

Contract Monitoring Projects & Activity Qtr 2 (July - September 2021)

1. Website & Social media (data broken down by media type/nr over the quarter)	
a. Number of web visits	6,895
b. Facebook reach	1,334
c. Twitter followers	2,332
d. Instagram followers	203

2. Number of groups HwH is represented on	
a. Total number:	64*
Staff	31
Board	31
Representative volunteers	9
*NB the figures will no longer add up as we have 8 full representatives on 1 group (Difference will be 7)	

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
<p><u>COVID-19 Vaccine Report- 'What are people telling us about the Covid-19 vaccines?'</u></p> <p><u>Objective</u></p> <ul style="list-style-type: none"> To understand public experiences of receiving the Covid-19 vaccine and/or public attitudes towards receiving the Covid-19 vaccine when offered. <p><u>Project aims</u></p> <ul style="list-style-type: none"> To identify areas of good practice in the vaccine rollout in Hertfordshire from members of the public who have already received the vaccine. To identify areas of improvement for the vaccine rollout in Hertfordshire. To investigate public attitudes towards receiving the Covid-19 vaccine to understand why people may want to receive or refuse the vaccine. To assess the quality of communication and information from the government and local health and social care services. To share what the public told us to help inform communications around the vaccine and the rollout programme. <p><u>Target population</u></p> <ul style="list-style-type: none"> General population. People who have not yet received their Covid-19 vaccine. People who have already received their Covid-19 vaccine. <p><u>Activity</u></p> <ul style="list-style-type: none"> Internal meetings to review and finalise the report (July) Produced final draft of the report (July) Designed visuals for the report (July) Report sent to Chief Executive for review and sign off (July) Report sent to Board for review and sign off (August) Report updated in response to comments from CEO and Board (August) Liaised with Hertfordshire and West Essex Integrate Care System (ICS) and Clinical Commissioning Groups (CCGs) for statement of endorsement (August) Production of summary/shortened version of report (August) Creation and finalisation of comms for report launch: social media, website articles, stakeholder emails, email signature (August)

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- Full report and short report published (August)
- Presented report findings at the Ethnic Minorities Inequalities Group meeting (August)

Research into experiences of people from ethnically diverse communities

Objective

- To investigate and understand Black and Asian attitudes and perceptions of the Covid-19 vaccination roll out programme in Hertfordshire.
- To investigate and better understand Black and Asian people's attitudes towards receiving the Covid-19 vaccine to understand why certain people and groups may want to receive or refuse the vaccine.
- To identify areas of good practice and areas of improvement for the vaccine rollout in Hertfordshire.
- To share findings with NHS and Care partners to help inform local plans and communications around the rollout programme.

Target population

- Black and Asian communities within Hertfordshire.

Activity

- Meetings with the University of Hertfordshire to discuss next steps in preparing our stakeholder activity summary document for publishing in academic journal (July - September)
- Internal planning and review meetings related to preparing report for publishing (July - September)
- Researched different journal articles that could be suitable for publishing the stakeholder activity summary document (September)
- Review and update of the literature review of the stakeholder activity summary document (September)
- Continue to share findings with partners via meetings (August - September)

Hertfordshire and West Essex Integrated Care System (ICS) Primary Care & System Transformation: Health Equality Partnerships Programme (HEPP)

Objective

- To develop a best practice engagement model for working with Black, Asian, and Minority Ethnic groups.
- To work with partners across the Partnerships programme to ensure research and engagement activity complements each other and to avoid duplication.
- To work with partners across the Partnerships programme in shaping the Integrated Care System Health Inequalities Workstream.

