



<b>Project/Service</b>	Healthwatch
<b>Project/Service Commissioning Manager</b>	Matt Fung Public Health
<b>Project/Service Sponsor</b>	

<b>Version</b>	0.1		
<b>Document Location</b>			

**Monitoring Period:** Quarter: Q1 [April - June] 2022/23

## 1. Progress report from the Provider for above period:

<p><i>To include:</i></p> <ul style="list-style-type: none"> <li>• What has gone well/not so well</li> <li>• Work being undertaken to increase service uptake</li> <li>• Information relating to KPI's</li> <li>• Case studies where enhanced outcomes have been achieved</li> <li>• Service developments</li> <li>• Partnerships and collaborative working opportunities</li> </ul>	
Detail	Activity Measure supported
<p><b>1. Community Engagement</b></p> <p>Engagement in this quarter has been primarily focused on developing our links with minority communities, those who live with health inequalities in the Redditch and Wyre Forest areas and Young People. Examples include:</p> <ul style="list-style-type: none"> <li>• Continuing to develop our volunteer Community Link programme. You can view one of our Community Links speaking about the role here: <a href="https://www.youtube.com/watch?v=Vbv_ligvOYQ">https://www.youtube.com/watch?v=Vbv_ligvOYQ</a></li> <li>• Organised an event with Action Deafness at their base in Worcester to find out more from the deaf community about their experiences of using local health and social care services. We particularly wanted to understand about experiences of communication support, such as having British Sign Language interpreters attending appointments. They gave us very useful insight and some great suggestions about what has worked well for them and ways in which services can support the deaf community more effectively.</li> <li>• Organised a focus group with members of Out2gether to meet the Chair of Worcestershire Acute Hospitals NHS Trust's LGBTQ+ staff group to hear their experiences of using WAHT services and share progress with them in regard to The Trusts response to the recommendations in HWW's report; <a href="#">LGBT+ Experiences of Health and Social Care Services Report - March 2020</a></li> </ul> <p>Find out more about Out2gether's work with HWW here: <a href="https://www.youtube.com/watch?v=zchK3zvBu_0">https://www.youtube.com/watch?v=zchK3zvBu_0</a></p>	<p>2a, 2b, 3c, 3d</p>



- During Carers Week we attended the newly established Herefordshire and Worcestershire Carer Reference Group and also enjoyed a Jubilee celebration with Carers Careline in Redditch. Talking to carers has been a key part of the engagement we have been doing in relation to Dementia. During the Q1 we have visited Dementia cafes in Kidderminster and Redditch, to speak to people living with Dementia and their carers.
- Attended Bewdley High School's 'Young Peoples Showcase Event' and Stourport High Schools 'Support Market Place' event, and in doing so had the opportunity to engage with over 1000 Young people.
- HWW Annual Conference attended by 70 members of the public at Sixways Stadium, many of whom represented voluntary and community groups who are members of HWW's Reference & Engagement Group.

## 2. Public Board Meetings

HWW held a Public Board a meeting via Zoom with an open invitation to members on 26 May 2022.

*View the minutes of the Public Board Meeting on 26 May 2022 here*

HWW's record of 'relevant' decisions relating to its local Healthwatch activities taken at its Public Board meetings [can be viewed here:](#)

## 3. Healthwatch Worcestershire's Business Plan 2021/2023

*View the current Business Plan*

<https://www.healthwatchworcestershire.co.uk/wp-content/uploads/2022/05/Enc-9-PBM-25.05.2022-HWW-Business-Plan-Y2-2022-2023-VS-2.pdf>

*& progress report to the PBM on 26 May 2022*

[https://www.healthwatchworcestershire.co.uk/wp-content/uploads/2022/05/Enc-9ii-PBM-25.05.2022-Progress-report-to-the-Board-NEW-BUSINESS-PLAN-2021\\_2023.pdf](https://www.healthwatchworcestershire.co.uk/wp-content/uploads/2022/05/Enc-9ii-PBM-25.05.2022-Progress-report-to-the-Board-NEW-BUSINESS-PLAN-2021_2023.pdf)

## 4. HWW Projects

- **What Patients told Healthwatch Worcestershire about why they walk into A&E Departments in Worcestershire**

In response to the significant increase in patients attending the Accident and Emergency Departments at Worcester Royal Hospital and the Alexandra Hospital HWW decided to survey patients with a view to establishing why they had done so. The report with recommendations as to how services could be improved was published in Q4 2021-22 and shared with Herefordshire & Worcestershire Clinical Commissioning Group [CCG] to provide a response to HWW's recommendations on behalf of the Worcestershire health and care system. [View the report here](#)

The CCG's response has been received and was published at HWW's Public Board Meeting on 26 May 2022.



View the response here:

<https://www.healthwatchworcestershireshire.co.uk/wp-content/uploads/2022/05/Enc-8-PBM-26.05.2022-HWCCG-Response-to-HWW-AE-Walk-in-report.pdf>

- **Young People’s health and Emotional Wellbeing Report**

The report with recommendations was approved for publication at HWW’s Public Board Meeting on 24 March 2022 and shared with Herefordshire & Worcestershire Clinical Commissioning Group to provide a response to HWW’s recommendations on behalf of the Worcestershire health and care system.

