

### Contract Monitoring Projects & Activity Qtr 2 (July – September 2023)

#### 1. Website & Social media (data broken down by media type/nr over the quarter)

|                         |              |
|-------------------------|--------------|
| a. Number of web visits | <b>7,157</b> |
| b. Facebook reach       | <b>1,709</b> |
| c. Twitter followers    | <b>2,400</b> |

#### 2. Number of groups HWH is represented on

|                           |           |
|---------------------------|-----------|
| a. Total number:          | <b>53</b> |
| Staff                     | <b>35</b> |
| Board                     | <b>15</b> |
| Representative volunteers | <b>3</b>  |

**NB:** One Group has 3 Board and two Groups have 2 Board members.

#### 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

##### **South and West Hertfordshire Health and Care Partnership Coproduction Board**

##### Objective

- To support the South and West Hertfordshire Health and Care Partnership to develop and launch a Coproduction Board.

##### Project Aims

- To create a working Coproduction Board for the South and West Hertfordshire Health and Care Partnership.

##### Target Population

- Residents of the south and west areas of Hertfordshire.

##### Activity

- Meeting with Director of Strategy and Integration (Interim) to confirm agenda items (July)
- Created, finalised and distributed agenda and papers for the July Coproduction Board meeting (July)
- Co-chaired July Coproduction Board meeting (July)
- Populated Action Log (July)
- Produced and distributed minutes from the meeting and Action Log (July)
- Meeting with Director of Strategy and Integration (Interim) to finalise agenda items (August)
- Created, finalised and distributed agenda and papers for the August Coproduction Board meeting (August)
- Co-chaired August Coproduction Board meeting (August)
- Populated Action Log (August)

## **Contract Monitoring Projects & Activity Qtr 2 (July – September 2023)**

- Created, finalised and distributed agenda and papers for the September Coproduction Board meeting (September)

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

#### Objective and Project Aims

- To increase participation and diversity in research, with a particular focus on reaching seldom heard communities.

#### Target Population

- General population
- Seldom heard groups

#### Activity

- Meeting with system project leads to finalise submission for Phase Two funding (July)
- Bid for Phase Two funding submitted (July)
- Meetings with project leads to rewrite bid submission (August)
- Project Steering Group meeting defining scope and roles (September)
- Meetings with project leads to discuss project activity and outputs (September)
- Created draft project outline (September)

### **Integrated Care Board Primary Care Workstream – GP Access for Autistic People**

#### Objective:

- To gather lived experience to feed directly into the Integrated Care Board (ICB) Primary Care Workstream.

#### Project aims – GP Access for Autistic People

- To explore the experiences of autistic people when visiting their GP practice
- To understand the barriers autistic people may face when accessing their GP practice, and the impact of these barriers
- To consider the parent/carer perspective on accessing GP services for the autistic person they care for
- To identify any improvements GP practices could make to be more autism-friendly, from the perspective of autistic people

#### Target population

- Adults with autism
- Parents and carers of autistic adults/children

#### Activity

- Conducted interviews (July)
- Transcribed and analysed interviews (July)

### **Contract Monitoring Projects & Activity Qtr 2 (July – September 2023)**

- Closed engagement (July)
- Analysed data (July)
- Created draft report (July)
- Created presentation slides outlining key findings (July)
- Shared and discussed key findings with Hertfordshire County Council (August)
- Shared and discussed key findings with Mental Health, Learning Disability and Autism Health and Care Partnership (August)
- Finalised report with HwH Chief Executive (August)
- Sent report to HwH Board for comment (August)
- Agreed final version of report and sent to Integrated Care Board Primary Care Board for the September meeting papers (September)

#### **Integrated Care Board Primary Care Workstream – Menopause**

##### Objective:

- To gather lived experience to feed directly into the Integrated Care Board (ICB) Primary Care Workstream.

##### Project aims – Menopause

- To understand the views and experiences of women living in Hertfordshire when accessing support from primary care services for the menopause.
- To find out what information, care and treatment women want/need during the menopause.
- To explore whether women are being diagnosed with the menopause, and whether the treatment they receive is appropriate and timely.
- To consider whether women trust primary care services and feel supported during the menopause.

