



Project/Service	Healthwatch		
Project/Service Commissioning Manager	Matt Fung Public Health		
Project/Service Sponsor			

Version	0.1		
Document Location			

<b>Monitoring Period:</b>	<b>Q1 and Q2 [April to September] 2023/24</b>
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**1. Progress report from the Provider for above period:**

<p><i>To include:</i></p> <ul style="list-style-type: none"> <li>• <i>What has gone well/not so well</i></li> <li>• <i>Work being undertaken to increase service uptake</i></li> <li>• <i>Information relating to KPI's</i></li> <li>• <i>Case studies where enhanced outcomes have been achieved</i></li> <li>• <i>Service developments</i></li> <li>• <i>Partnerships and collaborative working opportunities</i></li> </ul>	
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Detail	Activity Measure supported
<p><b>1. Community Engagement</b></p> <p>During the period under review community engagement has been focused on reaching out to those who live with health inequalities. The theme of the summer engagement project which started in Q1 was the extent to which people are aware of public health messaging in the county with particular focus on 2 Public Health campaigns; the WOO Mental Health Support Service and Worcestershire Works Well. With our focus on health inequality and the link and in the context of the extent to which financial hardship might impact on awareness of health prevention messaging we included an objective question on financial well being in our equalities monitoring attached to the project survey. The summer engagement project closed at the end of Q2 and a report will be published during Q3. Again, in response to HWW's priority to engage with those who live with health inequalities we have reviewed our communications channels and during Q2 moved to Facebook as our preferred means of gathering patient/service user experience. We have also rebranded HWW's promotional leaflet to focus on that client group.</p> <p><b>2. Public Board Meetings</b></p> <p>HWW held online Public Board meetings via Zoom with an open invitation to the public to attend on:</p>	



- 25 May 2023

View the minutes of the Public Board meeting on 25 May 2023 here:

<https://www.healthwatchworcestershire.co.uk/wp-content/uploads/2023/08/Approved-Minutes-PBM-25.05.2023.pdf>

An officer of NHS Herefordshire & Worcestershire presented the NHS Joint Forward Plan at the meeting. View the presentation here and subsequent discussion here:

<https://www.youtube.com/watch?v=T3wTXZCvtou>

- 23 July 2023

View the minutes of the Public Board meeting on 23 July 2023 here:

***Insert link to minutes of this meeting once approved at the Public Board meeting on 30 November 2023 and published on the website.***

An officer of NHS Herefordshire & Worcestershire attended the meeting and made a presentation on the new Community Mobile health Services. View the presentation here:

<https://www.healthwatchworcestershire.co.uk/wp-content/uploads/2023/07/Enc-1-PBM-27.07.2023-Community-Mobile-Health-Services.pdf>

The Public Board meeting that was to have been held on 23 September 2023 and would have featured a presentation on the Fuller Stocktake Report with a complementary presentation by the Worcestershire VCSE Alliance about its future role in supporting the NHS and County Council in the delivery of health and social care services was rescheduled to 30 November 2023 as the NHS Herefordshire & Worcestershire were not in a position for reporting reasons to make a public presentation at that time.

### 3. Annual Conference 2023

HWW held its Annual Conference at Perdiswell Young Peoples Leisure Centre, Worcester on 30 June 2023. The Conference was primarily promoted to members of HWW's Reference & Engagement Group and Volunteers.

The agenda included the presentation and formal publication of HWW's Annual Report for 2023/23 and an opportunity for attendees to engage in the development of HWW's Business Plan for the period of the contract extension from April 2023 through to March 2025. 74 members of the public attended the Annual Conference.

