

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 4 Jan-Mar 2022) update |
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| Strategic context and relationships | | | | | | | |
| 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 | 23 rd June 2022 |
| | | | 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, | 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 | 1.04 – ENH HCP Partnership Board 12.04 – Interviews for ARC Director and Board Chair Apr – ENHHT Judging Staff awards |

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| advising on community engagement eg. Requests from the Board Chair to present on our research projects | | | | | | | 6.05 – ENH Health Care Partnership Board 13.06 – Programme Executive meeting formerly ICP Directors 15.06 – VCFSE Alliance Steering Committee 16.06 – Central PHIRST Independent Advisory Group Committee 22.06 – VCFSE Alliance Steering Committee 22.06 – Drug and Alcohol Board |
| | | | Number of boards, groups and committees represented on | see representation list | 50 committees | quarterly report | 56 |
| 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 | Strategy for 2021 agreed – Board meeting in May received a paper linking operational activity in 2021-22 to the strategy |

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| | | | | | | through project reports | |
| 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 | <p>April</p> <ul style="list-style-type: none"> • ENH CCG Associate Director meeting • HCC Adult Social Care • Herts Urgent Care (HUC) <p>May</p> <ul style="list-style-type: none"> • Herts & West Essex ICS • HCT Director of Nursing <p>June</p> <ul style="list-style-type: none"> • East of England Ambulance Trust • ENH CCG & Herts Valleys CCG Associate Director and senior managers meeting • ICS Associate Director meeting x2 • Primary Care Director meeting • ENHHT Director of Nursing |

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| | | | | | | | <ul style="list-style-type: none"> • EEAST Head of Chief Execs Office meeting |
| 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"> 1. Making Local Healthcare Equal for All 2. Care Homes: Reducing isolation through visiting 3. Engagement with Ethnically Diverse Populations 4. Carers' Needs and Involvement in Psychiatric Discharge 5. South and West Hertfordshire Health and Care Partnership Coproduction Board 6. Community Assembly 7. ICS Primary Care Workstream |

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| | | | | | | | 8. NHS Community Nursing 9. Staying Connected – Hear Me Now |
| 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 HWEngland |
| 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 | Total: 9 1 project closed in this period 8 projects open |
| Community voice and influence | | | | | | | |
| 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) | 3,410 |
| 3a | | | Make public aware of HWH through use of social media | Facebook reach, Twitter followers, Instagram followers | FB: 2,100; Twitter: 2,100; | Quarterly report (PIR) | Facebook: 1,870 Twitter: 2,365 |
| 3a | | | Number of newsletter subscribers | n/a | 3,500 | Quarterly report (PIR) | Digital: 1,587 Print: 1,845 Total: 3,432 |

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| 3a | | | Number of press releases / radio appearances | n/a | 10 per year | Quarterly report (PIR) | 13 news articles 0 radio interviews 0 podcast interview |
| 2c | | Healthwatch will formally consider seldom heard communities in scoping activities and projects | This will include for example: Ethnically diverse 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. |
| 3a | | | Number of awareness raising events/presentation / Focus groups/stalls | n/a | On hold – nr to be renegotiated | Quarterly report (PIR) | 4 talks delivered 3 meetings held |

| Signposting and patient experience feedback | | | | | | | |
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| 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: Oct/Nov 2022 |
| | | | Number of signposting calls taken | | 30 per quarter | Quarterly report (PIR) | 85 |
| | | | Nature of signposting calls and organisation referred onto | n/a | Qualitative | Quarterly report (PIR) | 52 |
| | | | Time taken to resolve signposting calls | This figure is reported to enable the complexity of cases to be assessed | Qualitative | Quarterly report (PIR) | 102h 30m |
| Informing people | | | | | | | |
| Running the business | 4.1 | Healthwatch Herts provides the public with accurate, reliable, relevant & useful information about local services, when they need | 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 operation |

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| | | it, in a format that meets their needs | | | | | |
| Relationship with Healthwatch England | | | | | | | |
| 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 |