Target population

- Black, Asian, and Minority Ethnic Groups

Activity

- Meetings with the Community Development Action's Black and Asian Minority Ethnic Covid Recovery Officers (July - September)
- Scoping/planning meetings with officers from the personalised care programme (July - September)

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- Presentation at the Integrated Care System Health Inequalities workstream meeting (July)
- Development of a programme for the workstream on community development and the Integrated Care System's role in enabling community development (July - September)

Black, Asian, Minority Ethnic (BAME) and COVID-19 Working Group Project

Objective

- To work in collaboration with the University of Hertfordshire, Public Health Behavioural Change Unit, and other partners to increase confidence in the COVID-19 vaccine within ethnically diverse communities.

Project aims

- To use data sets and intelligence across different organisations to better understand why vaccine confidence may be low in some ethnically diverse communities and how vaccine uptake could be increased.
- To test and pilot a communication intervention tool aimed at increasing vaccine confidence in ethnically diverse communities.

Target population

- The pilot will be targeted at one ethnically diverse community within Hertfordshire to begin with - this is to be confirmed.
- If the pilot is successful, the target population for the intervention tools will expand to all ethnically diverse groups in the county.

Activity

- Meeting with University of Hertfordshire (UoH) and other partners to consider intervention strategies and conducting a pilot study (July)
- Planning meeting with the university and other partners regarding the pilot study - assessing resourcing the project and reviewing data that will help determine the group and location for the pilot (September)

Working Title: Unequal Treatment Research

Objective

- To understand how Black, Asian, and Arab Hertfordshire residents feel about, and experience, local healthcare.

Aims

- To establish the key concerns that Black, Asian, and Arab people have regarding the NHS in Hertfordshire.
- To understand Black, Asian, and Arab communities' experiences of healthcare in Hertfordshire, with a focus on health inequalities and levels of trust between individuals from these communities and the NHS.
- To make recommendations to healthcare bodies and professionals on how they can build trust with Black, Asian, and Arab communities and work to tackle ethnic health inequalities.

Target population

- Black, Asian, and Arab adults living in Hertfordshire, who both use or do not use local NHS healthcare.

Activity

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- High level literature review into the topic of unequal treatment of ethnically diverse populations (July)
- Internal meetings to determine project scope, aims, methodology and risks (July)
- Produced first draft of the Project Initiation Document (PID) (August)
- Produced project plan and timescales for team (August)
- Internal meetings to discuss survey questions (August)
- Produced first draft of the survey questions (August)
- Internal meetings to review survey questions (August/September)
- Stakeholder mapping and production of stakeholders list (August)
- Produced communications: flyer, social media and website articles (August)
- Internal meeting to determine messages for different stakeholder groups (August)
- Contacted stakeholders introducing and requesting support for the project (August and September)
- Internal meetings to review communications (August/September)
- Finalised website articles (August)
- Finalised survey questions (September)
- Creation of electronic survey and testing (September)
- Liaising with partner organisations to collect feedback on the methodology, survey questions and flyer (September)
- Updated and finalised flyer (September)
- Meeting with the Chair of Black Voice Letchworth to discuss their involvement in the work (September)
- Contacted additional stakeholders to request their support with the work (September)
- Contacted societies at the University of Hertfordshire to request their support with the work (September)
- Identified Equality and Diversity Leads in Hertfordshire (September)
- Contacted local partners to request newsletter dates and survey promotion (September)
- Drafted newsletter content for partner newsletters (September)

Carers' Needs and Involvement in Psychiatric Inpatient Discharge

Objective

- To ensure Carers of people being discharged from Hertfordshire Partnership University NHS Foundation Trust (HPFT) mental health inpatient services are involved in the decision-making process and having their own support needs met in line with the Triangle of Care and the Trust's policies during the service user's transition from inpatient to community settings.

Project aims

- To co-produce information resources for carers supporting loved ones through inpatient discharge.

Target population

- Carers of mental health patients that have been discharged from a mental health inpatient setting within the last two years.

