



Project/Service	Healthwatch
Project/Service Commissioning Manager	
Project/Service Sponsor	Kathryn Cobain

Version		Date 27.01.2022	
Document Location			

Monitoring Period: Quarter: Q3 [Oct-Dec] 2021/22

1. Progress report from the Provider for above period:

<p><i>To include:</i></p> <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> 	
Detail	Activity Measure supported
<p>1. Community Engagement</p> <p>During Quarter 3 there was a focus on developing the ‘Community Link’ role as part of our volunteering offer and initiative to gather peoples’ experiences of health and care services.</p> <p>Work continues with our two Community Links who are residents of St Paul’s Hostel in Worcester. Both have experienced rough sleeping. This is a valuable learning opportunity for us at this embryonic stage of developing the role and has enabled us to consider how we communicate and provide information and support to someone without literacy skills.</p> <p>The experiences gathered to date are rich and providing insight into services Healthwatch Worcestershire hasn’t previously received feedback about - in particular drug and alcohol support and pharmacies in relation to Methadone programmes. As a result, a meeting took place with the manager of Cranstoun to gain an overview of their service offer. A second meeting is planned for 28/01/22.</p> <p>Public Health are currently reviewing the Pharmaceutical Needs Assessment and in light of the feedback provided by the Community Links, we are running a focus group at St Paul’s Hostel on 24/01/22 to gather feedback from residents about their views/experiences of using pharmacies.</p> <p>Proactive engagement is taking place in Redditch to build relationships with communities with a view to identifying more Community Links.</p>	<p>2a, 2b, 3c, 3d</p>



<p>The role which we have chosen to describe as a ‘Community Link’ has been recognised by NHSE/I in the grant scheme it announced at the end of Q3, making a grant available within each ICS footprint to support the development of a ‘Connector’ for the national ‘Core20Plus5’ programme</p> <p>Tell-Us Campaign for Q3</p> <p>In Q3 our Tell-Us campaign primarily focused on raising awareness of the survey work we undertook:</p> <ul style="list-style-type: none"> • October - Digital Access to services • November - Ambulance services, Accident & Emergency, A&E survey, Young People Health and Wellbeing survey • December - A&E survey and Young People Health and Wellbeing survey <p>Autumn Conference October 2021</p> <p>HWW Annual Conference was cancelled as an ‘in-person’ event in June because of Covid-19 and was postponed until October when it was anticipated it would be possible to hold it. in anticipation that it would be possible to hold it. Whilst Covid regulations and guidance would have permitted a full conference HWW took a precautionary approach and held an ‘in-person’ but appropriately social-distanced event which was open to the members of the Company’s membership scheme. 11 members attended the event and took part with the Healthwatch Worcestershire Team in a strategic planning exercise about the future of Healthwatch following a briefing from the CEO of Herefordshire and Worcestershire’s Integrated Care System [ICS] on the future role of local Healthwatch in the ICS.</p> <p>Public Board Meetings</p> <p>HWW held a Public Board meeting on 18 November 2021 via Zoom with an open invitation to members of the public to attend.</p> <p>View the minutes of the Public Board meeting here</p> <p>2. Business Plan 2021-2023</p> <p>View HWW’s Business Plan for 2021-2023 here together with an update on progress reported at the Public Board Meeting on 18.11.2021</p> <p>3. HWW Projects</p> <ul style="list-style-type: none"> • Peoples Experiences of leaving Worcestershire Hospitals during Covid-19 <p>Herefordshire and Worcestershire ICS’s response to HWW’s report about Peoples Experiences of leaving Worcestershire Hospitals during Covid-19 was received</p>	<p>2a,3b</p> <p>2b,3d</p> <p>2a,2b,3c, 3d</p> <p>2a,2b,3c 3d</p>
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during Q3. We made an initial reply and both that reply and the response was considered by HWW at its Board Meeting in Public on 18 November 2021.

[The ICS response](#) and [the report can be viewed here](#)

- **Urgent & Emergency Care 2021**

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 project was added to the Business Plan at the Public Board Meeting on 18 November 2021 and HWW made several visits to both Hospitals during the latter part of Q3 to speak to patients. The report will be published in early Q4.

- **Digital Access to Healthcare**

HWW ran a survey from August to November 2021, in order to gather feedback about access to the internet, ability to use different methods of online communication and the potential barriers, benefits and experiences of online and remote health appointments.

HWW especially wanted to ensure we heard from communities who, based on previous feedback and engagement, face health inequalities and digital exclusion and those who may find using the internet and accessing remote appointments more difficult. Including: older people, those experiencing homelessness, people with hearing and sight loss, people with a learning disability and Autism, ethnic minority communities and people living in local areas of deprivation.

In addition to gathering survey responses face to face and online, HWW spoke to people attending a variety of community events and meetings to discuss these issues. This included developing an Easy Read version of the survey to help us gather feedback as part of our engagement with people with a learning disability.

A report with recommendations will be presented at HWW's Public Board Meeting in January 2022.

4. Integrated Care System

- **Stroke Services**

HWW continues to attend the ICS Stroke Programme Board with a focus on the safety and quality of services for stroke patients, including the adoption of new technologies to support the service such as tele-medicine.

The Clinical Commissioning Groups managing Director who chairs the ICS Stroke Board attended HWW's Public Board Meeting on 18 November 2021 and made a presentation on the stroke pathway and service patients should expect from Worcestershire's NHS.

The [presentation is available on YouTube](#) creating a resource to support HWW in providing advice and information to people about the stroke service in Worcestershire.

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- Pharmaceutical Needs Assessment**

During Q3 HWW attended the Working Group that is responsible for preparing the Pharmaceutical Needs Assessment to ensure that specific pharmacy services provided by pharmacies is meeting the needs of people in Herefordshire and Worcestershire.

Historically those needs have been researched by a survey. On this occasion at HWW's suggestion to extend the reach the Working Group agreed to carry out focus groups which will be commissioned in Q4 2021/22. HWW has also provided challenge about the reach of the survey into areas of the Worcestershire in which people live with health inequality.

HWW has supported the design of the focus groups and will pilot the design by carrying out a focus group with homeless people, with the support of a 'Community Link' volunteer in early Q4.

5. Quality of Service and Patient Safety

During the period under review issues reported to Worcestershire's NHS included:

Wound Care:

A patient in her nineties taken by ambulance from her care home at 5am to A&E for treatment to a small cut on a lower limb sustained the day before as the Community Nursing service would not deal with it. When the patient returned to her care home, she was quarantined because of her visit to a hospital emphasising the risks associated with and implications of a visit to hospital for a patient of that age.

Following enquiry by the CCG the Home First Group has oversight of a Rapid Improvement Project to introduce changes to operational wound care delivery across system partners to improve patient flow and patient experience.

A&E Waiting Room Care at Worcester Royal Hospital

During a HWW visit to A&E at Worcester Royal Hospital patients were found sitting in the A&E waiting room whilst they waited to be admitted to hospital. The Trust has taken steps to improve the comfort of patients who are required to wait in these circumstances.

Trauma and Planned Surgery

In 2017 Worcestershire's CCGs agreed the Future of Acute Hospital Services in Worcestershire. This included the relocation of more complex trauma cases from the Alexandra Hospital to the Worcestershire Royal Hospital and of planned surgery for a range of specialities from the Worcestershire Royal Hospital to the Alexandra Hospital. To support those changes recommendations relating to patient 'transport and access' to services and 'communication and education' were also agreed. In November Worcestershire Acute Hospitals NHS Trust announced, without notice, that it was implementing the changes immediately.

The changes were raised during public participation at HWW's Public Board Meeting on 18 November 2021. HWW wrote to the Trust's CEO for further information, and

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he has agreed to accept an invitation to attend HWW’s Public Board Meeting in January 2022 to discuss the changes.

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 has made enquiries with the CCG and will report at its Public Board meeting in January 2022.

6. WCC Scrutiny

- **Health Overview and Scrutiny Committee**
2 meetings attended, contributions to items on Community Ambulance Stations and Primary care [GP] Access.
- **Adult Care and Well being Overview and Scrutiny Panel**
Support in identifying topics for the Panel’s work programme.

2a,2b

7. Healthwatch England

In responding to a request for advice and information relating to a concern about patient safety in a Worcestershire hospital HWW learnt about the ‘NHS National Reporting and Learning System’ on NHS England’s website. The system provides another way for the public to report patient safety incidents to NHS England. These reports are not investigated but are used for national learning.

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HWW escalated awareness of this system to Healthwatch England which has since promoted it to all Local Healthwatch.

Find out more about the NHS National Reporting and Learning System here:
<https://www.england.nhs.uk/patient-safety/report-patient-safety-incident/>

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**



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.



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10. Documentary Evidence attached to support the above reports:

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



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Name of person submitting monitoring report:

Signature (not applicable for e-returns): *Sina Abu.*

Date: 27/01/22



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