##### Target population

- Women who are going through or have gone through the perimenopause/menopause

##### Activity

- Closed engagement (July)
- Analysed data (July)
- Created draft report (July)
- Created presentation slides outlining key findings (August)
- Presented key findings to the Hertfordshire County Council Long-acting Reversible Contraceptive Group (August)
- Finalised report with HwH Chief Executive (August)
- Sent report to HwH Board for comment (August)
- Agreed final version of report and sent to Integrated Care Board Primary Care Board for the September meeting papers (September)

## Contract Monitoring Projects & Activity Qtr 2 (July – September 2023)

### **Integrated Care Board Primary Care Workstream – Type 2 Diabetes**

#### Objective:

- To gather lived experience to feed directly into the Integrated Care Board (ICB) Primary Care Workstream.

#### Project aims

- To understand public awareness of Type 2 Diabetes, and how awareness and understanding of the condition could be improved
- To explore how people who are pre-diabetic are supported by primary care services
- To identify how people with a diagnosis of Type 2 Diabetes are supported by primary care services to self-manage their condition
- To propose recommendations to the Integrated Care Board Primary Care Board

#### Target population

- General public
- People diagnosed with Type 2 Diabetes

#### Activity

- Created literature review (July)
- Created and finalised survey questions (July)
- Created and finalised communication materials – website article, social media, email to stakeholders, stakeholder list (July)
- Uploaded questions onto SurveyMonkey (July)
- Launched survey (August)
- Repromoted survey to stakeholders (August)
- Met with Integrated Care Board (ICB) Senior Commissioning Manager to discuss interim findings and focus of the engagement (September)

### **Integrated Care Board Primary Care Workstream – Cervical Screenings**

#### Objective:

- To gather lived experience to feed directly into the Integrated Care Board (ICB) Primary Care Workstream.

#### Project aims

- To explore the uptake of cervical screenings and whether people feel well-informed about cervical screenings
- To understand people's experiences of having a cervical screening
- To identify the barriers people may face in accessing a cervical screening
- To propose recommendations to the Integrated Care Board Primary Care Board

#### Target population

- Women/anyone with a cervix

**Contract Monitoring Projects & Activity Qtr 2 (July – September 2023)**Activity

- Created literature review (July)
- Created and finalised survey questions (July)
- Created and finalised communication materials – website article, social media, email to stakeholders, stakeholder list (July)
- Uploaded questions onto SurveyMonkey (July)
- Launched survey (August)
- Repromoted survey to stakeholders (August)
- Shared overview of interim findings with Hertsmere Borough Council (September)
- Closed survey (September)
- Started analysis and report writing (September)

**Impact of the Cost of Living Crisis**Objective

- To support Hertfordshire County Council and the NHS in understanding public views towards the Cost of Living Crisis, and how rising costs are impacting physical and mental health.

Project Aims

- To explore how the Cost of Living Crisis is impacting Hertfordshire residents, and what changes people have had to make to cope with rising costs.
- To investigate how the Cost of Living Crisis is impacting access to healthcare.
- To understand whether the Cost of Living Crisis is impacting the public's mental and/or physical health.
- To provide Hertfordshire County Council with data about use and awareness of local services and provision.

Target Population

- General public
- Seldom heard groups

Activity

- Produced final draft of the report (July)
- Shared report with Chief Executive for feedback (July)
- Shared report with Board for feedback and sign off (July)
- Finalised report (July)
- Created and finalised communication materials – website articles, social media, email to stakeholders, stakeholder list, press release, Q&A for media (July)
- Presented the Cost of Living report at our AGM (July)
- Published Cost of Living report (July)
- Created and published Cost of Living demographic factsheets (July)

## Contract Monitoring Projects & Activity Qtr 2 (July – September 2023)

- Presented Cost of Living report at the Hertfordshire County Council Cost of Living Response Group (July)
- Attended Cost of Living Response Group meetings (July – September)
- Presented Cost of Living report to the Hertfordshire County Council Sustainable Health Team (August)

### **Public Health: Drug and Alcohol Services**

#### Objective

- To support Public Health in engaging with service users and carers of those using in-treatment services, as part of its goal in implementing the National Drug Strategy.