Activity

- Meetings with Carers in Hertfordshire to discuss the publication of the information resources (July/August)

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- Communication to the Advisory Group about how the information resources are being progressed by the Trust (August)
- Planning meetings with the Trust to discuss attendance at Carer Council and to start scoping how Healthwatch Hertfordshire and the Carer Council can work together in their holding to account role within this project (August)
- Planned and prepared a presentation for the Carer Council with relevant internal and external partners to ensure an effective and valuable meeting (September)
- Presented at Carer Council (September)
- Meeting with the Trust to discuss their Carers' Needs and Involvement Continuous Quality Improvement (CQI) project (September)
- Meeting with the Trust to discuss plans for monitoring the information resources (September)
- Finalised the Carers' Needs and Involvement in Inpatient Mental Health Services report (September)
- Produced communications for social media and the website (September)
- Attended Carers' Needs and Involvement Continuous Quality Improvement project meeting (September)
- Report launched and published (September)
- Communication with the Advisory Group to inform them of the publication of the report and an update on the resources (September)

Staying Connected Programme - Hear Me Now

Objective/project aims

- To evaluate the potential impact and outcomes achieved through the utilisation of a digital health care app (Hear Me Now) to improve health outcomes for people with learning disabilities and improve independence.

Target population

- Children and young people with learning disabilities.

Activity

- Contacted participants to organise an Introduction Session to explain the pilot (July)
- Meeting with Hertfordshire County Council (HCC) to prepare presentation slides for the Introduction Sessions (July)
- Produced presentation slides for the Introduction Sessions (July)
- Internal meetings to review and finalise the presentation slides (July)
- Held Introduction Sessions with participants (July/August)
- Emailed participants the forms, tasks and questionnaires (July/August)
- Supported participants in using the Hear Me Now app (July/August)
- Collated and analysed feedback from the questionnaires (August)
- Meeting with Herts County Council to discuss questionnaire feedback (August)
- Meeting with County Council to prepare presentation slides for the Feedback Sessions (August)
- Produced presentation slides for the Feedback Sessions (August)
- Internal meeting to review the presentation slides (August)
- Finalised presentation slides (August)
- Held Feedback Sessions with participants (August)
- Collated and analysed feedback from the sessions (August)

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- Contacted voluntary organisations to assist with recruiting participants (August/September)
- Meetings with Watford Mencap to discuss recruiting participants (September)
- Contacted potential participants about the pilot (September)

East of England Strategic Review of the Mount Vernon Cancer Centre

NHS England East of England Specialised Commissioning Team and NHS London are undertaking a review of the Mount Vernon Cancer Centre (run by East and North Hertfordshire NHS Trust at the Hillingdon Trust in north London). The aim is to organise services in ways that provide the best modern care for patients, including access to research trials and new technology and treatments, from good quality buildings and facilities.

The Watford General Hospital campus has now been confirmed as the preferred option for the site of the new Mount Vernon Cancer Centre. The Watford site was the only one to meet all the requirements of the clinical review that was undertaken in 2019.

On 9th September an Expression of Interest was submitted to the New Hospitals Programme (NHP) with a decision about who makes the long list expected in late-Autumn.

We have been involved in the scoring and moderation of all the possible options for the Mount Vernon Cancer Centre (do nothing, do minimum, re-provision at Watford - preferred, basic and enhanced - and dispersal) for the pre-consultation business case.

The Patient Reference Group which has been set up to review the NHS England/Improvement patient engagement activity and feedback has been meeting regularly and provided feedback to the Programme Board.

Audit of dental practice websites and their NHS entries in Hertfordshire

To audit the dental and NHS websites to evidence whether dental practices are adhering to the NHS England 'Expectations' letter sent January 2021, and to identify any improvements that can be made to the patient experience in accessing NHS dental services.

The report has been published on our website. The Herts Local Dental Committee provided a statement and supported with factual accuracy.

