

Contract Monitoring Projects & Activity Qtr 2 (July - September 2022)

1. Website & Social media (data broken down by media type/nr over the quarter)	
a. Number of web visits	4,994
b. Facebook reach	1,420
c. Twitter followers	2,387

2. Number of groups HwH is represented on	
a. Total number:	55
Staff	32
Board	18
Representative volunteers	5
NB: one group has 4 Board Members and 6 Representative volunteers.	

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>Making Local Healthcare Equal: Healthcare Concerns in Black and Asian Communities</u></p> <p><u>Objective</u></p> <ul style="list-style-type: none"> To understand how Black and Asian Hertfordshire residents view and experience local healthcare services. <p><u>Project aims</u></p> <ul style="list-style-type: none"> A better understanding of the health experiences and perceptions of Black and Asian communities in order to inform services and commissioning. Evidence relating to Black and Asian experiences of healthcare and how this might differ from the general population, to support the improvement of services. The opportunity to grow trust, confidence and engagement with Black and Asian communities to help communication and engagement work better. To help inform the equalities workstream of the Integrated Care System (ICS). <p><u>Target population</u></p> <ul style="list-style-type: none"> Black and Asian adults living in Hertfordshire, who both use or do not use local NHS healthcare. <p><u>Activity</u></p> <ul style="list-style-type: none"> Updated and finalised report and recommendations in collaboration with Chief Executive (July) Sent final report to Board for review and sign off (July) Updated and finalised report based on feedback from Board (July) Sent request for responses to recommendations to the NHS (July) Presented key findings and recommendations at Healthwatch Hertfordshire AGM (July) Received and reviewed responses to recommendations from the NHS (August-September) Updated and finalised the report with responses to recommendations from the NHS (September)

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- Created and finalised communications; social media, website articles, stakeholder emails, press release, email signature, local media, stakeholder distribution list (September)
- Presented key findings and recommendations at: the East and North Hertfordshire Integrated Care Partnership Clinical and Professional meeting, the East and North Hertfordshire Health and Care Partnership Inequalities Group, and the South and West Hertfordshire Health and Care Partnership Quality Group (August & September)
- Published report and distributed communications (September)
- Created and finalised cultural competency statement for the organisation (September)
- Created and finalised report for Health Scrutiny Committee (September)

Care Homes: Visiting Beyond the PandemicObjective

- To understand the visiting experience of care home residents and their families, and how the role of the Essential Care Giver ('one visitor' – see 01.04.22 new government guidance) is encouraged across Hertfordshire's care homes.

Aims

- To understand what information is available online for families and friends around visiting and the role of the Essential Care Giver.
- To understand what care homes have done to facilitate visiting and promote the Essential Care Giver role to residents and families.
- To understand the experiences of residents and families during times of restrictions and alternate ramping up and easing off of restrictions.
- To make recommendations to the Strategic Quality Improvement Group that covers residential care, which is made up of providers, commissioners, and service monitoring bodies. These recommendations will be focused on how the Group can ensure that residents receive good quality visits from their family and that the Essential Care Giver role is encouraged and understood by everyone.

Target population

- Care home residents in Hertfordshire residential/nursing care and their families/friends.
- Care home managers/senior staff members.

Activity

- Transcribed interviews (July)
- Completed analysis of survey and interviews (July)
- Drafted report and agreed edits (August)
- Designed and formatted report (August)
- Report sent to Board and signed off (September)
- Report findings presented to the Hertfordshire Strategic Quality Improvement Group for care homes and home care (September)
- Drafted article for website for publication (September)

Contract Monitoring Projects & Activity Qtr 2 (July - September 2022)**Tackling Ethnic Health Inequalities: Learning from Black and Asian Community Leaders – Public facing report****Objective**

- To produce a public facing report documenting key themes from our engagement with Black and Asian community leaders, focusing on vaccine confidence and best practice in engagement.

