

PIR Quarter 2 2022-2023

1 CONTACT INFORMATION		
Name of your service:	Healthwatch Hertfordshire	
Address of your service:	Kings Court, London Road, Stevenage	
Postcode	SG1 2NG	
Your name:	Nuray Ercan	
Your job title:	Deputy Chief Executive (interim)	
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 2022 for Quarter 2 (July - September 2022)	
2 COMPLIMENTS		
Number of compliments received in the past 3 months		30 (see attached)
3 COMPLAINTS		
Number of complaints received by the service in the past 3 months		
- 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		2
Number of staff (WTE) directly employed in delivering this service		6.4
Number of employed staff		9
Number of volunteers		39
Number of volunteering hours		233.5
Number of joiners (staff) in the past 3 months		0
Number of leavers (staff) in the past 3 months		1
Number of joiners (volunteers) in the past 3 months		1
Number of leavers (volunteers) in the past 3 months		1
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

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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.	3860
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	9
6f	Total number of Telephone Support Service in the past 3 months	96
6g	Total number of Signposting to other organisations/services in the past 3 months	62
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	6
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	96
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		

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N/A

6A Service Users

Age		Ethnic Group	
Under 18	23	White British	2538
18-24	30	White Irish	53
25-34	54	White Polish	11
35-44	117	White Italian	4
45-54	77	Any other White	82
55-64	58	Bangladeshi	11
65-74	38	Indian	29
75-84	28	Pakistani	25
85-89	2	Any other Asian	14
90+	1	African	28
Not known	3430	Caribbean	18
Rather not say	2	Any other Black	3
		White and Asian	11
		White and Black African	11
		White and Black Caribbean	10
Gender		Any other Mixed	17
Male	1087	Chinese	8
Female	1928	Traveller/Gypsy	3
Transgender	1	Any other ethnic group(s):	
Not known	840	Asian British	68
Rather not say	4	Black British	20
		Arab	3
Religion / belief		Romanian & Lithuanian	17
Christian	103	Not known	836
Jewish	10	Rather Not Say	40
Hindu	2		
Muslim	3		
Buddhist	4	Sexual orientation	
Sikh	29	Heterosexual	164
Other (please state):		Gay Man	5
Faith	1	Lesbian/Gay Woman	8
		Bisexual	7
		Not Known	3662
		Rather Not Say	14
No religion or belief	38		
Not known	3660	Resident of	
Rather not say	10	Broxbourne	355
		Dacorum	530
Number of service users who are carers	105	East Herts	481
		Hertsmere	158

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		North Herts	282
		St Albans	352
Number of services users who have a disability	70	Stevenage	259
		Three Rivers	233
		Watford	429
		Welwyn Hatfield	266
		Not known	445
		Members outside of area but using Herts services	70

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6E Events, Fairs, Presentations, Stalls attended			
Month	Total Number of sessions	Total Number of people who attended	
July	2	55	Presentation on Patient Co-Production & Community Assembly delivered to Hertfordshire County Council Health Scrutiny; Presentation on Tackling Health Inequalities at Healthwatch East of England Regional Conference
August	3	53	Presentation given at Hertfordshire Partnership University Foundation Trust Carers' Council and Presentation on Tackling Health Inequalities given to East & North Hertfordshire Health & Care Partnership, Presentation given to East & North Hertfordshire Health & Care Partnership Community Assembly
September	4	58	Presentations on Tackling Health Inequalities given at the East and North Hertfordshire Integrated Care Partnership Clinical and Professional Executive Committee, the South & West Hertfordshire Health & Care Partnership Quality Group, the East and North Hertfordshire Health & Care Partnership Group, and the Equality, Diversity & Inclusion Steering Group at West Herts Teaching Hospitals Trust
Total	9	166	

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	26	35h 15m			
August	39	45h			
September	31	31h 15m		Quarter 2 Total: 96 cases	Quarter 2 total time: 111 hours 30 minutes

6G Signposting Summary			
Month	Nature of enquiry	Signposted to:	Number signposted

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July	Complaint about poor quality dental care and query re finding a new NHS dentist	NHS Website, NHS BSA	1
	Feedback about mental health team being overstretched	HertsHelp, ICO	1
	Complaint about inflexible & unhelpful GP appointment process	GP Practice Manager	1
	Requesting information on local NHS dental practices accepting new patients	NHS Website, HwH Website, dental practices	1
	Complaint about being unable to register with a NHS dentist	HwH Website, NHS Website, 111, NHSE Complaints, Write to Them	1
	Complaint re unreliable district nursing service	CLCH PALS, CLCH Complaints, CLCH Website, HertsHelp	1
	Complaint about inability to access urgent NHS dental care	111	1
	Feedback about warning letter sent unfairly	ENHT Complaints, ENHT Health Records	1
	Complaint about warning letter sent unfairly	NHS Website, ENHT PALS, ENHT Complaints	1
	Historic complaint regarding poor quality surgery	ENHT Complaints, HertsHelp, AvMA, Citizens' Advice	1
	Requesting information on NHS dentists accepting new patients	NHS Website	1
	Request for help with a bad situation at home	999, National Domestic Abuse Helpline	1
	Concerns regarding ambulance queues at Lister Hospital	ENHT PALS, ENHT Complaints	1
	Complaint re poorly organised discharge from hospital	North Middlesex PALS, North Middlesex Complaints, Discharge Co-ordinator	1
	Query about suing their dentist for malpractice	Dentist, Dental Practice Manager, NHSE Complaints, HertsHelp	1
	Query about availability of root canal treatment on the NHS	Dentist, Dental Practice, NHS Website	1
	Feedback about unfair removal from GP Practice List	Herts & West Essex ICB, GP Surgery Practice Manager	1
	Complaint about inflexible appointment making process	GP Practice Manager, NHS England Complaints	1