Staying Connected Programme - Scoping work within the Integrated Care System's (ICS) Children and Young People Strategy

- National literature review on the issues experienced by children and young people with a long term condition and their families when accessing health care services (July)
- Produced high level document outlining the key issues (July)
- Meeting with Integrated Care System's Strategy Lead and Public Health Consultant to review the document and agree next steps (July)
- Reviewed Project Initiation Document (PID) sent from the Integrated Care System (September)
- Meeting with Herts County Council to discuss the Project Initiation Document (September)
- Meeting with the Care System and County Council to discuss the Document and taking the work forward (September)
- Meeting with County Council to discuss holding focus groups, stakeholder mapping, project planning and comms to stakeholders (September)

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- Identified key stakeholders to inform and/or support the work (September)
- Produced draft communications for key stakeholders (September)

Experiences of Accessing Maternity Services amongst Black and Asian women in Hertfordshire - Scoping

- Internal meeting to discuss the research focus, project scope and aims (July)
- Produced national literature review (July)
- Produced Project Initiation Document (PID) (July)
- Internal meeting to review and discuss PID (July)
- Meeting with Trainee Clinical Psychologist from the University of Hertfordshire to discuss their work and plans for our research (July)
- Started project planning, stakeholder mapping and identifying research questions (August)
- Meeting with West Essex Maternity Voices Partnership (MVP) to discuss our work and their concerns about changes to the National Institute for Health & Care Excellence (NICE) guidelines around the induction of labour (August)
- Follow up conversation with West Essex Maternity Voices Partnership about what they think the key issues are for ethnically diverse women using maternity services (August)
- Meeting with Hertfordshire and West Essex Local Maternity & Neonatal System (LMNS) Maternity Transformation Programme Manager to discuss their work (August)
- Meeting with Herts County Council Communications Lead to discuss their work on pregnant women and the COVID-19 vaccine (August)
- Contacted Lister Maternity Voices Partnership and West Hertfordshire Maternity Voices Partnership to arrange a meeting (September)
- Internal meeting to narrow the research focus (September)
- Attended Local Maternity & Neonatal System Reducing Inequalities workstream meeting (September)

Hertfordshire Community NHS Trust (HCT) Step 2 Early Intervention - Providing Guidance on their Plans for Engagement

- Internal meeting to review survey questions and plans for engagement (July)
- Meeting with the Trust to provide guidance on their survey questions and plans for engagement (July)
- Produced communications: social media and website article to promote the focus group (August)
- Published communications (August)
- Sent a list of stakeholders who could support in recruiting participants (August)

West Herts Hospitals Trust Co-production Board

Aim

- To work with West Herts Hospitals Trust to co-develop and run coproduction at the Trust.

Target population

- Patients & staff of West Herts Hospitals Trust and the Voluntary & Community sector.

Activity

- Preparation for Co-production Board meeting (July-Aug)

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- Co-production Operating meeting (Aug & Sept)
- Co-production Board Meeting (Sept)

Healthwatch Communications activity

- What's the Point article for website - supported with social media posts on Twitter and Facebook
- People living in poorest areas waiting longer for hospital treatment article (Healthwatch England affiliate content)
- Welwyn Garden City Urgent Care Centre night closure article
- Maintain mask-wearing and social distancing at NHS settings article
- Health and social care bill moves through Parliament article
- Health Foundation publish their Covid-19 impact inquiry article
- Herts Community Trust Step2 wants to hear from children and young people article
- Promotion of survey to understand barriers to self-isolation article
- Articles about latest vaccination age groups and booster
- Article raising awareness of Healthwatch and its current projects written for Covid Recovery Black Asian and Ethnic Minority Herts newsletter
- Review of social media and analytics including creating new Healthwatch Hertfordshire banner and logo for Twitter and Facebook
- Supporting local charities, Healthwatch England initiatives and NHS/social care organisations via social media (re-tweets etc)
- Integrated Care System Comms meeting and support from the System for GP signposting enquiries
- Healthwatch England Workplace monitoring
- Internal Communications Team Meetings to update on and determine future comms activity
- Attended Healthwatch England launch of new branding webinars
- Internal newsletter review
 - Research into other local Healthwatch and partner newsletters
 - Evaluation of newsletters
 - Creation of paper with suggested next steps
- Internal Social Media Review
 - National literature review on using social media platforms effectively (August)
 - Produced high level document on using social media platforms (August)
 - Attended Healthwatch England webinar on using social media (August)
 - Internal meeting to discuss next steps and ways forward (September)
 - Produced presentation slides to share with the wider team (September)
 - Held a social media review with the wider team to discuss and plans next steps (September)