#### Project Aims:

- To understand from service users and carers, how easy it is to access drug and alcohol services
- To explore the barriers to accessing support from drug and alcohol services
- To identify what could help service users in their recovery
- To identify how moving between services and organisations could be improved for service users

#### Target Population

- Service users with a lived experience of addiction
- Carers of someone with a lived experience of addiction

#### Activity

- Created spreadsheet for recording and allocating participants into engagement sessions (July)
- Meetings with Programme Lead to discuss engagement sessions and engagement with Children and Young People (July)
- Recording and allocating participants to focus groups and interviews (July – August)
- Transcribing interviews and focus groups (July – September)
- Meeting with Programme Lead to scope survey questions for Children and Young People Workstream (August)
- Created draft surveys for Children and Young People Workstream and sent to Programme Lead (August)
- Meetings with Programme Lead to discuss survey questions for Children and Young People Workstream (September)
- Updated survey questions for Children and Young People Workstream (September)

### **User Voice Survey**

#### Objective

**Contract Monitoring Projects & Activity Qtr 2 (July – September 2023)**

- To support Hertfordshire County Council in designing and promoting a survey to understand public views on local voluntary and community services.
- To support Hertfordshire County Council by analysing the findings and producing a report based on the data collected.

Activity

- Launched survey (July)
- Continued scheduling and posting social media (July)
- Re-promoted survey to partners and stakeholders (July)
- Interim analysis (August)
- Closed survey (September)
- Analysis and report writing (September)
- Created final report (September)

**Stevenage Atrial Fibrillation Project Evaluation (Scoping)**Activity

- Meeting with Integrated Care Board (ICB) Health Inequalities Lead to discuss our involvement and support in conducting a project evaluation (July)
- Meeting with Integrated Care Board Health Inequalities Lead to discuss next steps and timescales (September)
- Created draft evaluation questions (September)

**Sexual Health/HIV Survey**Activity

- Meetings with Public Health to discuss our involvement and working together (July)
- Created draft survey questions (August)
- Meeting with Public Health to discuss survey questions, communication materials and timescales (August)
- Meeting with Public Health to finalise survey questions (September)
- Produced communication materials – email to stakeholders, social media images, social media posts, flyer, website article and shared with Public Health (September)
- Meeting with Public Health to finalise survey and communication materials (September)
- Launched survey (September)

**Integrated Care Board Primary Care Workstream – Next Phase**Activity

- Meetings with Integrated Care Board (ICB) regarding our involvement in supporting with their communication and engagement plans (July – August)
- Meeting with ICB to discuss next steps and next topic (September)

## Contract Monitoring Projects & Activity Qtr 2 (July – September 2023)

### **Ethnic Health Inequalities – Home Care and End of Life (Scoping)**

#### Objective

- To understand the views and experiences of ethnically diverse groups on home and hospice care in Hertfordshire.

#### Project Aims

- To consider awareness of, access to, and use of, home care and hospice care amongst ethnically diverse groups.
- To explore older people in ethnically diverse groups' experiences of receiving home care and hospice care.
- To highlight any potential barriers faced by ethnically diverse groups in accessing or experiencing home or hospice care.
- To explore wider considerations of cultural competency with home care and hospice care.

#### Target Population

- To be confirmed – likely to be families in ethnically diverse communities who are currently, or have previously received home care, or any form of hospice care in the last 5 years.

#### Activity

- Visited Sue Ryder Neurocare Centre, Stagenhoe (July)

### **HertsHelp: Mystery Shop project**

#### Objective

To understand the experience of telephone callers to the HertsHelp service and to identify themes for improvement or to highlight good practice.

#### Project aims

- A better understanding of how quickly and professionally calls are answered.
- To assess the quality of responses to set scenarios covering a wide range of services.

#### Activity

- Report has been drafted and is awaiting a response from the commissioners.

### **Hertfordshire Community NHS Trust (HCT) Integrated Care Co-ordination Centre (Adult Referral Hub) Telephone Mystery Shop Project**

#### Objective

To understand the experience of telephone callers to the Integrated Care Co-ordination Centre and to identify themes for improvement or to highlight good practice. This is the single point of access for all adult referrals into Herts Community Trust.