Target population

- Black and Asian communities living in Hertfordshire

Activity

- Created and finalised communications; social media, website article, stakeholder emails, stakeholder distribution list (July)
- Published report (July)
- Presented learning from the report at the Healthwatch East of England Regional Conference (July)
- Meeting with Hertfordshire Partnership University NHS Foundation Trust (HPFT) to share findings and learning (July)

NHS Community Nursing**Objective**

- To collaborate with local Healthwatch in the East of England to explore people's experiences of community nursing.

Project aims

- To understand experiences of community nursing in the East of England region.
- To understand where and how community nurses can add value and where resources may need to be improved.
- To analyse findings and produce a report based on the engagement and findings from local Healthwatch.

Target population

- Service users and carers in the East of England region who have had experiences of accessing community nursing.

Activity

- Meeting with local Healthwatch and NHS England to discuss and plan holding focus groups (August)
- Created and finalised focus group questions (August)
- Created and finalised communications; website article and stakeholder emails (September)
- Supported Healthwatch Essex and Healthwatch Suffolk with the recruitment of Hertfordshire participants (September)
- Facilitated focus group with Healthwatch Essex and Healthwatch Suffolk (September)

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- Started analysis of focus group findings (September)

South and West Hertfordshire Health and Care Partnership Coproduction Board

Objective

- To support the South and West Hertfordshire Health and Care Partnership to develop and launch a Coproduction Board.

Target population

- Residents of the south and west areas of Hertfordshire.

Activity

- Updated the coproduction model based on feedback from the previous month's Task and Finish Group (July - September)
- Meeting with Director of Adult Care Services to discuss coproduction activity (July)
- Created, finalised and distributed agenda and papers for each Task and Finish Group (July - September)
- Chaired and led the Task and Finish Group (July - September)
- Created and distributed minutes from each Task and Finish Group (July - September)
- Scoped activity and agreed date for the first meeting of the interim Coproduction Board (July)
- Created additional tools and documentation to support the coproduction model and process (August)
- Meeting with Director of Transformation for the South and West Hertfordshire Health and Care Partnership to discuss resourcing and operations (September)
- Planned and prepared for the first meeting and launch of the interim Coproduction Board (September)
- Meeting with One Vision to discuss their participation with the Coproduction Board (September)
- Meeting with Carers in Hertfordshire to discuss delivering a training session to the interim Coproduction Board (September)
- Created, finalised and distributed agenda and papers for the launch of the interim Coproduction Board (September)
- Chaired and led launch of the interim Coproduction Board (September)
- Scheduled next meetings of the interim Coproduction Board (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 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

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- 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

- Chaired and led first meeting of the Scrutiny Subgroup (July)
- Created and distributed minutes from the meeting (July)
- Organised next meeting of the Scrutiny Subgroup (July)
- Presented an update from the Scrutiny Subgroup at Hertfordshire Partnership University NHS Foundation Trust Carer Council meeting (August)
- Chaired and led second meeting of the Scrutiny Subgroup (August)
- Created and distributed minutes from the meeting (August)
- Supported carer with their application to the HPFT Innovation Panel (September)

Integrated Care System (ICS) Primary Care Workstream – GP AccessObjective

- To gather lived experience to feed directly into the Integrated Care System Primary Care workstream.

Target population

- Residents who live in the Borough of Broxbourne.
- Parents and carers of those under the age of 18.
- Children and young people aged 13-18 years old.

Activity

- Meeting with Director of Primary Care Transformation and Healthwatch Essex to agree topics for the quarter (July)
- Meeting with Healthwatch Essex to scope and agree methodologies (July)
- Created survey questions for each topic (August)
- Internal meetings to review survey questions for each topic (August)
- Finalised survey questions for each topic (August)
- Created communication materials; website articles, social media, stakeholder distribution list, stakeholder emails (August)
- Finalised communication materials (August)
- Launched surveys and engagement phase (August)
- Created and sent high level project plan to Director of Primary Care Transformation (August)
- Analysed data (August – September)
- Scoped report content (August – September)
- Meeting with Healthwatch Essex and Director of Primary Care Transformation to discuss and agree topics for the next quarter (September)

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Public Health: Substance Misuse (Scoping)

Objective

- To support Public Health in engaging with service users and carers of those using in-treatment services, as part of its goal in implementing the National Drug Strategy.