Public Health East of England Dental Community Dentistry Needs Assessment

We shared relevant contacts with Public Health East of England for their focus groups and reviewed the questions that they would be asking participants.

Enter and View visits

These are currently on hold due to the pandemic and the restrictions on face to face activity and visiting in general.

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Volunteering

We continued our regular newsletter communication with volunteers, including updates/outcomes from projects they worked on - plus information about volunteer opportunities with partners.

We also advertised, interviewed, and recruited five new Trustees for the Board. Additionally we invited volunteers to save the date for our long-postponed Equality & Diversity Training, now to be held online.

4. Holding commissioners and providers to account and partnership working

Please note, as would be expected, meetings continued to take place via Zoom or MS Teams during the quarter and there was an surprising focus on the pressures faced by the NHS and Social Care in the period and the impacts on patient care. 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. The section also highlights some new approaches being implemented focusing on equalities and patient and community involvement.

It is worth noting that the demands on services are unsurprisingly a theme discussed at all meetings. Demand for services is consistently high across the system and our role is to ensure that demand management reflects patient needs and safety.

Hertfordshire and West Essex Integrated Care System - Our regular meeting with the Chair and the Joint Chief Executive Officer Herts & West Essex Integrated Care System & Clinical Commissioning Groups provided an opportunity for the strategic challenges for the Integrated Care System to be discussed, and feedback from ourselves about areas of concerns raised by patients and services users. Items included: the significant transformational and transitional work preparing for and implementing changes to the NHS structures and approaches, population health management, inequalities issues, vaccinations, system pressures, and the challenges around mental health, dentistry and access to primary care being experienced.

In the quarter we were also able to be engaged more fully in the Integrated Care System Inequalities workstream and presented at their meeting in the quarter. We were invited to join the group. Additionally, we presented to the System-wide Hospice Chief Executives Group who now wish to work more closely with Healthwatch Hertfordshire. As well as this, we had a meeting with the Director of Primary Care with our colleagues in Healthwatch Essex to talk about how patient engagement across primary care could be effective at the System level.

We were approached by the project lead of the Outpatient Transformation Programme to discuss how to involve patients and the public in this work. This coincided with comments from the East and North Clinical Commissioning Group patient representatives in the Patient Network Quality group who felt there was little engagement with the Integrated Care System. We were able to provide information and contacts to start the process.

Joint meeting Herts Valleys Clinical Commissioning Group and East and North Herts Clinical Commissioning Group - We held our second joint meeting with the Chairs and Managing Directors of the Clinical Commissioning Groups. The meeting focused on shared concerns across the county and included demands on the system generally as well as those specifically on primary care, mental health and paediatric services. In relation to these, our discussion explored how patient use of different pathways could be beneficial for both patients and the NHS.

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Herts Valleys Clinical Commissioning Group - As previously mentioned, we have instituted monthly meetings at the request of the Managing Director of the Clinical Commissioning Group to look at important issues, pressures and challenges, and service performance from a patient and commissioning perspective. Issues covered in recent meetings include demand on services generally including: access to primary care, pressures at Herts Partnership University Foundation Trust and West Herts Hospitals Trust, redevelopment at the Trust, and interface between different NHS services. We also met with the Public Engagement Manager at the Clinical Commissioning Group to explore work around patient engagement linked to coproduction and the South and West Herts Health Care Partnership.