## **Contract Monitoring Projects & Activity Qtr 2 (July – September 2023)**

### Project aims

- A better understanding of how quickly and professionally calls are answered.
- To assess the quality of responses to set scenarios covering a wide range of services.

### Activity

- Mystery Shop calls took place 28.08.23 – 10.09.23
- Key findings have been shared with the Trust
- Report is being drafted

### **Hertfordshire University AISLA – (Analyse and Improve Spatial Layouts of Care Homes)**

#### **Project**

We provided feedback on a demonstration video as part of this study.

### **East of England Strategic Review of the Mount Vernon Cancer Centre**

There have been no meetings of the Mount Vernon Cancer Centre review communications and engagement group, and we have been made aware that NHS England are now redesigning the workstream to make it fit for purpose in the build up to potential public consultation. Given different elements of the programme will implement at different times in different areas, the proposal is for some sub-groups which can work at the pace appropriate to the scheme in their area.

### **Communications Activity**

- Supported research team with Comms and social media for:
  - Cost of Living final report launch and media relations
  - User voice survey
  - Discussions re publication of completed findings – GP survey: Carers and Pharmacy (including liaison with ICB)
  - Surveys relating to type 2 diabetes and cervical screening
  - Sexual health survey
- Responded to media requests:
  - BBC Three Counties interview for Cost of Living story
  - Greatest Hits Radio interview for Cost of Living story
  - Global Radio/Heart interview for Cost of Living story
- Created website article and social media to launch Annual Report, as well as a special edition newsletter
- Review and checks of website upgrade undertaken by Healthwatch England – in conjunction with Deputy CEO – Governance & Operations and the Office Manager
- Key Messages and Updates (formerly Headlines) email sent to Board and representatives
- Wrote and published HWH hard copy newsletter and e-newsletter
- Regular meetings and liaison with Integrated Care Board Comms leads

## Contract Monitoring Projects & Activity Qtr 2 (July – September 2023)

- Reviewing imagery for use in Comms
- Ongoing monitoring of social media platforms to promote our key messages and engage with followers
- 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

### Website Articles

- <https://2023-07-17/9-10-herts-residents-have-been-affected-cost-living>
- <https://2023-07-20/specific-groups-hertfordshire-have-been-disproportionately-affected-cost-living>
- <https://2023-07-27/our-annual-general-meeting-2023>
- <https://2023-08-01/how-informed-are-you-about-type-2-diabetes>
- <https://2023-08-03/whats-your-cervical-screening-story>
- <https://2023-09-11/community-assembly-news-and-update>
- <https://2023-09-25/supportive-local-pharmacies-could-do-even-more>
- <https://2023-09-28/sexual-health-what-do-you-need>
- <https://2023-10-04/many-carers-need-greater-support-their-gps>

### Media Coverage (please note links to some articles are unavailable due to copyright)

- [Bishops Stortford Independent](#)
- [Hertfordshire Mercury](#)
- HSJ article – Neil: Cost of Living
- BBC Three Counties Radio – Neil: Cost of Living
- Greatest Hits Radio – Neil: Cost of Living
- Global/Heart Radio – Neil: Cost of Living
- [‘Hundreds waiting more than a year to see community paediatrician in parts of Hertfordshire’](#)
  - Hemel Today article quoting Jan Taylor 24/7/23

### **Recruitment**

We began the recruitment process in the period, creating an updated Research Officer JD and accompanying application form for potential candidates to complete. Advertising began on 27<sup>th</sup> September and was shared with a number of external partners to boost its reach.

### **Volunteering**

- Completed data cleanse of volunteer database and Outlook Shared Contacts to ensure adherence to GDPR since changing our approach to how we “hold” volunteers
- Finalised new induction process for volunteers, as and when projects need recruitment

## Contract Monitoring Projects & Activity Qtr 2 (July – September 2023)

- Created new 'Expression of Interest' form in hard copy and on HwH website, ready for any future volunteer recruitment

### 4. Holding commissioners and providers to account and partnership working

*Please note, most meetings continued to take place virtually during the period, though as in the previous quarter, an increasing number were face to face. This report begins with our roles around patient leadership at a strategic level, then listing meetings with commissioners and providers and summarising key themes covered.*

**Hertfordshire and West Essex Integrated Care System (ICS)** – The implementation of the Integrated Care Board (ICB) and Integrated Care Partnership (ICP) remains a key factor in our activity and provides further opportunities to be involved around: patient experience, service quality, equalities and diversity and the role of the Voluntary, Community, Faith, and Social Enterprise (VCFSE) sector. Healthwatch is seen by the Integrated Care System as a key organisation, and we have been heavily involved in work strands and meetings.