Target Population

- Service users and carers of those with substance misuse.

Activity

- Meeting with Public Health to discuss our support and involvement (September)
- Next meeting scheduled for November to further discussions (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.

During the period we recruited a west Herts volunteer for the Patient Reference Group to replace another volunteer who stepped down.

Communications Activity

- Making Local Healthcare Equal Report launch
 - Prepared supporting materials for report launch and contact with the press
 - Created press release and news article for website
 - Liaised with media to organise/coordinate interviews promoting the report – we received requests from BBC 3 Counties Radio, Greatest Hits Radio, LBC/Heart Radio
- Liaised with Board Member re Dual Diagnosis article for website
- Assisted research team with Comms relating to launch of Building relationships with Black and Asian Community Leaders to Tackle Ethnic Health Inequalities Report
- Shared information relating to Healthwatch Hertfordshire surveys and reports with Integrated Care System Communications group
- Liaison with Broxbourne Council communications including submitting articles for inclusion in their staff and resident newsletters
- Liaison with B3 Living re articles for inclusion in their newsletter and future working
- Wrote and published hard copy newsletter and e-newsletter
- Discussion with Herts County Council re assisting them with communications about upcoming social care reform
- Discussion with Communications lead for Hertfordshire Mental Health, Learning Disabilities and Autism Collaborative
- Review of access to imagery for use in communications

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- Ongoing monitoring of social media platforms to promote our key messages and engage with followers
- Continued ongoing reviews of website and Google Analytics
- Supporting local charities, Healthwatch England initiatives, local Councils and NHS/social care organisations via social media
- Healthwatch England Workplace monitoring

Website Articles

- 'Building relationships with Black and Asian community leaders to tackle ethnic health inequalities'
- 'Healthwatch Hertfordshire – Annual General Meeting 19 July 2022'
- 'All over-50s to be offered COVID-19 booster and flu jab this autumn'
- 'Joining up services in East and North Herts – One year on'
- 'Are you a parent or carer? Share your experience of accessing your GP for your child or the young person you care for'
- 'Live in the Borough of Broxbourne? Share your experiences of accessing your GP'
- 'Tackling mental health and substance misuse together'
- 'Have you, or someone you care for, used Community Nursing services? We want to hear your views'
- 'Programme for Covid-19 autumn booster and annual flu jabs announced'
- 'What do people think about using data to improve their health?'
- 'Making Local Healthcare Equal: Healthcare Concerns in Black and Asian Communities' (report article)
- 'Local healthcare needs to tackle discrimination, say Black and Asian communities'

Recruitment

A successful recruitment drive took place over August and September for the roles of Deputy Chief Executive and Research Officer. We received 80 high quality applications. Over four days we interviewed 22 candidates and have appointed a Deputy Chief Executive who will start with us in November and two Research Officers who we anticipate will start by the end of October.

Enter & View Visits

These are currently on hold due to rising covid infection rates in the community and pending a review of our activities and re-evaluation of the model we use to ensure it best reflects our priorities and work, taking into account the capacity and resources available.

Volunteering

We updated the Volunteering page on our website to showcase another volunteer in our cohort. Arrangements were also started to hold the annual Board 1:1s.

4. Holding commissioners and providers to account and partnership working

Please note, most meetings took place virtually during the period. This quarter we have reported in a slightly different format, beginning with our roles around patient leadership at a strategic

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level, then listing meetings with commissioners and providers and summarising key themes covered.

Hertfordshire and West Essex Integrated Care System (ICS) – The implementation of the Integrated Care Board (ICB) and Integrated Care Partnership (ICP) has been a key factor in our activity during the quarter providing further opportunities to be involved around: patient experience, service quality, equalities and diversity and the role of the Voluntary, Community, Faith and Social Enterprise (VCFSE) sector. Activity has included:

- Monthly meetings with senior staff across the Integrated Care Board to raise issues from signposting and research.
- Regular meetings with the Director of Primary Care to discuss challenges faced in the sector and areas for focus on in our research in this area.
- Involvement with meetings of the Integrated Care System including: the Integrated Care Partnership Board, their Primary Care Board, and Primary Care Commissioning Committee, and the Integrated Care Board Quality Committee.
- Our involvement around equalities work within the System and membership of the System's Inequalities Strategy Board.
- Membership of the steering group of the Integrated Care System Voluntary, Community, Faith & Social Enterprise Sector Alliance.