East and North Herts Clinical Commissioning Group - We have regular meetings with the new Associate Director - Quality Improvement at the Clinical Commissioning Group. The meeting looks at how they use Healthwatch information and research to help assess provider performance. It has also covered important themes raised through signposting such as vaccination and access to GPs, as well as discussing system pressures and the current challenges faced.

South and West Herts Health and Care Partnership Quality and Clinical Group - We are now regularly attending this group with a focus on ensuring the development of an effective a model of patient and community involvement as the Partnership develops.

East and North Herts Health and Care Partnership Board - We are members of the Integrated Partnership Board, leading on patient participation, and as such we regularly attend the monthly Board meetings. As mentioned previously, we have worked with partners across the system to develop a model of effective patient involvement across the area. This will include the new Community Assembly chaired by Healthwatch Hertfordshire, which held its first meeting in late-September (covered below in relation to partner activities). We are also involved with the Board's group looking at health inequalities to complement the data around Population Health Management with findings from our research and engagement with ethnically diverse communities.

East and North Hertfordshire Hospitals Trust - During the quarter we had our meeting with the Chair and Chief Executive. The meeting provided updates on pressures on Accident and Emergency services and on the Trust generally, including current numbers of patients with Covid. We also covered how waiting lists are being risk managed (a regular issue we raised with providers). Additionally, we discussed inequalities and engagement issues across the wider Health and Care Partnership.

West Hertfordshire Hospitals Trust - At our regular meeting with the Director of Nursing, the challenges on the Trust of significant demand on services were covered. The success of the virtual hospital approach was discussed and seen as a good model for the future. The meeting also enabled us to raise some issues from signposting including communications with patient's families and interface between different departments at the Trust.

As well as this, we have continued our involvement in Trust Development forums, our joint chairing of the Trust's Co-production Board and also explored with the Deputy Director of Nursing how a consistent model of patient engagement can be embedded across the Trust.

The Princess Alexandra Hospital NHS Trust - During the quarter, we held our meeting with the Director of Strategy and Estates at the Trust. The meeting explored: the plans for the new hospital, and recent developments, digital development at the Trust, and the recent visit by the

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Care Quality Commission - including their positive messages about patient involvement at the Trust.

Hertfordshire Partnership University Foundation Trust (HPFT) - Our regular meeting with the Trust Board members was complemented by a meeting with the new Director of Nursing. The huge demand on services is a significant concern with both more service users needing help and a greater acuity of those needing help. Access to services was raised with the Trust, particularly with the demand pressures outlined in the Niche report. We held separate meetings with clinicians to look at access to psychological therapy services and with senior managers to address the actions following our co-production work around support for carers (see section 3). This work was also explored when we presented to the Trust's Carer Council. Our work to inform service users and carers about the new protocol for Dual Diagnosis services has also been complimented by the Trust.

Hertfordshire Community Trust - Our recent meetings with the Chair & Chief Executive and the Director of Nursing took place outside the period of this report.

Central London Community Health Services NHS Trust - We met with the Divisional Director of Nursing and Therapy and items discussed included: pressures on services, plans for winter pressures and vaccination, service transformation (for example of neurology and respiratory services), and restarting of proposals for patient engagement that have been delayed by the pandemic.

Connect Health - We presented at the national Connect Health Change workshop event in July on our work with ethnically diverse communities as part of its programme addressing health inequalities '*Cultural Communities and Health Inequalities*'. The quarter also saw the first of our regular meetings with the provider to explore signposting issues and service developments. This included signposting feedback about telephone handling delays and the measures being taken to address this. Connect Health is keen to collaborate with us to ensure they hear more about patient experiences of services.