Activity has included:

- Involvement with meetings of the Integrated Care System including: the Integrated Care Partnership Board, their Primary Care Board, and Primary Care Commissioning Committee, and the Integrated Care Board Quality Committee.
- 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.
- Our involvement around equalities work within the System and membership of the System's Inequalities Strategy Board.
- Membership of the Integrated Care System Voluntary, Community, Faith & Social Enterprise Sector Alliance.
- Continued meetings with East and North Herts Trust's Research Lead to explore Integrated Care Board research opportunities (see section 3)
- Regular meetings to address Primary Care Engagement and Communication with residents with the Director of Primary Care Transformation and Engagement and Communication leads. Meeting with Healthwatch Essex to develop the research programme to deliver this work. Recently the meetings with the Primary Care Team have included streamlined processes at the ICB to speed up publication of our reports and agreeing the focus and approach of upcoming work.
- Involvement with the new Patient Engagement Forum (and its development)
- Involvement with the development of the new Elective Hub
- Member of a group focused on the development of a patient experience dashboard.
- Running an Induction meeting for the new Primary Care Board Patient Reps
- Update meeting with the Local Maternity and Neonatal System (LMNS) leads. Agreed to attend future LMNS Board meetings

## Contract Monitoring Projects & Activity Qtr 2 (July – September 2023)

In addition, as part of the Integrated Care Board's Quality Committee whole day face to face meeting in September, we participated in the Patient Experience Deep Dive. We focussed on key findings from our research projects including the importance of 'reasonable adjustments' and the cost of living impact on access to health care.

**South and West Herts Health and Care Partnership (SWHCP)** – Our involvement with the partnership continues to be extensive, encompassing our lead role on coproduction across the partnership. During the quarter, work has included:

- Membership of the Partnership Board with a particular role around patient involvement and coproduction.
- Co-chairing the Care Partnership's Interim Coproduction Board (detailed in section 3).
- Membership of the Care Partnership's Quality Group to ensure that the patient perspective is seen alongside clinical challenges.
- Meetings with the Director of Strategy and Integration (Interim) to discuss ensuring effective coproduction and the operating model at the partnership.

**East and North Herts Health and Care Partnership (ENHCP)** – We also have extensive involvement with the partnership in the east and north of the county. This includes:

- Membership of the Partnership Board where we represent the patient perspective.
- Chairing and managing the Community Assembly, which looks at strategic issues on health and care across the area and aims to enhance opportunities for patient involvement with workstream priorities. The latest meeting included the work of the Patient Engagement Forum, transformation work at East and North Herts NHS Trust, the latest findings from our research programme, and updates on the partnership development.
- Meeting with the Partnership's Development Director to explore models for expanding patient involvement.
- Being part of the Board's group addressing health inequalities that meets monthly and also looking at the role of Healthwatch to evaluate work to address inequality.
- Membership of the Care Partnership's Quality Group which uses a 'deep dive' approach to review a particular quality concern.

### **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 and how their services can be improved. These meetings also covered: the Countess Of Chester issues, neo natal service generally where appropriate, patient and community involvement, our research on cost of living, equalities, and the resulting recommendations to organisations. These meetings complement the meetings with senior commissioning staff mentioned above.*

### **West Hertfordshire Teaching Hospitals Trust -**

In the period activity has included meetings with:

## **Contract Monitoring Projects & Activity Qtr 2 (July – September 2023)**

- The Trust's Chair and Chief Executive regarding strategic issues including the hospital redevelopment, coproduction, a focus on outpatient services and the development of the South & West Herts Health and Care Partnership Board.
- Our work with the Trust includes chairing the Trust's Coproduction Board and we met with the Deputy Chief Nurse and Associate Chief Nurse to plan Coproduction Board agendas and agree communications with Board members about the Trust's ongoing commitment to coproduction.

