

1 CONTACT INFORMATION		
Name of your service:	Healthwatch Hertfordshire	
Address of your service:	Kings Court, London Road, Stevenage	
Postcode	SG1 2NG	
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 2022 for Quarter 1 (April – June 2022)	
2 COMPLIMENTS		
Number of compliments received in the past 3 months		22 (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		2
Number of staff (WTE) directly employed in delivering this service		8
Number of employed staff		10
Number of volunteers		40
Number of volunteering hours		182.5
Number of joiners (staff) in the past 3 months		0
Number of leavers (staff) in the past 3 months		1
Number of joiners (volunteers) in the past 3 months		0
Number of leavers (volunteers) in the past 3 months		2
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 - 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.	3524
6b	NOT USED	N/A
6c	Total number of referrals received in the past 3 months broken down by referral source	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	4
6f	Total number of Telephone Support Service in the past 3 months	85
6g	Total number of Signposting to other organisations/services in the past 3 months	52
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	85
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	16	White British	2353
18-24	27	White Irish	49
25-34	14	White Polish	10
35-44	15	White Italian	4
45-54	18	Any other White	55
55-64	28	Bangladeshi	11
65-74	22	Indian	23
75-84	12	Pakistani	27
85-89	3	Any other Asian	15
90+	1	African	24
Not known	3368	Caribbean	25
Rather not say	0	Any other Black	3
		White and Asian	10
		White and Black African	12
		White and Black Caribbean	8
Gender		Any other Mixed	17
Male	1070	Chinese	7
Female	1712	Traveller/Gypsy	2
Transgender	1	Any other ethnic group(s):	
Not known	741	Asian British	68
Rather not say	0	Black British	21
		Arab	2
Religion / belief		Romanian & Lithuanian	17
Christian	105	Not known	750
Jewish	11	Rather Not Say	20
Hindu	3		
Muslim	3		
Buddhist	4	Sexual orientation	
Sikh	29	Heterosexual	164
Other (please state):		Gay Man	6
Other Religion		Lesbian/Gay Woman	7
		Bisexual	8
		Not Known	3325
		Rather Not Say	13
No religion or belief	41		
Not known	3318	Resident of	
Rather not say	8	Broxbourne	222
		Dacorum	511
Number of service users who are carers	31	East Herts	438
		Hertsmere	155
		North Herts	260

		St Albans	315
Number of services users who have a disability	42	Stevenage	249
		Three Rivers	221
		Watford	419
		Welwyn Hatfield	244
		Not known	423
		Members outside of area but using Herts services	67

6E Events, Fairs, Presentations, Stalls attended			
Month	Total Number of sessions	Total Number of people who attended	
April	2	22	Regarding engagement with ethnically diverse communities: Talk delivered to Stevenage Muslim Community Centre, presentation given to Hertfordshire Health Inequalities Reference Group Meeting
May	2	28	Presentation regarding engagement with ethnically diverse communities in collaboration with Viewpoint, Talk delivered at Hertfordshire Partnership University Foundation Trust Carers' Council meeting
June	0	0	
Total	4	50	

6F Telephone Support Summary (where you have provided support to service users/carers by telephone)					
Month	Number of calls	Total duration of calls (in hours)			
April	28	36h 45m			
May	36	41h 15m			
June	21	24h 30m		Quarter 1 Total: 85 cases	Quarter 1 total time: 102 hours 30 minutes

6G Signposting Summary			
Month	Nature of enquiry	Signposted to:	Number signposted
April	Request for help accessing urgent NHS dental care	111, Dentist	1
	Complaint re dentist refusal to treat on the NHS	111, Healthwatch Hertfordshire website, NHS website, dental practice website, NHS England Complaints	1
	Concerns regarding change of use at Lister Hospital A&E	ENHT, Healthwatch Hertfordshire CEO	1

	Complaint about potential medical negligence	WHHT Complaints Team	1
	Requesting help with locating appropriate advocacy support for a minority ethnic family	HertsHelp, Community Development Action Herts	1
	Complaint regarding potential medical negligence leading to premature death	GP Practice Manager, NHS England Complaints	1
	Query for information on where to access Arabic-speaking professional carers	Carers in Herts, Community Development Action Herts, HertsHelp	1
	Query regarding right to new dental appliances on the NHS	NHS Business Services Authority Website, NHS England Customer Contact Centre, Dentist	1
	Request for help in ensuring their child is referred to a particular hospital	NHS Website, Herts Valleys CCG Patient Experience Team	1
	Complaint regarding potential racial discrimination	ENHT Complaints Team	1
	Query for information on where to register with a NHS dental practice	NHS Website	1
	Complaint regarding response from hospital trust complaints team	HertsHelp	1
	Request for help identifying local NHS complaint advocacy service	HertsHelp	1
	Complaint regarding difficulty with accessing either routine or urgent NHS dental care	111, Healthwatch Hertfordshire Website	1
	Requesting information on Child & Family Assessment processes	HCC Children's Services Website, HCC Children's Services Complaints	1
	Complaint regarding GP passing responsibility to the Community Mental Health Team	GP, HertsHelp, HPFT Complaints Team	1
	Query regarding rules on GP Surgery staff's families needing to register with different surgeries	medicalprotection.org.uk, General Medical Council Website, British Medical Association Website, CCG	1
	Question about moral and medical support with issues related to ageing	The Silver Line, Pain Concern	1

