

Contract Monitoring Projects & Activity Qtr 4 (January – March 2024)

1. Website & Social media (data broken down by media type/nr over the quarter)	
a. Number of web visits	10,003
b. Facebook reach	1,200
c. 'X' (formerly Twitter) followers	2,435

2. Number of groups HwH is represented on	
a. Total number:	54
Staff	36
Board	14
Representative volunteers	4

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

Hertfordshire and West Essex Integrated Care System (ICS) Research Network Development Programme (REND)
<p><u>Objective and Project Aims</u></p> <ul style="list-style-type: none"> To increase participation and diversity in research, with a particular focus on reaching seldom heard communities. <p><u>Target Population</u></p> <ul style="list-style-type: none"> General population Seldom heard groups <p><u>Activity</u></p> <ul style="list-style-type: none"> Meetings with Viewpoint to organise focus groups (January – February) Created topic guide for Viewpoint focus groups (January) Meetings with University of Hertfordshire Young People’s Advisory Group (YPAG) to organise focus group (January) Created topic guide for YPAG focus group (January) Monthly project group meetings (January – March) Meeting with Community and Voluntary Services (CVS) to discuss supporting the programme (February) Meeting with Communities 1st to discuss supporting the programme (February) Meeting with Community Pharmacy Hertfordshire to discuss supporting the programme (February) Attended East of England Community of Practice (February) Organised one-to-one interviews with people with learning disabilities (January – March) Facilitated one-to-one interviews (January – March) Facilitated focus group with YPAG (January) Facilitated focus groups with Viewpoint (January – February) Transcribed focus groups and interviews (February – March) Write-up and analysis of focus groups & interviews (February – March) Created draft report (March)

Contract Monitoring Projects & Activity Qtr 4 (January – March 2024)**Impact of the Cost of Living Crisis**Objective

- To support Hertfordshire County Council and the NHS in understanding public views towards the Cost of Living Crisis, and how rising costs are impacting physical and mental health.

Project Aims

- To explore how the Cost of Living Crisis is impacting Hertfordshire residents, and what changes people have had to make to cope with rising costs.
- To investigate how the Cost of Living Crisis is impacting access to healthcare.
- To understand whether the Cost of Living Crisis is impacting the public's mental and/or physical health.
- To provide Hertfordshire County Council with data about use and awareness of local services and provision.

Target Population

- General public
- Seldom heard groups

Activity

- Shortlisted for Healthwatch England National Impact Award (January)
- Regular attendance at the Cost of Living Response Group (January – March)
- Created presentation slides for the Healthwatch England Impact Showcase (March)
- Presented at the Healthwatch England Impact Showcase (March)
- Received "commended" award from Healthwatch England (March)

Phase One: Primary Care Board Workstream – Cervical ScreeningsObjective

- To gather lived experience to feed directly into the Integrated Care Board (ICB) Primary Care Workstream.

Project Aims

- To explore the uptake of cervical screenings and whether people feel well-informed about cervical screenings
- To understand people's experiences of having a cervical screening
- To identify the barriers people may face in accessing a cervical screening
- To propose recommendations to the Integrated Care Board Primary Care Board

Target population

- Women/anyone with a cervix

Activity

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- Created communication materials – email to stakeholders, website article, social media (February)
- Published report (February)

Public Health: Drug and Alcohol Services – Recovery and Reintegration WorkstreamObjective

- 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.

Project Aims

- To understand from service users and carers how easy it is to access drug and alcohol services
- To explore the barriers to accessing support from drug and alcohol services
- To identify what could help service users in their recovery
- To identify how moving between services and organisations could be improved for service users

Target Population

- Service users with a lived experience of addiction
- Carers of someone with a lived experience of addiction

Activity

- Finalised report (January)
- Meetings with Public Health to agree publication plan (January – March)
- Created executive summary (February – March)
- Created presentation slides (February – March)
- Presented findings to Hertfordshire County Council Drugs and Alcohol Strategic Board (March)
- Created communication materials – email to stakeholders, website article, social media posts (March)
- Published report (March)

Public Health: Drug and Alcohol Services – Children and Young People WorkstreamObjective

- To support Public Health in engaging with children and young people using drug and alcohol services as part of its goal in implementing the National Drug Strategy.

