

Voice Contract Performance Monitoring and indicators Qtr 2

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 2 July-Sept 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	1 - 22.09.2021
			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	1.07 - WHHT Board 21.07 - Health Scrutiny 22.07 - Joint CCGs 28.07 - HVCCG PPIC 12.08 - ICS Transition Board 9.09 - HCT Clinical Strategy Stakeholder 15.09 - OSC 30.09 - CLCH AGM 30.09 - HVCCG AGM
			Number of boards, groups and committees represented on	see representation list	50 committees	quarterly report	64 Groups with HwH representation. Increase is partly due to the transition from CCGs to ICS and having groups in

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							tandem until March 2022
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	1.07 - Joint CCGs 20.07 - Herts and West Essex ICS 20.07 - HPFT 21.07 - HCC CYP 03.08 - HCC Scrutiny 10.08 - ENHHT 17.08 - Connect 20.08 - CLCH 22.09 - PAH 28.09 - HCC CYP 28.09 - Scrutiny recommendation meeting re WHHT
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	1. COVID-19 Vaccine Report- 'What are people telling us about the Covid-19 vaccines?' 2. Research into experiences of people from ethnically diverse communities

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3. Primary Care & System Transformation. Health Equality Partnerships Programme (HEPP): Hertfordshire and West Essex ICS
4. Black Asian Minority Ethnic (BAME) and COVID-19 Working Group Project
5. Working Title: Unequal Treatment Research
6. Carers' Needs and Involvement in Psychiatric Inpatient Discharge
7. Staying Connected Programme - Hear Me Now
8. Staying Connected Programme - Scoping work within the Integrated Care System's (ICS) Children and Young People Strategy
9. Experiences of Accessing Maternity Services amongst Black and Asian

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							women in Hertfordshire - Scoping 10. Hertfordshire Community NHS Trust (HCT) Step 2 Early Intervention - Providing Guidance on their Plans for Engagement 11. West Herts Coproduction Board 12. Community Assembly East and North Herts Health and Care Partnership
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	Total - 12 3 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	Number of website visits	n/a	3,500 per quarter	Quarterly report (PIR)	6,895

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credible player in local health and social care

3a	credible player in local health and social care	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: 1,334 Twitter: 2,332 Instagram: 203
3a		Number of newsletter subscribers	n/a	3,500	Quarterly report (PIR)	Digital: 1,570 Print: 2,002 Total: 3,572
3a		Number of press releases / radio appearances	n/a	10 per year	Quarterly report (PIR)	Please see section 3 of our projects/activity return for further information on work we've done in this area
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/presentation/ Focus groups/stalls	n/a	On hold - nr to be renegotiated	Quarterly report (PIR)	Tab 6E: 8 talks delivered Tab 6J: 7 meetings held

Signposting and patient experience feedback							
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 Oct 2021
			Number of signposting calls taken		30 per quarter	Quarterly report (PIR)	123 (Tab 6F)
			Nature of signposting calls and organisation referred onto	n/a	Qualitative	Quarterly report (PIR)	98 (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)	175h 15m (Tab 6F)
Informing people							
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
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