View the presentation of the Annual Report and the draft Business Plan here:

<https://www.healthwatchworcestershire.co.uk/wp-content/uploads/2023/11/Healthwatch-Worcestershire-Annual-Conference-2023-Presentation-Slides-FINAL..pdf>



The publication of an Annual Report by 30 June is a statutory requirement of a local Healthwatch. View Healthwatch Worcestershire's 2022/2023 Annual Report here:

<https://www.healthwatchworcestershire.co.uk/wp-content/uploads/2023/06/90999-HealthWatch-A4-4pp-Annual-Report-2022-23-FINAL-WEB-VERSION.pdf>

HWW, whilst retaining the style of its Annual Report which was again favourably commented upon by members of the Reference & Engagement Group, seeks to continuously improve the Annual Report. In response to feedback HWW focused on the impact and influence of its work in this Report. This change has attracted positive comment from Healthwatch England.

#### 4. Healthwatch Worcestershire's Business Plan 2023-2025

Healthwatch Worcestershire is required to prepare a Business Plan which runs concurrently with the contract it has with Worcestershire County Council to deliver local Healthwatch services. Therefore, during the period under review HWW has been developing a new Business Plan for the period of the contract extension that was confirmed in Q4 2022/23.

The process to develop the plan has included a review of Healthwatch Worcestershire's Mission Statement and Values which the Board considered was necessary following the introduction of Integrated Care Boards by NHSE.

Members of the Company's Membership Scheme and Reference & Engagement Group have had an opportunity to engage in the development of the Business Plan, the final version of which will be approved by the Directors at a Public Board meeting in Q3 2023/2024.

#### 5. HWW Projects:

- **Improving the Experience of Adult Social Care**

##### **Finding Out About Adult Social Care Services from the NEW Worcestershire County Council Website.**

During the period under review HWW published its report on HWW's 'Mystery Shopping' exercise to find out about Adult Social care services from the new Worcestershire County Council website and consider the response the Council made to recommendations in the report. View the report and response here:

##### **HWW Report**

<https://www.healthwatchworcestershire.co.uk/wp-content/uploads/2023/05/Enc-3-PBM-23.05.2023-Final-Report-of-Mystery-Shopping-Excercise-on-WCC-Website-March-2023.pdf>

##### **The Council's response**

<https://www.healthwatchworcestershire.co.uk/wp-content/uploads/2023/05/Enc-4-PBM-25.05.2023-WCC-Response-to-Mystery-Shopping-Report-April-23.pdf>



NB The project will be continued in HWW's Business Plan for 2023-2025 with a focus on:

- information provided to service users by digital and non-digital means
- The Prevention and Early Intervention Strategy
- Care Costs related to Disability

- **Public Awareness of Public Health messages.**

A survey together peoples experiences of local public health messaging was launched in the period under review to support HWW's summer engagement activity. The survey closed at the end of Q2 and the report will be published in Q3 of 2023/24

- **Cancer Screening- Patients access to, and experience of NHSE's 'informed PSA screening service for prostate cancer.**

Project commenced late in Q2 with the support of the Kidderminster & Worcestershire Prostate Cancer Support Group. An interim report will be published in Q3 2023/24.

- **Worcestershire Draft Adult Exploitation Strategy**

HWW commented on Worcestershire's Draft Adult Exploitation Strategy, providing written feedback to Worcestershire Safeguarding Adults Board

View HWW's comments here:

<https://www.healthwatchworcestershire.co.uk/wp-content/uploads/2023/07/Enc-5-PBM-27.07.2023-HWWs-comment-on-draft-Adult-Exploitation-Strategy.pdf>

## 6. Quality of Service and Patient Safety:

- Attending meetings at both organisational, Place and ICS level where patient safety and quality are considered; bringing patient experience to the discussion to assist in the understanding of the metric data. A full schedule of meetings attended by HWW will be published in the Business Plan for 2023-2025.

- **Quality Accounts**

At its Public Board Meeting on 25 May 2023 HWW considered and commented on the 2022/2023 Quality Accounts of the following organisations:

- West Midlands Ambulance Service
- Worcestershire Acute Hospitals Trust
- Herefordshire and Worcestershire Health and Care Trust
- Primrose Hospice.