Project Aims

- To understand from children and young people how easy it is to access drug and alcohol services
- To explore the barriers to accessing support from drug and alcohol services
- To identify what could help children and young people in their recovery

Target Population

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- Children and young people (aged 14-24) accessing drug and alcohol services

Activity

- Uploaded surveys onto SurveyMonkey (January)
- Tracked response rate (January – March)
- Meetings with Public Health to discuss change in methodology (March)

Public Health : Drug and Alcohol Services – Ex-Offenders Workstream (Scoping)

Objective

- To support Public Health in engaging with ex-offenders as part of its goal in implementing the National Drug Strategy.

Project Aims

- To understand from ex-offenders what encouraged them to access drug and alcohol services
- To explore the barriers ex-offenders face in accessing support from drug and alcohol services
- To make recommendations to Public Health

Target Population

- Ex-offenders

Activity

- Meetings with Programme Lead to discuss scope and methodology (January – March)
- Created literature review (January)
- Created topic guide for interviews (January – February)
- Shared topic guide with the Working Group (February)

Public Health Drug and Alcohol Services – Mental Health Workstream (Scoping)

Objective

- To support Public Health in engaging with people with a lived experience of using drugs and alcohol with a specific focus on mental health support.

Project Aims

- Not yet defined: in scoping stages

Target Population

- People with a lived experience of using drugs and alcohol

Activity

- Meetings with Public Health to discuss topic and methodology (March)
- Created literature review (March)

Public Health Drug and Alcohol Services – Housing Workstream (Scoping)

Contract Monitoring Projects & Activity Qtr 4 (January – March 2024)Objective

- To support Public Health in engaging with people with a lived experience of using drugs and alcohol with a specific focus on housing support.

Project Aims

- Not yet defined: in scoping stages

Target Population

- People with a lived experience of using drugs and alcohol

Activity

- Meetings with Public Health to discuss topic and methodology (March)
- Created literature review (March)

Sexual Health ServicesObjective and Project Aims

- To support Public Health in understanding access and attitudes towards Sexually Transmitted Infection (STI) and HIV testing

Target Population

- Hertfordshire residents aged 18+

Activity

- Finalised report (January)
- Created communication materials – email to stakeholders, social media posts, website article (February)
- Published report and shared with stakeholders (February)

Stevenage Atrial Fibrillation Project EvaluationObjective

- To support the Integrated Care Board (ICB) by completing an independent evaluation of the Stevenage Atrial Fibrillation Project.

Project Aims

- To conduct one-to-one interviews with project members to complete an independent evaluation.

Activity

- Completed thematic analysis of one-to-one interviews (January)
- Created draft report (January)
- Finalised report and sent to ICB (January)
- Created two-page summary document (February)
- Created communication materials – email to stakeholders and website article (March)
- Published two-page summary document and shared with stakeholders (March)

Contract Monitoring Projects & Activity Qtr 4 (January – March 2024)**Integrated Care Board International Recruits Review**Objective

- To support the Integrated Care Board by completing an independent evaluation exploring the experiences of internationally recruited staff across the three acute Trusts.

Aims

- To engage with internationally recruited staff across the three acute Trusts to understand their experiences of living in the UK and working for the NHS
- To complete an independent review for the Integrated Care Board

Target Population

- Internationally recruited staff

Activity

- Proposal agreed by Integrated Care Board (January)
- Meeting with Integrated Care Board to agree methodology and aims (January)
- Scoped topic and created literature review (January)
- Fortnightly meetings with Integrated Care Board to update on progress (January – March)
- Meetings with stakeholders to obtain support for promoting the engagement (January – March)
- Meetings with stakeholders to organise interviews and focus groups (January – March)
- Created survey questions (January – February)
- Created topic guide for focus groups and interviews (January – February)
- Created project and communications plans (February)
- Created communications materials – email to stakeholders and flyer (February)
- Uploaded survey onto SurveyMonkey and launched (March)
- Attended introductory meetings at the acute Trusts (March)
- Conducted interviews (March)
- Transcribed interviews (March)

Connected Communities EventsObjective

- To support Community Development Action (CDA) Herts and the Integrated Care Board (ICB) in holding a series of public events.

