

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 - September 2022 update
Strategic context and relationships							
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 year	Quarterly report	No meeting took place during the quarter
			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, though the Board is currently reviewing its approach and focus. Normally we would advise on community engagement eg. Requests from the Board Chair to present on our research projects
Healthwatch involved in	1.2	Healthwatch Hertfordshire is recognised as a	Number of Strategic Boards and	Strategic Committees as agreed by the	At least 1 per quarter per committee	Quarterly report	01/07 – HCC Health Scrutiny Committee

<p>the work of the Board, advising on community engagement eg. Requests from the Board Chair to present on our research projects</p>		<p>partner on Boards and Committees</p>	<p>Committees attended</p>	<p>Board - see Representation List</p>			<p>28/07 – Herts & West Essex Health and Care Partnership Board 02/09 – East & North Herts Care Partnership Board 13/09 – VCFSE Alliance Steering Group 16/09 – Herts & West Essex Integrated Care System Health Inequalities Strategic Board 16/09 – Herts & West Essex Health and Care Partnership Board</p>
			<p>Number of boards, groups and committees represented on</p>	<p>See Representation List</p>	<p>50 committees</p>	<p>Quarterly report</p>	<p>55 groups and Committees with Healthwatch Hertfordshire representatives (Board, volunteers, staff)</p>
<p>Running the business</p>	<p>1.3</p>	<p>Healthwatch Herts uses evidence to determine its strategic priorities and this is understood by</p>	<p>Annual strategic priorities document includes evidence/data to support rationale for each priority</p>	<p>N/A</p>	<p>Annual Healthwatch Board Priorities Paper</p>	<p>Monitored through External Facing Project Update Report and</p>	<p>Established Board Strategic Direction Task & Finish Group to review organisational activity in the light of</p>

		partners and the public				referenced through project reports	the agreed strategic direction.
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	<p>July:</p> <ul style="list-style-type: none"> Deputy Director of Nursing, WHTH Executive Director of Adult Social Care, HCC ICB Senior Staff Director of Nursing, HPFT <p>August:</p> <ul style="list-style-type: none"> Director of Nursing, WHTH Director of Nursing, CLCH Director of Nursing, HPFT West Herts Teaching Hospitals Trust Deputy Director of Nursing (designate), WHTH Herts Community Trust Hertfordshire Partnership

							<p>University Foundation Trust Board Directors</p> <ul style="list-style-type: none"> • HCC Adult Social Care <p>September:</p> <ul style="list-style-type: none"> • Herts County Council Public Health • ICB Senior Staff • Service Lead, Connect Health
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	<ol style="list-style-type: none"> 1. Making Local Healthcare Equal: Healthcare Concerns in Black and Asian Communities 2. Care Homes: Reducing isolation through visiting 3. Carers' Needs and Involvement in Psychiatric Inpatient Discharge 4. South and West Hertfordshire

							<ul style="list-style-type: none"> Health and Care Partnership Coproduction 5. Community Assembly 6. ICS Primary Care Workstream: GP Access 7. NHS Community Nursing 8. Public Health and Substance Misuse 9. Tackling health inequalities: Learning from Black and Asian Community Leaders
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 year	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: 9 2 projects closed in this period 7 projects open
Community voice and influence							
3a	2.1	Residents are aware of Healthwatch Herts as a credible player in local health and social care	Number of website visits	N/A	3,500 per quarter	Quarterly report (PIR)	4,994
3a			Make public aware of HwH through use of social media	Facebook reach, Twitter followers	FB: 2,100; Twitter: 2,100;	Quarterly report (PIR)	Facebook: 1,420 Twitter: 2,387
3a			Number of newsletter subscribers	N/A	3,500	Quarterly report (PIR)	Digital: 1,526 Print: 1,889 Total: 3,415
3a			Number of press releases / radio appearances	N/A	10 per year	Quarterly report (PIR)	Press releases – 13 Radio interviews – 2
2c			Healthwatch will formally consider seldom heard communities in scoping activities and projects	This will include for example: Ethnically diverse communities, Children and Young People, Gypsy and Traveller communities, people with Sensory and	Built into HwH's 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

3a			Physical disabilities, people facing social and financial exclusion, and homeless or vulnerably housed people				ethnically diverse communities.
			Number of awareness raising events/presentation / Focus groups/stalls	N/A	On hold – nr to be renegotiated	Quarterly report (PIR)	9 talks delivered 6 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	October 2022
			Number of signposting calls taken	N/A	30 per quarter	Quarterly report (PIR)	96
			Nature of signposting calls and organisation referred onto	N/A	Qualitative	Quarterly report (PIR)	62

			Time taken to resolve signposting calls	This figure is reported to enable the complexity of cases to be assessed	Qualitative	Quarterly report (PIR)	11h 30m
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 implemented in 2021 – review schedule in operation
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 e.g. dentistry.