

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:	October 2021 for Quarter 2 (July - September 2021)	
2	COMPLIMENTS	
	Number of compliments received in the past 3 months	24 (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	252
	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	0
	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 - 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.	3695
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	8
6f	Total number of Telephone Support Service in the past 3 months	123
6g	Total number of Signposting to other organisations/services in the past 3 months	98
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	7
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	123
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	1098
18-24	0	White Irish	20
25-34	1	White Polish	7

35-44	2	White Italian	4
45-54	2	Any other White	36
55-64	1	Bangladeshi	6
65-74	1	Indian	15
75-84	1	Pakistani	13
85-89	0	Any other Asian	13
90+	0	African	18
Not known	3662	Caribbean	7
Rather not say	25	Any other Black	3
		White and Asian	9
		White and Black African	9
Gender		White and Black Caribbean	7
Male	995	Any other Mixed	17
Female	1585	Chinese	7
Transgender	1	Traveller/Gypsy	2
Not known	1114	Any other ethnic group(s):	
Rather not say	0	Asian British	40
		Black British	12
Religion / belief		Arab	3
Christian	46	Romanian & Lithuanian	12
Jewish	2	Not known	2328
Hindu	0	Rather Not Say	9
Muslim	2		
Buddhist	0	Sexual orientation	
Sikh	1	Heterosexual	5
Other (please state):		Gay Man	0
Other Religion		Lesbian/Gay Woman	1
		Bisexual	0
		Not Known	3684
		Rather Not Say	5
No religion or belief	8		
Not known	3636	Resident of	
Rather not say	0	Broxbourne	214
		Dacorum	506
Number of service users who are carers	3	East Herts	409
		Hertsmere	140
		North Herts	255
		St Albans	296
Number of services users who have a disability	4	Stevenage	227
		Three Rivers	213
		Watford	400
		Welwyn Hatfield	200
		Not known	768
		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	
July	2	110	Talk delivered to Connect Health Change webinar, Talk given to Herts and West Essex Inequalities workstream
August	2	30	Talk delivered at Herts County Council Ethnic Minorities Inequalities Group, Stevenage Borough Council Health Focus group talk
September	4	91	Talk delivered at Hertfordshire Partnership University Foundation Trust Carers' Council, Talk delivered at Inaugural Carers Needs and Involvement CQI Project, ICS Hospices CEO meeting talk, Talk given to Stevenage Equalities Commission
Total	8	231	

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)			
July	42	57h 15m			
August	43	66h 45m			
September	38	51h 15m		Quarter 2 Total: 123 cases	Quarter 2 total time: 175h 15m

6G Signposting Summary			
Month	Nature of enquiry	Signposted to:	Number signposted
July	Question regarding accessing COVID-secure transport to hospital	St George's Hospital	1
	Query about accessing a 2nd dose of COVID vaccine at a walk-in centre	A Healthier Future website	1
	Complaint regarding inflexible GP appointments calling system	111, GP Surgery, GP Practice Manager, NHSE, HVCCG Quality Team, NHS Website	1
	Complaint about tertiary treatment centre and secondary treatment centre patient care dispute	UCLH Complaints Dept.	1
	Complaint about repeated postponement of an ADHD assessment spanning several months	ENHHT Complaints Dept.	1
	Complaints about poor quality of care/treatment at Barnet Hospital A&E	Barnet Hospital PALS	1

	Concerns about loved one's mental health and ensuring they get the right support	Hertshelp	1
	Query for information on NHS dentists willing to do more than temporary fillings	NHSE	1
	Complaints about several clinicians' attitudes to the caller's self-diagnosis	ENHCCG Quality Team, GP Surgery	1
	Question about usefulness of virtual physiotherapy appointments and assessments	Connect Health Complaints, HVCCG Quality Team, GP	1
	Concerns about cost of dental work and accessing root canal treatment on the NHS	NHS Website, NHSE	1
	Request for information on support available to families with disabled children	SENDIASS, Carers in Herts	1
	Advice on raising a concern about the quality of care given to a loved one	North Middlesex University Hospital NHS Trust Complaints, North Bristol NHS Trust Complaints, HertsHelp	1
	Complaint regarding inaccessibility of their GP Surgery	GP Practice Manager	1
	Frustration with restrictions on patient prescription ensuring need cannot be met	GP Surgery, Mind	1
	Concerns about lack of urgency in tending to a very unwell child	GP Surgery, 111	1
	Complaint regarding poor quality NHS dental care leaving the caller in pain	Dentist, Dental Practice Manager	1
	Complaint regarding failure to carry out an effective care needs assessment	HCC Adult Social Care Services Complaints, Hertshelp, Action against Medical Accidents	1
	Complaint about failure to provide accurate information on NEPTS	WHHT Complaints Dept., WHHT PALS, NHS Website	1
	Question regarding current NHS dental provision	Dental Practice, NHSE, NHS Website	1
	Complaint about failure to provide physiotherapy treatment at every interaction with the physio service	Connect Health Complaints, Orthopaedic Consultant	1
	Query regarding liability for poor quality homecare received	Local Government Ombudsman, Abbots Care	1
	Complaint regarding attitude and incorrect diagnosis given by specialist consultant	ENHHT Complaints Dept., Healthwatch Central Beds	1
	Complaint about GP Surgery refusing to provide an over-40s health check	HCC Health Improvement Service, NHS Website, NHSE	1