Project Aims

- To support with the planning and facilitation of public events
- To collect real-time feedback at the events
- To support with the evaluation of the project

Target Population

- Hertfordshire residents

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Activity

- Meetings with CDA Herts and the ICB to plan events and collecting feedback (January – March)
- Pulled together health inequalities statistics and shared with CDA Herts and the Integrated Care Board (February)
- Created feedback form for events (March)

Phase Two: Primary Care Board Workstream – Orthodontics

Objective

- To gather lived experience to feed directly into the Integrated Care Board (ICB) Primary Care Workstream.

Project Aims

- To hear from parents/carers about their experiences of their child receiving NHS orthodontic treatment
- To engage with children and young people who have or are currently receiving NHS orthodontic treatment

Target Population

- Parents and Carers
- Children and young people

Activity

- Attended Primary Care Transformation Group meeting to agree next topics (February)
- Meetings with Primary Care to scope orthodontics topic (February – March)
- Reviewed and edited survey questions (March)
- Created communication materials – flyers, social media posts, email to stakeholders, stakeholder list, website article (March)
- Uploaded survey onto SurveyMonkey and launched (March)
- Created topic guide for interviews (March)
- Organised interviews (March)

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.

Project Aims

- To create a working Coproduction Board for the South and West Hertfordshire Health and Care Partnership.

Target Population

- Residents of the south and west areas of Hertfordshire.

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Activity

- Meetings with Deputy Director and Development Director to plan agendas for meetings in January, February and March (January – March)
- Created agendas for each meeting and distributed to Coproduction Board members (January – March)
- Chaired each Coproduction Board meeting (January – March)
- Produced minutes and action logs for each meeting and shared with Coproduction Board members (January – March)
- Planned agenda for Development Day (March)

Hertfordshire Community NHS Trust (HCT) Integrated Care Co-ordination Centre (Adult Referral Hub) Telephone Mystery Shop Project

Objective

To understand the experience of telephone callers to the Integrated Care Co-ordination Centre and to identify themes for improvement or to highlight good practice. This is the single point of access for all adult referrals into Herts Community Trust.

Project aims

- A better understanding of how quickly and professionally calls are answered.
- To assess the quality of responses to set scenarios covering a wide range of services.

Activity

Published report February 2024 (findings previously shared with HCT).

HertsHelp: Mystery Shop project

Objective

To understand the experience of telephone callers to the HertsHelp service and to identify themes for improvement or to highlight good practice.

Project aims

- A better understanding of how quickly and professionally calls are answered.
- To assess the quality of responses to set scenarios covering a wide range of services.

Activity

Report awaiting sign off and publication.

Public Health Gambling Harms Strategy

Objective

- To support Public Health in gathering feedback by people with a lived experience of gambling addiction to inform the Gambling Harms Strategy

Project Aims

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- To support Public Health in gathering feedback through transcribing and analysing focus groups
- To make recommendations to help inform the Gambling Harms Strategy

Target Population

- Adults with a lived experience of gambling addiction

Activity

- Meetings with Public Health to discuss role and responsibilities (February – March)
- Created proposal (March)
- Meeting with Public Health to discuss timescales (March)

Hertfordshire County Council Cultural Competency in Home Care (Scoping)

Objective

- To support Hertfordshire County Council in hearing from Watford residents about their experiences of using home care, and barriers to using home care

Project Aims

- To engage with Watford residents (particularly ethnically diverse populations) about their experiences of using home care
- To understand barriers to accessing home care
- To explore how cultural competency in home care services could be improved