Integrated Care System: Systems Quality Group – Following feedback from POHWER about the role of their Independent Mental Capacity Advocates, we facilitated for POHWER to attend the next Systems Quality Group Deep Dive session in October. The aim of this is to increase understanding across providers of the role of this type of advocate, as some Trusts fail to use this service in a timely way that supports patients.

South and West Herts Health and Care Partnership (SWHCP) – Our involvement with the partnership continues to be extensive. encompassing our lead role on coproduction across the partnership. During the quarter, work has included:

- Chairing the coproduction Task and Finish Group and leading on the implementation of the new model (see section 3)
- Co-chairing the Care Partnership's Interim Coproduction Board which had its inaugural meeting
- Membership of the Care Partnership's Quality Group and presenting our work on unequal treatment, which will be embedded into the work of the group.

East and North Herts Health and Care Partnership (ENHCP) – We also have extensive involvement with the partnership in the east and north of the county. This includes:

- Membership of the Partnership Board where we represent the patient perspective
- Chairing and managing the Community Assembly, which looks at strategic issues on health and care across the area and aims to enhance opportunities for patient involvement with workstream priorities.
- Attending the Board's group addressing health inequalities where we have presented twice on our unequal treatment work.

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- Meeting with East and North Herts Trust's Research Lead to look at opportunities for effective research collaboration across the partnership.

Meetings with Service Providers

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. These meetings also covered patient and community involvement our research on equalities and the resulting recommendations to organisations. These meetings complement the meetings with senior commissioning staff mentioned above.

West Hertfordshire Hospitals Trust -

Our work with the Trust during the period included meetings with:

- The Trust Chair and Chief Executive to discuss strategic issues including the hospital redevelopment and involvement with the Trust's development forum
- The Director of Nursing to discuss issues from signposting and research
- The Deputy Chief Nurse and Associate Chief Nurse to agree the focus of the Trust's forthcoming meetings of the Coproduction Board where we are joint chairs
- The Trust's Engagement Lead on new development and briefing them on opportunities for community involvement

Hertfordshire Partnership University Foundation Trust (HPFT) -

During the quarter our contact with the Trust included:

- Our regular meeting with Trust Directors to discuss issues of strategic importance and service performance
- Regular meeting with the Director of Nursing to discuss signposting and research matters
- Chairing and running the carers' project scrutiny group

Hertfordshire Community Trust – our meetings with the Trust in the period included our regular meeting with the Chair and Chief Executive, which focused on service developments at the Trust. It also looked in detail at our work on inequalities and the significant commitment that the NHS needs to make to address the challenges.

Central London Community Healthcare – we had our regular meeting with Director of Nursing and Therapy and covered inequalities work, service pressures and transformation work being implemented in Hertfordshire.

Connect Health – We held our quarterly meeting with the Service Manager for services in Hertfordshire.

Hertfordshire County Council (HCC) – Social Care –

During the quarter we had:

- Our regular meeting with the Executive Director, Executive Member and senior managers

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- A meeting with the Executive Director to discuss coproduction across social care and health
- A meeting with commissioners to discuss changes to contract monitoring

St Elizabeth's Care Centre, Much Hadham

St Elizabeth's is a national charity supporting children and adults of all ages with epilepsy and other complex medical conditions, the severity of which impacts upon their health, social, behaviour, learning and emotional development. It comprises a non-maintained special school for both boarders and day students, a specialist Further Education College, domiciliary care for College learners, residential care with nursing for 102 adults across 13 purpose built bungalows, a comprehensive Day Opportunities programme for residents and day clients and 24 hour health provision provided by specialist nurses and therapists.

The Care Quality Commission rated the residential care service as 'inadequate' at the beginning of the year and again in July. The Trustees of St Elizabeth's made a decision to close this service at the end of November without consulting families which was challenged in a court of law.