### **East and North Hertfordshire Trust –**

During the period we met with the Trust's Chief Nurse and Deputy Chief Nurse to discuss the issues we would raise with both the Chief Executive and Director of Nursing regarding: the Countess of Chester issues, strategic issues at the Trust and service issues including pressures on the Emergency Department, and challenges for patients and staff and ensuring the highest quality patient care across the Trust.

### **The Princess Alexandra Hospital Trust –**

Our work with the Trust included our meeting with the Chief Executive and Director of Strategy and Estates which covered: hospital redevelopment, operational pressures at the Trust our work on the Cost of Living Crisis and our reports on primary care including services for people with learning disabilities and carers.

### **Hertfordshire Partnership University Foundation Trust (HPFT) and The Mental Health, Learning Disability and Autism Health and Safety Partnership –**

During the quarter, our contact with the Trust included:

- Our regular meeting with the Chief Executive, Deputy Chief Executive, and the Director of Nursing, to discuss concerns about recent developments and demands on services. These included Dual Diagnosis services, the challenges of providing inpatient services and how the Trust has used our research on the cost of living to help service users.
- Our quarterly meeting with the Director of Nursing to discuss signposting and research matters.

### **Hertfordshire Community Trust**

We held our regular meeting with the Chair and Chief Executive of the Trust, which included discussing: service pressures, financial constraints, hospital at home, and equality actions. In addition we had a meeting with relevant staff to explore involvement of Voluntary sector Participants in Service Development Clinical Group Meetings

We are represented on the Trust's Health Inequalities Community Engagement Group and attended one meeting of this group during the quarter.

### **Central London Community Healthcare Trust**

**Contract Monitoring Projects & Activity Qtr 2 (July - September 2023)**

The Trust are keen to build on their relationship with us and we now have monthly meetings with their Divisional Director of Nursing and Therapies, which they requested. This includes discussions about service pressures such as the recruitment of specialist nurses and opportunities for patient voices to be heard. We also attend their quality meetings on a quarterly basis to ensure a focus on an external, patient perspective is included.

**East of England Ambulance Service Trust (EEAST)**

Our work with the Trust during the period included our quarterly regional meeting with Trust Senior Staff and Healthwatch Chief Executives. This included discussions about enhancing patient engagement with the Trust across the region.

**Cambridgeshire and Peterborough Integrated Care System**

Our work with Cambridgeshire and Peterborough Integrated Care System during the period included monthly meetings of the Royston Infrastructure Steering Group and its Comms and Engagement workstream. This included discussions about the North Herts District Council Masterplan and long term implications for the Health and Care needs of the Royston area; feasibility studies on estates; availability of capital; results of the 'Let's talk Royston' survey, and how to ensure voices of younger residents are heard.

During the quarter we have received regular updates from Cambridgeshire and Peterborough Integrated Care System regarding the development of the Cambridgeshire Children's Hospital, including comms material that we are able to share on our social media channels.

**Hertfordshire County Council (HCC) – Adult Social Services –**

During the quarter we:

- Met with Executive Director of Adult Care Services and the senior team
- Met with the Head of Community and People Wellbeing to discuss our work on Cost of living, inequalities and other research, our AGM, and our future services
- Met with our commissioners to review our contract and service performance and also our work on service user engagement
- Attended a meeting of the Hertfordshire Safeguarding Adults Board, of which we are a member.

**Hertfordshire County Council (HCC) – Scrutiny –**

We held our meeting with the Chairmen of Herts County Council Scrutiny (Health Scrutiny Committee and Overview and Scrutiny Committee) and the Chair of Healthwatch Hertfordshire. This included discussing issues of shared concern (eg the Countess of Chester issues), the Scrutiny work programmes, and our research and signposting findings.

We attended an informal meeting with the Scrutiny Officer to discuss issues of shared concern.