Target Population

- Watford residents (particularly from ethnically diverse populations)

Activity

- Meeting with Hertfordshire County Council to discuss aims, methodology and scope (March)

Integrated Care Partnership Monitoring Framework (Scoping)

Objective

- To support the Integrated Care Partnership in gathering lived experience and patient evidence to inform their Monitoring Framework

Project Aims

- To gather qualitative data and lived experience to inform the Integrated Care Partnership Monitoring Framework

Target Population

- Hertfordshire residents

Activity

- Meetings to discuss methodology and scope (February – March)
- Created proposal and shared with the Integrated Care Partnership (March)

Contract Monitoring Projects & Activity Qtr 4 (January – March 2024)**Support for Autistic Adults (Scoping)**Objective

- In scoping stages

Project Aims

- In scoping stages

Target Population

- Adults waiting for an autism diagnosis and those who have a diagnosis

Activity

- Created literature review and identified potential research projects (January)
- Meeting with Stort Valley Primary Care Network (PCN) to discuss diagnosis pathway (January)
- Meeting with Families in Focus to discuss potential research topics (January)
- Meeting with Mental Health, Learning Disability and Autism Health and Care Partnership (MHLDA) to discuss potential research topics (March)

Child to Adult Hospice Transition (Scoping)Objective

- In scoping stages

Project Aims

- To understand the process of transitioning from children hospices to adult hospices.
- To explore the lived experience of children and their families.
- To identify key learnings for improvement.

Target Population

- Children with life-limiting illness and their families.

Activity

- Meetings to discuss potential research topic (January - March)

Communications Activity

- Supported research team with Comms and social media for:
 - Publication of completed findings:
 - Cervical Screening Report
 - Sexual Health Report
 - Drug and Alcohol Services Report
 - Stevenage AFib Evaluation
 - Herts Community Trust (HCT) Mystery Shop Report
- Responded to media requests (see links below):
 - The Comet – Dentistry Integrated Care Board meeting story
 - Geoff – Mix 92.6 – Primary Care

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- Ongoing discussions with Integrated Care Board Comms relating to publishing report findings
- Drafted article about joint initiative with Herts County Council (HCC)/Hertfordshire Partnership University Foundation Trust (HPFT) to help people with Cost of Living and mental health
- Initial discussions re HPFT and HCT becoming Veteran Aware and drafting an impact article relating to this
- Provided feedback to HCT Comms review survey
- Liaison with Healthwatch Cornwall re design of our 2-page summaries for Reports
- Updated social care article for website
- Liaison with Healthwatch England Comms re copy for their Annual Report and Impact Awards announcements
- Attended Integrated Care Board Comms meetings
- Wrote and published HwH hard copy newsletter and e-newsletter
- Ongoing monitoring of social media platforms to promote our key messages and engage with followers
- Continued reviews of HwH website and Google Analytics
- Supporting local charities, Healthwatch England initiatives, local Councils and NHS/social care organisations via social media
- Healthwatch England Workplace monitoring
- Ongoing monitoring of media stories relating to HwH and issues in general that may be relevant to our work

Website Articles

- <https://www.healthwatchhertfordshire.co.uk/news/2024-03-26/cost-living-research-receives-national-accolade>
- <https://www.healthwatchhertfordshire.co.uk/news/2024-03-25/community-assembly-year-review-23-24>
- <https://www.healthwatchhertfordshire.co.uk/news/2024-03-14/does-your-child-receive-nhs-orthodontic-care-we-want-hear-you>
- <https://www.healthwatchhertfordshire.co.uk/news/2024-03-13/herts-drug-and-alcohol-recovery-services-improving-lives>
- <https://www.healthwatchhertfordshire.co.uk/news/2024-03-12/community-assembly-news-and-update>
- <https://www.healthwatchhertfordshire.co.uk/news/2024-02-29/small-changes-could-improve-cervical-screening-uptake>
- <https://www.healthwatchhertfordshire.co.uk/news/2024-02-20/using-sexual-health-services-experiences-local-people>
- <https://www.healthwatchhertfordshire.co.uk/news/2024-02-01/cost-living-research-shortlisted-national-award>
- <https://www.healthwatchhertfordshire.co.uk/news/2024-01-10/cost-living-crisis-impact-our-research>