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August	Query re changing orthodontist partway through treatment	British Orthodontic Society Website, Orthodontist	1
	Complaint about potentially ageist commissioning of ASD assessments	HPFT Complaints, HPFT SPA	1
	Complaint about potential medical negligence	ENHT Complaints, Herts & West Essex ICB, AvMA, GMC	1
	Concerns about inappropriate data sharing	HertsHelp, ICO	1
	Concerns re availability of sedation during dental care on the NHS	Dentist	1
	Complaint about poor dental treatment received years ago	NHS Website, NHSE Complaints, Dental Practice Manager, AvMA, HertsHelp	1
	Requesting information on waiting times for ADHD assessment	ENHT PALS, ENHT Complaints	1
	Complaint about lack of care provided by GP Surgery to loved one	HertsHelp	1
	Request for information on organisations providing specific types of wheelchair	Remap, Social Worker	1
	Feedback about the quality of care offered by their GP Surgery	HertsHelp	1
	Concerns about safety of suggested dental treatment pathway	Dentist, Citizens' Advice, HertsHelp	1
	Complaint about lack of support either statutory or charitable for people with epilepsy	Epilepsy Action Helpline, Epilepsy Society, Brain Charity	1
	Request for information on NHS dentists accepting new patients	NHS Website, 111, dental practices	1
	Request for information on specialised NHS dental care	HCT Special Dental Care Service	1
	Query regarding NHS dental practices accepting new patients	NHS Website, dental practices	1
	Complaint about sudden withdrawal of care without repercussions from HCC	Carers in Herts	1
	Requesting information on service that can cook lunch and provide companionship	HILS, Age UK Herts	1
	Feedback about lack of care shown by GP	GP Practice Manager, NHSE Complaints, Pain Concern	1

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	Serious complaint about quality of care provided as an inpatient and in aftercare	WHTH Complaints Team	1
	Concerns about quality of care provided at inpatient mental health facility	Barnet, Haringey & Enfield Foundation Trust Complaints, POhWER	1
	Query about right to insist on registering with a dental practice on reasonable adjustment grounds	Dental Practice Manager	1
	Concerns about cost of travel to multiple medical appointments	Citizens' Advice	1
	Complaint about lack of treatment options offered	ENHT Complaints Policy	1
September	Concerns regarding closure of care home and adequacy of social care support	Social Worker	4
	Question re support available for patients with dementia	HCC Website, HPFT Website	1
	Query for information on NHS dental practices accepting new patients	NHS Website, dental practices, 111	2
	Complaint about failure to notify re appointment cancellation	WHTH Complaints Team	1
	Query for information on accessing urgent NHS dental treatment	111	1
	Complaint about staff demeanour at multiple A&Es	ENHT Complaints	1
	Complaint about quality of care/treatment provided by GP	GP Practice Manager, NHSE Complaints, HertsHelp	1
	Complaint about badly managed building	North Herts Council	1
	Complaint re manner of company contracted to manage New QEII car park	ENHT Complaints, ENHT PALS	1
	Concerns about standard of care provided by GP Surgery	CQC	1
	Requesting information on Herts Action on Disability's new premises	HertsAbility	1
	Question re costs of root canal on NHS	NHS Website, NHS BSA Website, Oral Health Foundation, Dentist	1

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	Complaint about GP Surgery discriminating against a disabled patient	Interpreters Live, NHS Website	1
	Query about working with HPFT	HPFT Corporate Office	1
	Question regarding support available for people with ASD and ADHD	HertsHelp, National Autistic Society Website, ADHD Society Website, ADHD UK	1
	Question about advocacy support for person with mental health issues	HertsHelp, Citizens' Advice	1
	Request information on Buntingford Action for Social Help (BASH)	BASH	1

Quarter 2 Total: 62**6J Activities Summary**

Month	Activity	Location	Number of service users/carers benefitting
July	Annual General Meeting	Online	30
	South and West Hertfordshire Health and Care Partnership Task and Finish Group	Virtual	8
August	East & North Hertfordshire Care Partnership Community Assembly	Online	28
	South and West Hertfordshire Health and Care Partnership Task and Finish Group	Virtual	12
September	South and West Hertfordshire Health and Care Partnership Task and Finish Group	Virtual	12
	South and West Hertfordshire Health and Care Partnership Interim Coproduction Board	Virtual	12

Quarter 2 total activity: 6