

Voice Contract Performance Monitoring and indicators Qtr 1

Below are the suggested Outcomes and Key performance indicators for Healthwatch.

Rag rate: **GREEN** - on target, **AMBER** - in development, **RED** - under target

HwH Ops plan ref	Ref	Outcome	Service Level	Definition	Target / Benchmark	Reporting Methods	Quarter 1 Apr-Jun 2021) update
<b>Strategic context and relationships</b>							
1c	1.1	Healthwatch Herts is recognised as a valid and equal partner on the Health and Wellbeing Board and an important contributor to Health and Social Care Scrutiny	Number of meetings attended	n/a	6 per annum	Quarterly report	16.06.2021
			Health and Wellbeing Board acknowledge the contribution of Healthwatch to the Board	n/a	Qualitative	Quarterly report	Healthwatch involved in the work of the Board, advising on community engagement eg. Requests from the Board Chair to present on our research projects
Healthwatch involved in the work of the Board, advising on community engagement eg. Requests from the Board Chair to present on our research projects	1.2	Healthwatch Hertfordshire is recognised as a partner on Boards and Committees	Number of Strategic Boards and Committees attended	Strategic Committees as agreed by the Board - see representation list	At least 1 per quarter per committee	Quarterly report	01.04 - WHHT Board 09.04 - ENH ICP Partnership Board 07.05 - ENH ICP Partnership Board 19.05 - WH Co-production Board 20.05 - Primary Care Commissioning Committee 04.06 - ENH ICP Partnership Board 07.06 - Health Scrutiny 16.06 - PHIRST Independent Advisory Board 23.06 - HVCCG Board

			Number of boards, groups and committees represented on	see representation list	50 committees	quarterly report	54 boards, groups and committees have an official Healthwatch Hertfordshire representative
Running the business	1.3	Healthwatch Herts uses evidence to determine its strategic priorities and this is understood by partners and the public	Annual strategic priorities document includes evidence/data to support rationale for each priority	n/a	Annual Healthwatch Board priorities paper	Monitored through External Facing Project Update Report and referenced through project reports	Strategy for 2021 agreed - Board meeting in May received a paper linking operational activity in 2021-22 to the strategy
1c	1.4	Healthwatch Herts provides evidence and information to commissioners and providers at regular quarterly meetings	Chair and Chief Execs meetings with Trusts and organisations	n/a	Meet with each organisation at least twice per year	Quarterly report incl. qualitative feedback	06.04 - HCT 13.04 - HVCCG 14.04 - ENHHT 20.04 - HUC 20.04 - Herts & West Essex ICS 04.05 - ENHCCG 11.05 - HVCCG 13.05 - EEAST 20.05 - ENHHT 21.05 - HCT 27.05 - HCT Clinical Strategy Development 02.6 - WHHT Your Care Your Views 10.06 - WHHT 16.06 - ENHCCG 18.06 - ENHCCG 18.06 - PH 23.06 - HVCCG

1c	1.5	Healthwatch Herts is requested to support commissioners as they make their commissioning decisions with information, feedback and opinions from service users	Case Studies and other evidence	n/a	Qualitative	Quarterly report	<ol style="list-style-type: none"> <li>1. Covid-19 Vaccination Engagement Surveys</li> <li>2. Research into experiences of people from ethnically diverse communities</li> <li>3. Hertfordshire Veterans Healthcare Access Research</li> <li>4. Carers' Needs and Involvement in Psychiatric Inpatient Discharge</li> <li>5. Staying Connected Programme - Hear Me Now</li> <li>6. Staying connected programme - scoping work within the ICS Children and Young People Strategy</li> <li>7. Building a Health and Wellbeing Research Partnership with Children and their Families living in Deprived Neighbourhoods in Stevenage</li> <li>8. Experiences of dentistry in Hertfordshire during the Covid-19 pandemic</li> <li>9. East and North ICP Community Assembly</li> </ol>
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2c	1.6	Healthwatch Herts will use its statutory power of Enter and View to assess health and social care environments and their quality	number of visits undertaken	n/a	10 per annum	Quarterly report and visit report to service with recommendations	0 visits due to Covid-19 and guidance from HWE
2c	1.7	Healthwatch Herts will focus on larger projects to reflect its annual priorities	research and engagement findings	n/a	Qualitative	Quarterly report and final outcome report with recommendations	4 projects closed in this period 9 projects open
<b>Community voice and influence</b>							
3a	2.1	Residents are aware of Healthwatch Herts as a credible player in local health and social care	Number of website visits	n/a	3,500 per quarter	Quarterly report (PIR)	35,238
3a			Make public aware of HwH through use of social media	Facebook reach, Twitter followers, Instagram followers	FB: 2,100; Twitter: 2,100; Instagram: 105	Quarterly report (PIR)	Facebook: 729 Twitter: 2,318 Instagram: 184
3a			Number of newsletter subscribers	n/a	3,500	Quarterly report (PIR)	Digital: 1,564 Print: 2,003 Total: 3,567
3a			Number of press releases / radio appearances	n/a	10 per year	Quarterly report (PIR)	1 press release 1 radio appearance

2c			Healthwatch will formally consider seldom heard communities in scoping activities and projects	This will include for example: Black and Minority Ethnic (BME) communities, Children and Young People, Gypsy and Traveller communities, people with Sensory and Physical disabilities, people facing social and financial exclusion, and homeless or vulnerably housed people	built into HwHs scoping process	Quarterly report	The activities and projects return document includes reference to work with, for example: People with learning disabilities, drug and alcohol dependency, serious mental health challenges and gypsies and travellers.
			3a	Number of awareness raising events/SWGs/stakeholder panel meetings/Community Ambassador activity/stalls	n/a	On hold - nr to be renegotiated	Quarterly report (PIR)
<b>Signposting and patient experience feedback</b>							
2a	3.1	Healthwatch Hertfordshire delivers signposting to local residents and uses patient experience to influence improvement in health and social care	Signposting analysis report showing impact of signposting including case studies	n/a	6 monthly	Board Advisory Committee report	Due in Nov 2021
			Number of signposting calls taken		30 per quarter	Quarterly report (PIR)	116 (Tab 6F)
			Nature of signposting calls and organisation referred onto	n/a	Qualitative	Quarterly report (PIR)	93 (Tab 6G)

			Time taken to resolve signposting calls	This figure is reported to enable the complexity of cases to be assessed	Qualitative	Quarterly report (PIR)	160h 30m (Tab 6F)
<b>Informing people</b>							
Running the business	4.1	Healthwatch Herts provides the public with accurate, reliable, relevant & useful information about local services, when they need it, in a format that meets their needs	Evidence of relevant information provided on Healthwatch Herts website in appropriate formats	n/a	Qualitative	Regular Website Review	New website launched in March 2021 - review schedule in place
<b>Relationship with Healthwatch England</b>							
Running the business	5.1	Healthwatch Herts ensures local concerns feed into national policy and practice - issues raised with HwE and across the network	Evidence of Healthwatch England highlighting local concerns as part of national campaigns and publications	n/a	Qualitative	Quarterly report	Hw is working with HwE to ensure feedback from Hw is built into national reports and communication