**Hertfordshire County Council (HCC) – Public Health –**

During the period:

### **Contract Monitoring Projects & Activity Qtr 2 (July – September 2023)**

- We continued to work with Public Health on a number of projects (see section 3). Unfortunately our regular meeting with the Director of Public Health needed to be postponed because of his commitments before he left the council.
- We explored our ongoing holding to account role and involvement with the Drugs and Alcohol Board.
- We continued to work on the \*C.H.A.T Coproduction (Common Holistic Assessment Tool) and attended one meeting of this group during the period; discussions included planning for engagement events and evaluation.
- Attended a meeting to discuss content, planning and how we can provide input to the Health and Wellbeing Board.

### **National and Regional Meetings, including Healthwatch England (where we chair the Regional meeting) –**

- We are Board members of the National Institute for Health and Care Research (NIHR) Applied Research Collaboration (ARC) East of England and the relevant National Institute for Health & Care Research Public Health Intervention Responsive Studies Team (PHIRST Connect). During the quarter we were able to attend the NIHR ARC East of England Impact Showcase 2023.
- Met with the Healthwatch England Head of Network Development to discuss the approach of Healthwatch Hertfordshire which combines research, a focus on health inequalities and hearing from seldom heard voices. We also attended the Healthwatch National Leadership Conference 2023 and liaised with Healthwatch England to raise an important issue with the General Medical Council.
- The importance and value of monitoring impact has been highlighted as a priority nationally by Healthwatch England. We have been able to incorporate recent guidance from Healthwatch England into our system for recording, monitoring and publicising the impact of our work, which we have been developing during this quarter. This focus on impact will ensure that the impact of our work is fed back to the public who contribute to our research, commissioners, Healthwatch England, and all other stakeholders.

**Local Councils and Voluntary and Community Sector partners** – As mentioned previously, our relationship with Voluntary and Community Sector partners and District Councils is significant. During this quarter, our work has included:

- Providing information and advice for the Voluntary, Community, Faith & Social Enterprise Alliance Steering Group activities
- Our regular meeting with Isabel Hospice on behalf of hospices within the Integrated Care Board area
- Attending monthly Hertfordshire Voluntary, Community, Faith and Social Enterprise group meetings chaired by Hertfordshire County Council.
- Meeting with HertsAbility CEO for introduction and to discuss potential links

**Contract Monitoring Projects & Activity Qtr 2 (July – September 2023)**

- Attended two meetings with CDA Herts to collaborate on project exploring Health and wellbeing of refugees in Hertfordshire and support application for grant funding from Lloyds Bank Foundation for this work.

**Themes discussed and issues raised in the period include:**

- The Countess of Chester case and actions being taken locally to reassure local communities.
- The Integrated Care System progress and challenges and moves to ensure effectiveness while avoiding duplication. Changes planned to Health and Care Partnerships and governance for April 2024.
- New hospital developments and continued opportunities for patient involvement.
- Enhancing opportunities for patient and community involvement in service development and provision, and creating models to enable this.
- Feedback from signposting and research which continues to include access to services, delays to treatment, poor communication, ineffective, and rigid systems
- Workforce fatigue and morale and issues such as the impact of industrial action (where relevant).
- Demands on services and capacity across all services still important, and plans for what is expected to be another difficult winter ahead..
- Dual diagnosis services and pressures including actions being taken to address serious concerns.
- Support in Emergency Departments for people with mental health challenges and the aggressive behaviour of some patients.
- Financial pressures and impacts.

**Quality Accounts**

We took part in a roundtable discussion on the refresh of Quality Accounts hosted by Healthwatch England and NHS England. This focussed on discussing future format and accessibility of published Quality Accounts and the role of local Healthwatch in the future Integrated Care Board's Quality Account process e.g. identifying priorities and monitoring progress etc and not just commenting on the final report.

**Care Quality Commission (CQC)**

We received requests for feedback from the Commission for:

- York House Care Home, Watford
- St Catherines Nursing Home, Letchworth Grden City
- In Home Care, Dacorum
- Jurichez Ltd, Cheshunt
- Gossoms End Surgery
- Park Lane Surgery, Broxbourne



**Contract Monitoring Projects & Activity Qtr 2 (July - September 2023)**

**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)**

Management  
Accounts Quarter 2 - :