	Requesting information on local NHS dentists accepting new patients	NHSE	1
	Complaint regarding GP Surgery removing patient from list without any warning	GP Practice Manager, NHSE, NHS Website, ICO	1
	Concerns regarding discrepancy between social worker assessment and family assessment of care needs	Hertshelp, Carers in Herts, AgeUK Herts, Hertswise	1
	Complaint regarding poor quality continuing healthcare assessment	HVCCG, HVCCG Quality Team, Hertshelp, Beacon	1
	Serious concerns regarding quality of care provided at inpatient mental health facility	Cygnat Health Complaints, CQC Website, HCC Safeguarding Adults	1
August	Query re accessing NHS dental treatment for gum disease and toothache	Dental Practice, 111	1
	Complaint about dangerous failure to triage accurately	EEAST Complaints, HVCCG Quality Team	1
	Complaint regarding inability to access necessary medication	HVCCG Quality Team	1
	Complaint about poorly organised private COVID testing service	iMED Pharmacy Website, General Pharmaceutical Council Website	1
	Query for NHS dentists accepting new patients	NHSE	1
	Complaint about failure to disclose information in a complaint response	HVCCG	1
	Concerns regarding a month's wait for scan results	GP Surgery, Hospital	1
	Frustration with GP failure to follow specialist instructions	St Mark's Hospital	1
	Concerns about lack of check-ups since finding problems almost two years ago	CQC	1
	Concerns regarding discrimination as a result of complaints	Carers in Herts Advocacy, CQC	1
	Complaint regarding GP Surgery attitude towards an elderly patient	GP Surgery, NHSE	1
	Serious complaint regarding failure to identify cancer	PHSO, GMC	1
	Complaint regarding failure to adhere to the Accessible Information Standard	NHS Website, Sense website, Hertshelp	1
	Complaint about hospital not responding to GP referral	UCLH Complaints Dept., Action against Medical Accidents	1
	Complaint regarding lack of urgency to locate a housing arrangement	HCC Adult Social Care Services Complaints, Hertshelp, Citizens' Advice	1
	Complaint regarding GP's attitude to B12 injections	GP, GP Practice Manager, NHSE, ENHCCG Quality Team	1
	Request for information on leaving a bad housing situation	HPFT Complaints Dept., Hertshelp	1

	Concerns about deterioration in condition while a patient with the physiotherapy service	HVCCG Quality Team	1
	Complaint relating to GP Surgery and Community Service failure to communicate	NHSE, HVCCG Quality Team	1
	Query regarding procurement of a lightweight oxygen machine	Respiratory Dept., British Lung Foundation website, NHS Website	1
	Query for information on NHS dentists accepting new patients	111, NHSE	1
	Complaint regarding quality of care delivered during a respite care stay at a care home	AgeUK Website, HCC Adult Social Care Complaints, CQC	1
	Complaint about a rude receptionist	NHSE	1
	Serious concerns about lack of communication from inpatient mental health facility	HPFT PALS, HPFT Complaints Dept., Hertshelp, ENHCCG Quality Team	1
	Complaint about funding being withdrawn for a necessary surgery	ENHCCG Quality Team	1
	Complaint regarding continuously poor administration and patient support	Practice Manager, NHSE, NHS website	1
	Concerns about bleeding gums and toothache being ignored by dentists	111, NHSE	1
	Concerns about GP Surgery discriminating due to a recent formal complaint	HVCCG Quality Team	1
	Complaint regarding failure to accurately assess patient's needs	Clinical Specialist at Tertiary Centre, Clinical Lead, HCT Complaints, HPFT Complaints Dept., ENHCCG Quality Team	1
	Complaint about GP Surgery unwilling to hold in-person consultations	GP Practice Manager, NHSE	1
	Complaint regarding poorly handled inpatient discharge	Royal Free Complaints Dept.	1
	Question about accessing NHS dental care for painful broken teeth	111, NHSE	1
	Query for information on NHS dental care for severe gum disease	NHSE	1
	Concerns about conflicting diagnoses from different doctors	GP Surgery	1
	Complaint regarding public agencies' failure to intervene in a potential safeguarding concern	101, Action on Elder Abuse	1
	Complaint about GP Surgery not offering face to face appointments	GP Practice Manager, NHSE, ENHCCG Quality Team	1
September	Query for information on NHS dentists accepting new patients	Healthwatch Central Beds	1