Media Coverage (please note links to some articles are unavailable due to copyright)

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- [Hertfordshire dentists urged to see patients less frequently | The Comet](#)
- Mix 92.6 – [Healthwatch Hertfordshire – Primary Care - Mix 92.6](#)

Recruitment

During the period we advertised for the post of Projects Manager (Communications) and conducted two days of interviews. Following this, we successfully recruited James Davis to the role.

Volunteering

We advertised to recruit more Trustees to the Board in late-February/early-March, with interviews taking place in March. We chose 5 individuals representing a range of backgrounds and interests, and they are being put forward for election shortly.

4. Holding commissioners and providers to account and partnership working

Please note, most meetings continued to take place virtually during the period, though a number are now 'face to face' or hybrid. This report begins with our roles around patient leadership at a strategic level, then listing meetings with commissioners, providers and partners and summarising key themes covered.

Hertfordshire and West Essex Integrated Care System (ICS) – The Integrated Care Board (ICB) and Integrated Care Partnership (ICP) remain major drivers for our activity and provide further opportunities to be involved around: patient experience, service quality and equalities and diversity. Healthwatch is seen by the Integrated Care System as a key organisation, and we have again been heavily involved in work strands and meetings. The move towards greater delegation to Health and Care Partnerships (HCPs) provides further opportunities though work is still needed to develop strategies and new ways of working. Governance change has impacted on models of involvement and coproduction.

Activity has included:

- Meeting with the Chair and Directory of Strategy at the ICB to discuss strategic issues and system challenges.
- Involvement with meetings of the Integrated Care System including: the Integrated Care Partnership Board, the Primary Care Board, and Primary Care Commissioning Committee, and the Integrated Care Board Quality Committee.
- Six-weekly meetings with the Nursing and Quality Team across the Integrated Care Board to raise issues from signposting and research. These meetings have proved an excellent way for us to raise concerns and the ICB have been very responsive in taking action to address these.
- Our involvement around equalities work within the System and membership of the System's Inequalities Strategy Board. Continued meetings with the ICB Equalities Lead to develop Integrated Care Board research opportunities (see section 3).
- Regular meetings to address Primary Care Research, Engagement and Communication with residents with the Director of Primary Care Transformation and Engagement and Communication leads. Meeting with Healthwatch Essex to develop the research programme to deliver this work.

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- Recently a streamlining of processes at the ICB has; made the selection of topics more straightforward, and sped up the publication of our reports.
- Involvement with the new Patient Engagement Forum (and its development) both as a member of the forum and liaising with the Forum Chair.
- Review of the processes and effectiveness of the ICB Quality Group.
- Involvement with the development of the new Elective Hub.
- Regular attendance of the ICB Health Inequalities Communities of Practice Forum.
- Introductory meeting with the new ICS Assistant Director of Nursing & Quality
- Meeting with the Primary Care patient representative for South and West Herts on the Primary Care Board to discuss delegation to HCPs
- Meetings to explore development of a proposal for monitoring progress on the ICP Framework in terms of people's experiences.

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:

- Membership of the Partnership Board with a particular role around patient involvement and coproduction.
- Chairing South and West Herts Health and Care Partnership Coproduction Board Meeting
- Membership of the Care Partnership's Quality Group to ensure that the patient perspective is seen alongside clinical challenges.
- Regular meetings with the Development Director and Place Deputy Director, Transformation, to brief them on coproduction and models of patient involvement.

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. The latest meeting included: the work of the Patient Engagement Forum, preventative initiatives at District Councils, updates from our research programme, and the evolving models of patient and community involvement.
- Membership of the Board's group addressing health inequalities that meets monthly, as well as looking at the role of Healthwatch to evaluate work to address inequality.
- Membership of the Care Partnership's Quality Group, which uses a 'deep dive' approach to review a particular quality concern.

