat prescriptions	GP Practice Manager	1
	Complaint regarding delayed referral between CAMHS out of county and Herts CAMHS	HPFT SPA, HPFT PALS	1
	Complaint about long delay in receiving Occupational Therapist's report	Danestrete Children's Occupational Therapy, HCT PALS	1
	Complaint regarding poor quality telephone service at their GP Practice	ENHCCG	1
	Complaint about rude and unhelpful GP	GP Practice Manager, HVCCG	1

Qtr 1 Total: 93

6J Activities Summary

Month	Activity	Location	Number of service users / carers benefitting
April	Mental Health Advisory Group Celebration Event	Virtual	38
May	Vaccine Research Stakeholder Event	Virtual	4
	West Herts Hospitals Trust Co-production Board	Virtual	16
June			

Qtr 1 total activity: 3