	Complaints regarding issues with various services	Parliamentary & Health Service Ombudsman, Local Government Ombudsman, HCC Adult Care Services Complaints, GP Surgery Website	1
	Query regarding access to routine NHS dental care	Dental practices, Healthwatch Hertfordshire Website	1
	Request for information on changing treatment centres for elective surgery	GP, ENHT PALS	1
May	Complaint regarding frustrating behaviour and processes at their GP Surgery	NHS England Complaints, Herts Valleys CCG, Care Quality Commission	1
	Request for help with identifying appropriate carer support for their loved one	Carers in Herts, HertsHelp, HCC Website, Care Quality Commission Website	1
	Complaint about repeated problems with issuance of prescriptions	GP Surgery Practice Manager	1
	Query regarding access to routine NHS dental care	Dental practices, NHS England Website	1
	Question about current state of NHS dental care provision in Hertfordshire	NHS England Website, Healthwatch Hertfordshire Website, MP, 111	1
	Request for help with accessing routine dentistry on the NHS	NHS England Website, 111	1
	Query regarding NHS dentistry available for refugee	NHS England Website	1
	Question about rights of NHS trust to access records at another trust re a complaint without patient permission	Imperial College Hospital Complaints Policy	1
	Request for help with meeting more people	HCC Website Services Directory	1
	Question regarding eligibility for help with NHS costs being queried by NHS Business Services Authority	Citizens' Advice, NHS Business Services Authority Website	1
	Complaints regarding issues with various services	Cambridgeshire Constabulary Complaints, British Transport Police Complaints, ENHT Complaints Team, HertsHelp, MP, 101, GP	1
	Request for help with accessing urgent NHS dental care	111, Dental Practices	1
	Complaint about unfair removal from their GP Practice list	GP Surgery Practice Manager, NHS England Complaints, NHS England Website, 111	1

	Request for help with accessing routine dentistry on the NHS	NHS England Website, Healthwatch Hertfordshire Website	1
	Complaint about exceptional wait for 1st outpatient appointment	HertsHelp, POhWER Website	1
	Query regarding access to GP Services	GP Surgery Website, NHS England Complaints, NHS England Website	1
	Question about how to get money back that was stolen by a carer	HertsHelp, Social Worker	1
	Complaint regarding significant delay to appointment due to non-compliance with Accessible Information Standard	Enhanced Community Gynaecology Service Complaints, HertsHelp, Healthwatch England Website	1
	Complaint about potentially unethical waiting list management practices	Ramsay Health Care Complaints, Ramsay Health Care Website	1
	Query about reviving complaints made about clinical care received before the pandemic	HertsHelp	1
	Complaint regarding inadequate telephone system at GP Surgery	GP Practice Website, GP	1
June	Complaint about hospital discharge process	ENHT Complaints Team, Parliamentary & Health Ombudsman	1
	Question about how to change GP Surgery	NHS England Website	1
	Complaint about delayed response to complaint	ENHT Complaints Team, East & North Herts CCG Quality Team	1
	Complaint about conduct of a GP during appointment	GP Practice Manager	1
	Request for information on accessing urgent NHS dental care	111, Dental Practices	1
	Query re complaining about a GP Surgery	NHS England Complaints, HertsHelp	1
	Requesting information on right to receive end of life care as preferred by patient and family	NHS England Website, NHS Constitution	1
	Concerns about proper clinical practice being followed	GP Practice Manager, HertsHelp	1
	Query about accessing routine NHS dental care	111, NHS Website	1

	Request for support raising a complaint about the wheelchair service	VoiceAbility	1
Quarter 1 Total: 52			

6J Activities Summary			
Month	Activity	Location	Number of service users/carers benefitting
April			
May	Health & Care Partnership Community Assembly	Virtual	20
	Focus Group in collaboration with Black Voice Letchworth	Virtual	2
June	South and West Hertfordshire Health and Care Partnership Task and Finish Group	Online	17
Quarter 1 total activity: 3			