	Questions about right to change assigned GP within the Practice and access to NHS dentistry	GP Practice, Dental Practices, NHSE	1
	Query re ensuring GPs continue to consider their self-diagnosis as a possible cause for symptoms	GP, UCLH Complaints Dept.	1
	Complaint about severe delay in referral to tertiary treatment centre	GP, Connect Health Complaints, HVCCG Quality Team	1
	Query for information on access to NHS dental care with broken teeth	NHSE, 111	1
	Request for information on accessing adult autism assessments via the NHS	HPFT SPA	1
	Query re accessing NHS dental treatment	NHSE	1
	Complaint regarding extraordinary wait for ambulance	EEAST Complaints Dept.	1
	Complaint regarding basic medical checks not being carried out	ENHHT Complaints Dept., Action against Medical Accidents	1
	Complaint re failure to accurately assess and treat a child	Healthy Young Minds in Herts website, NHS website	1
	Complaint about inappropriate use of DNACPR order	ENHHT PALS	1
	Concerns about disruption to flu vaccinations	NHS Website	1
	Complaint re inappropriate behaviour of home care company	Hertshelp	1
	Concerns about quality of care provided through mental health outpatient facility	HPFT 'Have Your Say' webpage, HPFT Patient Involvement Team, HPFT Complaints Dept.	1
	Serious concern about failure to identify faulty medical device	WHHT Complaints Dept.	1
	Complaint re GP's disinterest in resolving a gynaecological issue causing significant pain to the patient	GP, 111, Change GP Surgery	1
	Complaint about misdiagnosis and misinformation by GP Surgery	NHSE, ENHCCG Quality Team	1
	Complaint re inaccessible GP appointment and phone line systems	111, NHSE, GP Practice Manager, NHS website, BMA website	1
	Query for information on NHS dental practices accepting new patients	NHS website, NHSE, 111	1
	Concerns that safeguarding concerns they raised have not been taken seriously	Police, HCC Children's Services Complaints Dept.	1
	Question about accessing a 2nd dose of COVID vaccine 3 months after the 1st dose	A Healthier Future website, NHS website	1

	Complaint regarding delays to PALMS assessment having an impact on creation of an EHCP	Social worker, HCT Complaints Dept., Hertshelp	1
	Query regarding disruption to flu vaccinations	GP Surgery, Pharmacy	1
	Complaint regarding severe delays to action from emergency services	HUC Complaints Dept., EEAST Complaints Dept., WHHT Complaints Dept.	1
	Requesting information on NHS dental care for patients in pain	111, NHSE	4
	Concerns about mental health inpatient care delivered after reading CQC rating was 'Inadequate'	CQC, Clinical Lead	2
	Request for information on NHS dental care for patients in severe pain	111	1
	Information regarding a complaint made to patient's GP Surgery for dissatisfactory services	HCT PALS, HCT Complaints Dept., NHS website	1
	Complaints regarding failure to adequately treat patient over a number of years	UK Diving Medical Council, GP Surgery, The Advocacy People	1
Quarter 2 Total: 98			

6J Activities Summary

Month	Activity	Location	Number of service users/carers benefitting
July	'Hear Me Now' Introduction Session	Virtual	2
	'Hear Me Now' Introduction Session	Virtual	2
	'Hear Me Now' Introduction Session	Virtual	2
August	'Hear Me Now' Feedback Session	Virtual	2
	'Hear Me Now' Feedback Session	Virtual	2
September	'Hear Me Now' Introduction Session	Virtual	2
	Health & Care Partnership Community Assembly	Virtual	40
Quarter 2 total activity: 7			