This is a highly specialist service with residents from around the country (40 responsible commissioners are involved) many of whom have lived there for most of their life. Finding suitable alternative provision for each individual is extremely difficult. Hertfordshire County Council and other agencies are working hard to find suitable accommodation for those affected.

We raised the issues that families are facing at a Systems Quality Group meeting, and with Hertfordshire County Council. A Healthwatch Hertfordshire Board Member is in regular contact with the Family Association at St Elizabeth's.

Hertfordshire County Council (HCC) – Public Health –

During the period our contact with Public Health included:

- Our regular meeting with the Director which focused particularly on Population Health management and research opportunities
- Meeting the Drugs and Alcohol Team to discuss future partnership working

Hertfordshire County Council (HCC) – Scrutiny – we presented at the County Council's Health Scrutiny Committee on our work involving patients including the Community Assembly and Coproduction.

Hertfordshire County Council (HCC) – Health & Care Integration – We met with the Director of Health and Care Integration and provided a briefing on the work we have done around dentistry and the signposting feedback we received during the pandemic up to the present time.

Healthwatch England –

- We chair the Regional Network meeting of Healthwatch and held the regional meeting virtually in August.

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- We were also part of the group planning the very successful Healthwatch East of England Regional Conference which took place in July.

NHS England & Improvement – We provided a summary of feedback we have received from our signposting service over the last 6 months on GP practices for their work around Access Improvement in General Practice.

NHS East of England – we met with the Regional Complaints Manager for the East of England to share issues raised by patients and families.

Local Councils and Voluntary and Community Sector partners – As mentioned previously, our relationship with Voluntary and Community Sector partners and District Councils has continued to develop. During this quarter our work has included:

- Work with the Integrated Care System Voluntary, Community, Faith & Social Enterprise Alliance Steering Group partners
- Our regular meeting with the Chief Executive of Isabel Hospice on behalf of Hospices across the Integrated Care System
- Meeting Borough of Broxbourne Council to explore opportunities to work together and publicise our services
- Meeting B3Living (housing provider in Broxbourne)
- Support for Three Rivers District Council to target local needs

Themes discussed and issues raised in the period include:

- Winter pressures and planning
- Cost of living impact on patients and staff and whether services are addressing this issue in how services are provided
- Demands on services and capacity across all services including staffing levels and impact on service delivery (this can be general pressure plus specifics such as the challenge of recruiting Learning Disability Registered Nurses)
- Our work on unequal treatment in the NHS and recommendations to NHS organisations
- The Integrated Care System development and challenges
- New models of patient involvement
- Opportunities for patient involvement with the move to the Integrated Care System
- New hospital developments, current situation and continued opportunities for patient involvement
- Difficulties with accessing services and waiting times (especially access to NHS dentistry, and primary care (where inflexible systems remain a big issue).
- Waiting list management, pressures on Accident and Emergency Services and effective patient discharge planning
- Feedback from signposting reporting delays experienced around ADHD services, ophthalmology, gynaecology, services for children and young people, and musculoskeletal services
- Provision of adequate facilities for patients with disabilities

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- Situation at Forest House, Forest House Child & Adolescent Mental Health Service provision and reinspection, continued demands on services and issues raised about eating disorder services
- The performance of the Wheelchair Service
- Support for carers when a family member is in a psychiatric ward
- Dual diagnosis services and pressures
- Action plans for carers and discharge from psychiatric wards

Patient Led Assessment of the Care Environment (PLACE)

These are the first assessments since 2019 due to the pandemic. We promoted participation opportunities to our volunteers as requested by the following Trusts:

- West Hertfordshire Hospitals NHS Trust
- The Princess Alexandra NHS Trust
- Hertfordshire Community NHS Trust
- CLCH NHS Trust
- Hertfordshire Partnership University NHS Foundation Trust

Holding to Account Log - We continue to maintain a 'Holding to Account Log and have regular 'holding to account' reviews of the latest concerns and information and feedback from signposting and surveys.

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 - 30.09.2022