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 as to how their services need to be improved. These meetings also covered: winter and system pressures, patient and community involvement, and our research programme and its findings. These meetings complement the meetings with senior commissioning staff mentioned above.

West Hertfordshire Teaching Hospitals Trust -

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In the period activity has included meetings with:

- The Trust's Chair and the Chief Information Officer regarding strategic issues including: the hospital redevelopment, coproduction, Trust pressures and improvements, and the development of the South & West Herts Health and Care Partnership.
- Introductory meeting with the Chief Nurse to discuss Trust priorities and focus, patient engagement, and signposting issues.
- Meeting with the Chief Strategy and Collaboration Officer to discuss the Trust's Strategy and opportunities for patient engagement.
- Our work with the Trust has included chairing the Trust's Coproduction Board (which met during the quarter) and meetings with the Deputy Chief Nurse and Associate Chief Nurse to review the Coproduction Board.

Hertfordshire Partnership University Foundation Trust (HPFT) and The Mental Health, Learning Disability and Autism Health and Safety Partnership -

During the quarter, our contact with the Trust included:

- An introductory meeting with the interim Director of Nursing to discuss our approaches to holding to account, signposting, and research matters.
- A special meeting with the Interim Director of Nursing and the Managing Director, West Service Business Unit to discuss a couple of serious issues raised with us.

Hertfordshire Community NHS Trust

Our meetings during this period included:

- The Trust's Chair and Chief Executive to discuss strategic issues including the Trust, their innovative approaches and commitment to equality, diversity and inclusion, coproduction, service developments and system wide developments.
- Regular meeting with the Chief Nurse to signposting cases, service developments and specific service pressures such as recruitment of health visitors.

Central London Community Healthcare NHS Trust

The Trust remain keen to build on their relationship with us and we have monthly meetings with their Divisional Director of Nursing and Therapies, which they have requested. This includes discussions about service pressures such as the recruitment of specialist nurses and opportunities for patient voices to be heard. We also attend their quality meetings on a quarterly basis to ensure a focus on an external, patient perspective is included. During this quarter we had a follow up discussion about the Trust's responses to the Sexual Health Services report and, more generally, their effective approaches to learning from patient feedback.

Cambridgeshire and Peterborough Integrated Care System (ICS)

Our work with Cambridgeshire and Peterborough ICS during the period included membership of the Royston Infrastructure Steering Group and attendance of monthly meetings. This included:

- project review and next steps, including timelines factoring in consultation periods and elections;
- political briefings;
- estates update – opportunities and challenges;

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- health offer.

During the quarter we have received regular updates from Cambridgeshire and Peterborough Integrated Care System regarding the development of the Cambridgeshire Children's Hospital, including comms material regarding patient engagement that we have shared on our social media channels.

Hertfordshire County Council (HCC) – Adult Social Services

Although our regular meeting with the Executive Director and Executive Member and senior staff took place outside the quarter, we have had significant contact with Adult Care Services. This included:

- Discussions with the service about the Care Quality Commission (CQC) inspection
- Further meetings with our commissioners to discuss our contract for 2024 onwards. This included:
 - Meeting with Stakeholders to explore HwH functions
 - Further detailed sessions to review Functions Meeting
 - HwH Specification Review Meetings

We also had meetings with:

- Head of Provider Monitoring and Assurance, Adult Care Service to discuss strengthening links, sharing data and opportunities for Healthwatch to ensure user voice is captured.
- Strategic Liaison Learning Disability Nurse to discuss strengthening links and information sharing, and discussion of the findings from our recent report focusing on access to GP services for people with learning disabilities.

Hertfordshire County Council (HCC) – Children's Services

Following the Ofsted inspection last year, we had a special meeting with the Executive Member and Executive Director of Children's Services to be briefed on the Special Educational Needs and Disabilities (SEND) Action Plan.