[View the report here](#)

The CCG’s response on behalf of Worcestershire’s health and care system was considered at HWW’s Public Board Meeting on 26 May 2022.

View the CCG’s response here:

<https://www.healthwatchworcestershireshire.co.uk/wp-content/uploads/2022/05/Enc-6-PBM-25.05.2022-HWCCG-response-to-HWW-YP-HEWB-Report.pdf>

## 5. Quality of Service and Patient Safety

- **Echocardiograms**

In November the British Heart Foundation published data relating to waiting lists for echocardiograms by Integrated Care Systems. The publication indicated excessive wait time for the procedure in Herefordshire and Worcestershire. The data for Herefordshire and Worcestershire was reported in the Worcester News and subsequently raised during public participation at HWW’s Public Board meeting on 18 November 2021.

HWW made enquiries with the CCG and reported at its Public Board Meeting on 27 January 2022. The CCG provided an action plan which forecast that the waiting time for an echocardiogram would be returned to NHS England’s target of 6-8 weeks by the end of March 2022.

The CCG did not provide a progress report to HWW’s Public Board Meeting on 24 March 2022.

Worcestershire Acute Hospitals Trust provided an update to HWW’s Public Board Meeting on 26 May 2022. The report indicated that whilst some progress had been made, with the waiting time for an echocardiogram being reduced from 6 months plus to 3 months the target provided by the Clinical Commissioning Group of returning to the NHS constitutional wait of 6 weeks had not been achieved. It was noted that it was estimated that 1400 patients were waiting of which an estimated 700 would need an echocardiogram.

HWW will continue to monitor waiting times for echocardiograms.

- **Dental Services**

In response to patients’ experiences of being unable to access NHS dental services we arranged for NHS England and NHS Improvement’s Deputy Head of Primary Care Commissioning for Dentistry in the Midlands to attend our Public Board Meeting on 26 May 2022 to make a presentation



on dental services in Worcestershire and then take questions from the Board and public.

The presentation and questions were recorded and can be viewed here:

<https://www.youtube.com/watch?v=M5P4HNN4qKE>

- **Quality Accounts 2021-22**

HWW responded to the Quality Accounts 2021-22 for the following providers of NHS services:

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

The responses which were approved at HWW's Public Board Meeting on 26 May 2022 can be viewed here:

<https://www.healthwatchworcestershire.co.uk/public-board-meeting-26th-may-online/>

- **Care Quality Commission**

We attended the CQC Arden GP Inspection Team meeting and spoke to the Inspectors about how we gather feedback and engage with different communities. We briefed them on HWW's Digital Access to healthcare report and patient feedback about GPs.

- **Hospital Visiting Times**

In response to patient feedback that we shared with Herefordshire & Worcestershire Health and Care Trust about the clarity of information about hospital visiting times on its website the Trust made improvements to its website to improve accessibility of information to the public.

- **SW Healthcare 'Covid Query Line'**

SW Healthcare confirmed that it had added a 'Covid Query Line' to its Homes-for-Ukraine following HWW's work in relation to the Covid pandemic.

- **Worcestershire Schools Mental Health Leads Network**

HWW gave a presentation to Worcestershire's School Mental Health Leads Network about our Young People's Health and Wellbeing Survey. Our findings showed the impact of the Covid-19 pandemic on the lives of young people in Worcestershire, the type of information they would like and their thoughts and experiences in relation to support for emotional wellbeing. We were able to share the action plan we have received from Worcestershire's health and social care services in response to our report and highlight some of the ways that schools can help to make the changes that young people would like to see.

- **Worcestershire County Council Scrutiny**

- **Health Overview and Scrutiny Committee**

2 meetings attended.

## 9 May 2022

Contributions to agenda items on Ambulance Handover Delays at Worcestershire Acute Hospitals NHS Trust and Dementia Services



View HWW's contribution here:  
<https://worcestershire.moderngov.co.uk/documents/g5193/Printed%20minutes%2009th-May-2022%2010.00%20Health%20Overview%20and%20Scrutiny%20Committee.pdf?T=1>

**10 June 2022**

Contributions to agenda items on the Hospital At Home service  
 View HWW's contribution here:  
<https://worcestershire.moderngov.co.uk/documents/g5530/Public%20minutes%2010th-Jun-2022%2010.00%20Health%20Overview%20and%20Scrutiny%20Committee.pdf?T=11>

**6. Herefordshire & Worcestershire Integrated Care Service**

- HWW accepted and has attended meetings of the new Worcestershire Place Engagement Network as a non-voting attendee.

**2. Report on Service User involvement:**

*To include results of service user satisfaction surveys.*

**3. 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 July 2021
- HWE Quality Framework
- Chair successfully completed HWE Equality, Diversity & Inclusion Action Learning Set.

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

*Not applicable to this contract*

**5. 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.)*



## 6. Serious Case Reviews:

*Not applicable to this contract*

## 7. Implementing NICE Guidance and Review Dates:

*Not applicable to this contract*

## 8. Staff Update

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

## 9. Financial Reports:

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

## 10. 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: