



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

Version	0.1		
Document Location			

Monitoring Period:	Q1 [April to June] 2024/25
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1. Progress report from the Provider for above period:

<i>To include:</i>	<ul style="list-style-type: none"> • <i>What has gone well/not so well</i> • <i>Work being undertaken to increase service uptake</i> • <i>Information relating to KPI's</i> • <i>Case studies where enhanced outcomes have been achieved</i> • <i>Service developments</i> • <i>Partnerships and collaborative working opportunities</i>
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Detail	Activity Measure supported
<p>Following the announcement of the General Election the pre-election period from the 25 May to 4 July 2024 placed constraints on local Healthwatch activity.</p> <p>In June the County Council invited tenders for a new contract to deliver local Healthwatch services with a closing date of 19 July 2024. HWW response to this, although provided for in its business plan utilised considerable resource which impacted on performance.</p> <p>1. Public Board Meeting</p> <p>During the period under review HWW held a Quality Summit on 8 May 2024 in place of the scheduled Public Board Meeting. The meeting was held 'in-person'.</p> <p>The agenda for the Quality Summit included the following:</p> <ul style="list-style-type: none"> • Presentation of the Worcestershire Safeguarding Adults Annual Report 2022/23 • The Care Quality Commission's new 'Single Assessment Framework' • Improving engagement with Patients and Carers – a new approach by the Health & Care Trust • A group exercise to consider how Health and Social Care services could or should improve their communications with patients and service users, carers and the public • Question Time with a Panel of NHS & Social Care leaders 	



Panel Members:

Dr George Henry

ICB Deputy Chief Medical Officer and practicing GP

Mari Gay

Managing Director, NHS Herefordshire & Worcestershire

Stephen Collman

Managing Director, Worcestershire Acute Hospitals NHS Trust

Natalie Willetts

Director of Nursing and Quality, Herefordshire and Worcestershire Health and Care NHS Trust

Alicia Richards

Lead Commissioner - Quality Assurance Compliance & Care Homes, Worcestershire County Council

Adam Johnston

Director, Child Protection and Through Care and Sufficiency, Worcestershire Children's First

47 people attended the Quality Summit.

HWW Digital Communications and Engagement

HWW has continued to focus on developing Facebook as its primary means of engagement with people and communities.

HWW is reviewing its website and has an option to use a template and hosting service provided by HWE.

2. HWW's Reports

- **HWW's Annual Report**

There is a statutory requirement for local Healthwatch to publish an Annual Report by 30 June. The report was prepared and finalised during the period under review, but its publication was delayed until after the General Election on the advice of Healthwatch England.

The report can be viewed here:

<https://www.healthwatchworcestershire.co.uk/sites/healthwatchworcestershire.co.uk/files/Enc%20%20HWW%20PBM%2010.10.24%20%20HWW%20Annual%20Report%202023-24.pdf>

- **HWW's report on Public Health Messaging**

In 2023/24 HWW published its report with recommendations on Public Health Messaging in Worcestershire.

The Director of Public Health responded to the report and its recommendations on 30 May 2024.

View the response here:

<https://www.healthwatchworcestershire.co.uk/sites/healthwatchworcestershire.co.uk/files/Enc%2010%20HWW%20PBM%2010.10.24%20WCC%20response%20to%20HWW%20report%20on%20PH%20messaging%2030.05.24.pdf>

- **HWW's report of access to PSA testing in Worcestershire**



In 2023/24 HWW published the above report that identified unwarranted variation with the availability of PSA testing across General Practice in Worcestershire under the NHS England Informed Choice PSA screening test guidance.

HWW has sought assurance from all General Practice in Worcestershire that the guidance is being complied with'

The pre-election period provided an opportunity to focus on the preparation of our work in 2 areas; viz, understanding the experiences of people with a dementia diagnosis and their carers and the emotional health and well-being of Young People. Both reports will be published in Q2 2024-25.

3. Quality and Safety

During the period under review HWW influenced quality on the following issues:

Children & Young People

- Shared information with CQC/Ofsted in preparation for the area SEND inspection of the Worcestershire Local Area Partnership that took place in April 2024.
HWW's comments on the Worcestershire Local Area Inclusion Plan which WCF have been required to complete as part of the subsequent change programme included in the document.
- Following 2 reports from parent carers about the Camhs service refusing to accept referrals [Eg where the child did not consent to the referral in circumstances where the child could not have consented eg under 10 years and non-verbal]. HWW raised issue with the NHS Camhs service provider. The provider reviewed the case and identified a mistake in screening relating to local interpretation of national guidance and offered a referral.
Provider also undertook an historic review of previous 3 months referrals which were declined for lack of consent to check similar mistakes had not been made.
- Following reports from parent carers HWW asked the NHS provider why parents were being required to undertake an on-line parenting course before their child could be referred for an ADHD assessment as this could only exacerbate health inequality. The NHS provider immediately removed this requirement.
- HWW provided advice and guidance to the NHS in the redesign of the ADHD Diagnosis Pathway leaflet.

Adult ADHD Diagnosis Pathway

Whilst attending the Quality & Safety Committee of Herefordshire & Worcestershire Health and Care Trust HWW noted that the Trust had in July 2023 given notice on its contract with the commissioner to provide the



Adult ADHD Diagnosis Pathway and would cease to provide the service from July 2024.

HWW raised the issue with the commissioner [NHS Herefordshire and Worcestershire] in the period under review and the commissioner subsequently started to plan the procurement of a new pathway and put contingency plans in place to continue to support existing patients and provide new patients with a pathway using 'Right to Choose' until the new pathway is in place in 2025.

NHS Quality Accounts

During the period under review HWW considered the Quality Accounts listed below and provided comment as follows:

- **West Midlands Ambulance Service**

View HWW's comment here:

<https://www.healthwatchworcestershire.co.uk/sites/healthwatchworcestershire.co.uk/files/Enc%207%20HWW%20PBM%2010.10.24%20HWW%20comment%20on%20WMAS%20Quality%20Accounts>

- **Worcestershire Acute Hospitals Trust**

View HWW's comment here:

<https://www.healthwatchworcestershire.co.uk/sites/healthwatchworcestershire.co.uk/files/Enc%208%20HWW%20PBM%2010.10.24%20HWW%20comment%20of%20WAHT%20Quality%20Accounts%202023-24.pdf>

NB The Trust included a quality improvement priority on sepsis following comment from HWW.

- **Herefordshire and Worcestershire Health and Care Trust**

View HWW's comment here:

<https://www.healthwatchworcestershire.co.uk/sites/healthwatchworcestershire.co.uk/files/Enc%209%20HWW%20PBM%2010.10.24%20HWW%20comment%20on%20HWHCT%20Quality%20Accounts%2023-24.pdf>

NB The Trust acknowledged HWW comment about the inclusion of a quality improvement priority focused on leadership but was required to submit the Account to NHS England before having time to do so.

Review of the Stroke Service

HWW participates as a non-voting member of the ICB Stroke Programme Board which is about to present a new pathway for the delivery of acute service in Herefordshire and Worcestershire to the West Midlands Clinical Senate. HWW has provided information based on patient and carer experience to inform the ICB's submission to the Clinical Senate.

During the period under review HWW continued to attend meetings associated with the oversight of Quality across the Integrated care System. These included:

- ICB – Quality and Safety Group and the Resources Delivery
- WAHT – Clinical Governance Committee
- HWHCT – Quality & safety Committee and the Senior Leaders Event
- WCC- HOSC, Children & Families Scrutiny Panel, Adult Scrutiny Panel
- ICB/WCF – Worcestershire Local Area Partnership



4. Regional/National Healthwatch England:

- HWW has continued to participate in the West Midlands Local Healthwatch Network and represents the Network at the West Midlands Cancer Alliance Board.
- HWW has attended opportunities to engage with Healthwatch England in its Sustainability Project.
- HWW continues to support HWE's 'Impact Tracker' project designed to record and monitor LHW influence.
- HWW liaised with local business IASME [which has the HM Govt. contract to provide Cyber Essentials accreditation] to provide a webinar to the LHW Network.

HWW is participating in a regional study to evaluate the Learning from Integrated Care Systems/HWBB Development in the West Midlands.

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47 Report on Service User involvement:

To include results of service user satisfaction surveys.

48 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.

49 Serious Incidents and Near Misses:

Not applicable to this contract

50 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.)

51 Serious Case Reviews:

Not applicable to this contract

52 Implementing NICE Guidance and Review Dates:

Not applicable to this contract

53 Staff Update

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

54 Financial Reports:

To include a financial breakdown report for the monitoring period.

55 Documentary Evidence attached to support the above reports:

Monitoring and Review Report (Quarterly)



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: 14.10.2024

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