We also met with Participation Lead- Inclusion and Skills to discuss strengthening links, opportunities and ideas for ensuring children's voices are heard.

Hertfordshire County Council (HCC) – Public Health

We continued to work on the *C.H.A.T Coproduction (Common Holistic Assessment Tool) and attended two meetings of this group during the period, where the mental health content for the tool was signed off, and physical activity content was explored.

Hertfordshire County Council (HCC) - Scrutiny

We continue to work closely with HCC Scrutiny, attending the Health Scrutiny Committee, and providing our insight across a range of topics to the County Council's Scrutiny Review on Preventative Healthcare.

Circle Health Group

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Following the change of provider for the integrated Musculoskeletal (MSK) services in South West Hertfordshire, we met with their GP Engagement and Community Integration Lead, who is the contact for the first of our ongoing regular meetings.

National and Regional Meetings, including Healthwatch England (where we chair the Regional Meeting).

During the quarter we:

- Were shortlisted to present our work on Cost of Living for the Healthwatch England Impact Awards in March. We highlighted the example of HCC's Money Advice Unit partnering with HPFT to ensure people accessing mental health services who were impacted by financial concerns could also access money advice support. We received a commendation for our work and positive feedback from Healthwatch England about its impact both on the lives of individuals and the strong quantitative evidence to illustrate this in terms of benefits people were able to access.
- Met with the Care Quality Commission to give insight to the inspectors about HCC Adult Care Services.
- Helped arrange and attended a Parliamentary and Health Service Ombudsman Outreach Roundtable Discussions event with Healthwatch (East of England).
- Provided advice/insight to a regional project looking at a Frailty Prevention Pilot Scheme.
- Met with NHS England to brief them on a long term complex complaint made against the NHS and other providers.
- Continued to be involved with the National Institute for Health & Care Research (NIHR) Public Health Intervention Responsive Studies Team (PHIRST) Connect Board and the NIHR Applied Research Collaboration (ARC) East of England.
- We were involved with Healthwatch England's development of a national impact monitoring system and have agreed to attend further meetings to continue development of this work.

Local Councils and Voluntary and Community Sector partners

As mentioned previously, our relationship with Voluntary and Community and other local partners is crucial. During this quarter, our work has included:

- Meeting with Isabel Hospice on behalf of hospices within the Integrated Care Board area and discussing a long term case issue.
- Attending monthly Hertfordshire Voluntary, Community, Faith & Social Enterprise (VCFSE) group meetings chaired by Hertfordshire County Council.
- Meeting with Marie Curie eastern region leads to discuss Healthwatch involvement in promoting a user-voice survey they are planning, aimed at understanding experiences of end of life care.
- Meeting with Gypsy & Traveller Empowerment (GATE) to learn about recent experiences within the community of health and social care services, including a specific recent case and explore opportunities to work together in future.

Themes discussed and issues raised in the period include:

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- The Integrated Care System progress and challenges, and moves to ensure effectiveness and avoid duplication. Continued discussions around the changes planned to Health and Care Partnerships and governance from April 2024, including opportunities/impacts around coproduction and patient involvement
- Feedback from signposting and research which continues to include access to services, including fairness of criteria, delays to treatment, poor communication, ineffective, and rigid systems
- Health Inequalities and impacts
- New hospital developments and continued opportunities for patient involvement.
- Support in Emergency Departments for people with mental health challenges
- Financial pressures and impacts.
- Digital opportunities and challenges
- Dual diagnosis services and pressures including actions being taken to address serious concerns
- Ofsted report on Hertfordshire's Special Educational Needs & Disabilities (SEND) provision
- Delays to accessing ADHD and Autism services
- Approaches to serious incidents and the new Patient Safety Incident Response Framework (PSIRF)
- Workforce fatigue and morale
- Recruitment of specialist staff (eg mental health clinical staff, neurology and health visitors)

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)

Healthwatch
Hertfordshire - Mana