View HWW's comments here:

<https://www.healthwatchworcestershire.co.uk/25th-may-2023-public-board-meeting-online/>



- **Adult Mental Health Services**

HWW has continued its exploration of the quality of community and in patient adult mental health services provision. This work has been informed by patient experience and has included:

- Meeting with the respective service leads for 'Talking Therapies' and the 'Mental Health Crisis Line'
- Developing a relationship with the district-based Adult Community Mental Health Team Managers, which has been facilitated by the Trusts Senior Leadership Team and early observation indicated that the managers are open to receiving feedback from HWW to support the continuous improvement of their services.
- A planned visit to Hill Crest Ward at Redditch and briefing on the improvement plan for in-patient services provided there.
- Feedback to the Care Quality Commission [CQC] in advance of the Well-Led inspection of the Trust
- A briefing from the Trust CEO following the inspection and attending the Trust's Improvement Plan Development Session that the Trust organised as a response to the CQC inspection
- Accepting an invitation from the Trust's Chair to attend the Trust's Quality and Safety

- **Adult Social Care**

HWW continued to focus on Adult Social Care by:

- Continuing to support co-production. A HWW Expert by Experience attended the first meeting of the WCC Building Together Board Meeting in August 2023 to share their experience of co-production at both local and national level.
- HWW staff and volunteers attended workshops to provide feedback on new and revised forms for Adult Social Care. The first of these focused on the Online Support Needs Checklist and Self-Assessment form. HWW will publish a Report in Q3 about these formats and their role and function for people accessing adult social care.
- Attending a second workshop focused on the revised Care Act Needs Assessment and Care and Support Plan forms, which are used by social workers with people seeking support from Adult Social Care. Written feedback will be provided to the lead officer in Quarter 3.
- HWW met with the Head of Adult Safeguarding to discuss the increase in referrals to Adult Safeguarding services and potential reasons for this. The discussion had a particular focus on care homes. Further data will be provided to HWW in Q3.
- Meeting with the Assistant Director for Adult Social Care, with the Assistant Director for Communities and the lead officer for the Adult Front Door to understand the offer, provide feedback re online access and discuss future direction of this service.



**7. Healthwatch England**

HWW has continued to contribute to the business of Healthwatch England in the following areas:

- Attending and contributing to the West Midlands local Healthwatch Network, including representing the Network on the Board of the West Midlands Cancer Alliance.
- Attending the Chair & Board members development sessions.
- Attending the national leadership Conference
- One of three LHW piloting the Volunteer Impact project
- Attending the Communications and Campaigns Ambassador events.
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**8. Report on Service User involvement:**

*To include results of service user satisfaction surveys.*

**9. Report on Quality Assurance:**

*To include evidence of any quality assurance activities undertaken, including how comments, complements and complaints have been acted upon. Quality assurance accreditation you have received or hold and how you ensure continuous improvement of the service.*

- Quality management system accredited to BS EN ISO 9001 – 2015
- Cyber Essentials – reassessed in Q2 2023-2024
- HWE Quality Framework

**10. Serious Incidents and Near Misses:**

*Not applicable to this contract*

**11. Safeguarding:**

*This section allows the Provider to report any safeguarding issues and provide evidence of actions/improvements made to the service. Also, any details of safeguarding training undertaken (The Provider must immediately report to the Council any allegation or suspicion of abuse of a vulnerable adult, child or young person and must confirm the report in writing within two Business Days.)*

**12. Serious Case Reviews:**

*Not applicable to this contract*





### 13. Implementing NICE Guidance and Review Dates:

*Not applicable to this contract*

### 14. Staff Update

*To include reports on current staffing levels (including long term sickness/absences) details of workforce development and significant performance management issues.*

### 15. Financial Reports:

*To include a financial breakdown report for the monitoring period.*

### 16. Documentary Evidence attached to support the above reports:

*To include any supporting documentation for sections 1 – 9 as appropriate.*

Name of person submitting monitoring report: **Simon Adams**  
**Managing Director**

Signature (not applicable for e-returns):

Date: 29.11.2023