Hertfordshire County Council (HCC) - Social Care - Our regular meeting with the Assistant Director for Health Integration covered a number of strategic issues and provided the opportunity to ensure that the importance of Social Care involvement with the Community Assembly was highlighted. As a follow up to the meeting, a number of issues were raised from signposting including social worker cover, care home visitation, and home care visits. We also met with the service users and staff involved with the Connected Lives Gateway project, which has been restarted after lockdown.

Hertfordshire County Council (HCC) - Children and Young People's Services - During the quarter we held two meetings around children and young people's services, partly as an opportunity to meet with the service's new Director. The issues explored included: concerns about the impact of the pandemic on issues such as reduced access to paediatric speech therapy, adolescent mental health, and children looked after (including foster care).

Hertfordshire County Council (HCC) - Scrutiny - During the quarter we presented at the induction event for the new Overview and Scrutiny Committee about the role of Healthwatch and how our approach complements the holding to account role of the committee. We also held the regular meeting between our Chair and the Chairmen of the Scrutiny Committees, where future

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scrutiny work on GP access and NHS challenges generally were covered. We have liaised with Scrutiny staff about our contribution to the 'BAME' recovery scrutiny.

Hertfordshire County Council (HCC) - Public Health - Our recent meetings with the Director and the Executive Member were postponed because of annual leave.

Healthwatch England - We chair the Regional Network meeting of Healthwatch and held the regional meeting virtually in August. Our major item was a detailed look at the role of Healthwatch at a time of huge pressures within health and care and how we can make an impact in challenging times. We have also been involved with Healthwatch work nationally on relationships with Integrated Care Systems.

Care Quality Commission (CQC) - We provided intelligence to the Commission following a request for information on home care and mental health provision.

NHS England and NHS improvement End of Life and Palliative Care - We met with the regional leads for End of Life and Palliative Care to develop an involvement model for Local Healthwatch across the region.

University of East Anglia Carer Support Nurse Research Project - The value of having a specialist carer support nurse within the area is being explored, and we met with the research lead to discuss the benefits of the approach and how it might work.

Voluntary and Community Sector partners and Local Councils - As mentioned previously, our relationship with Voluntary and Community Sector partners and District Councils has been further enhanced with partnership opportunities over the last year. A recent example of this is the Stevenage Equalities Commission which held its inaugural meeting in late-September, and we were asked to present on our work with ethnically diverse communities.

The enhanced partnership working is also highlighted through our co-production work with West Herts Hospitals Trust, where we have helped build the relationship between the voluntary sector and the Trust.

We additionally had the opportunity to work closely with the CDA (Community Development Action) Herts, where we are working together on addressing inequalities (see section 3).

Our work to build partnerships in the quarter has also included meetings with:

- Herts Hearing Awareness Service
- North Herts and Stevenage Council for Voluntary Service
- Carers in Herts
- Maternity Voices
- Marie Curie

Further, we have continued to be in contact with Age UK regarding our shared premises and short- and long-term ways of working.

As well as this, the period has seen a rise in the number of requests from patient groups who wish to raise the importance of retaining strong patient involvement when the changes to NHS structures come to fruition.

Representation

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The number of groups we have been asked to be involved with has increased partly due to the transition from the Clinical Commissioning Groups to the Herts and West Essex Integrated Care System, and partly due to the increase in new groups tackling health inequalities. We are reviewing our membership on a regular basis to ensure that volunteer and staff resource is being used effectively.

We continue to meet bi-weekly with NHS England/Improvement Regional dental leads and local Healthwatch; a similar group has now been set up to meet with the East of England Ambulance Service on a bi-monthly basis.

Holding to Account Log

We continue to maintain a Holding to Account Log and Changes to Local Delivery Monitoring Log and have regular 'holding to account' reviews of the latest concerns and information and feedback from signposting and surveys. There is also a separate COVID-19 Vaccine log.

As before, many of the themes echo the key themes that Healthwatch England is monitoring such as access to GPs, access to dentistry, and long waits for surgery.

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 30.09.2021