

Contract Monitoring Projects & Activity Qtr 1 (April – June 2024)

1. Website & Social media (data broken down by media type/nr over the quarter)	
a. Number of web visits	12,966
b. Facebook reach	906
c. 'X' (formerly Twitter) followers	2,444

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 (REN)

Objective and Project Aims

- To increase participation and diversity in research, with a particular focus on reaching seldom heard communities.

Target Population

- General population
- Seldom heard groups

Activity

- Finalised public engagement report (April)
- Monthly project group meeting (April)
- Shared public engagement report with ICB (April)
- Finalised submission report and shared with NHS England (April)
- Created and published website article (May)

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

Objective

- 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

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

Activity

- Meetings with Public Health and CGL to re-launch engagement (April)
- Re-launched engagement (May)
- Tracking responses and response rate (May – June)

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

Activity

- Meetings with CDA Herts and the Integrated Care Board to plan events and collecting feedback (April – May)
- Attended Stevenage and Watford events and collected patient feedback (April – May)
- Uploaded data onto SurveyMonkey (April)
- Analysed data from the public feedback forms (April – May)
- Created and shared summary report (May)

Public Health: Drug and Alcohol Services – Prison Leavers WorkstreamObjective

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

Project Aims

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

Target Population

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- Prison leavers

Activity

- Meetings to discuss approach and timescales (April – June)
- Finalised topic guide (June)

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 (April – May)
- Created draft topic guide questions and shared with Public Health (May)

Public Health: Drug and Alcohol Services – Service Review 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 reviewing and improving service provision.

Project Aims

- Not yet defined: in scoping stages

Target Population

- People with a lived experience of using drugs and alcohol
- Stakeholders
- Staff within CGL and The Living Room

Activity

- Meetings with Public Health to discuss topic and possible methodologies (June)

Integrated Care Board International Recruits ReviewObjective

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

Contract Monitoring Projects & Activity Qtr 1 (April – June 2024)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

- Fortnightly meetings with Integrated Care Board to update on progress (April – May)
- Meetings with stakeholders to organise interviews and focus groups (April – May)
- Attended external meetings across the ICB and acute Trusts to promote the engagement opportunities (April – May)
- Re-promoted engagement opportunities to key stakeholders (April – May)
- Meetings with the Integrated Care Board to discuss supporting International Recruits Workshop (May)
- Conducted interviews and focus groups (April – May)
- Transcribed interviews and focus groups (April – June)
- Analysed survey responses (April – June)
- Analysed interviews and focus group data (April – June)
- Started report writing (June)

Public Health Gambling Harms StrategyObjective

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

Project Aims

- 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 timescales (April)
- Transcribed interviews and focus groups (May)
- Analysed interviews and focus groups (May)
- Created draft report (May)
- Finalised report (June)
- Created key findings paper (June)
- Presented key findings report to Public Health (June)

Contract Monitoring Projects & Activity Qtr 1 (April – June 2024)**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

- Organised and conducted interviews and focus groups (April – May)
- Transcribed interviews and focus groups (April – May)
- Re-promoted engagement (April – May)
- Closed engagement (May)
- Analysed survey data (June)
- Analysed data from interviews and focus groups (June)
- Created and finalised report (June)

Phase 2: Primary Care Board Workstream - eConsultation (Scoping)Objective

- To explore public views and experiences of using eConsultations to feed into the Integrated Care Board (ICB) Primary Care Workstream.

Project Aims

- To understand whether people use online services to book appointments with their GP services
- To explore what people tend to use online services for
- To identify how online services could be improved and made easier to use
- To explore public experiences of using online services

Target Population

- General population

Activity

- Meetings with the Integrated Care Board to discuss remit and questions (May)

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- Created and shared survey questions with the ICB (May)

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.

Activity

- Finalised agenda and prepared materials for Development Day (April)
- Chaired and facilitated Development Day (April)
- Recorded notes and actions from Development Day (April)
- Meeting with Deputy Director to agree outcomes from Development Day (May)
- Created new processes outlining the scope and remit of the Coproduction Board (May)
- Created draft workplan for Coproduction Board (May)
- Meetings with Deputy Director to plan agendas for meetings in May and June (May – June)
- Chaired each Coproduction Board meeting (May – June)
- Produced minutes and action logs for each meeting and shared with Coproduction Board members (May – June)

East and North Herts Health and Care Partnership (ENHHCP) Community Assembly

Objective

- The Assembly is involved with the Partnership's strategic direction and provides a collaborative forum for a broad range of voices to shape partnership activity. It plays a pivotal role in providing opportunities for patients and carers to take part in transformation and other improvement activity across the Partnership.

Project Aims

- To enhance opportunities for patient involvement across the East & North Herts Health and Care Partnership

Target Population

- Patients, carers, health and social care professionals, Voluntary, Community, Faith & Social Enterprise (VCFSE) sector workers, and other local people who are interested and invested in health and social care across East and North Herts.

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Activity

- Meetings with internal and external Community Assembly team to discuss May agenda (April)
- Drafted May agenda (April)
- Contacted presenters (April)
- Created and scheduled social media posts and cards (April/May)
- Sent invitation to members and managed responses (April)
- Finalised May Agenda (May)
- Created research presentation (May)
- Managed and took notes during the Assembly meeting (May)
- Wrote Assembly summary (May)
- Wrote follow up email and website article (May)
- Follow-up meeting with Community Assembly team to debrief and discuss next Assembly (May/June)
- Met with internal and external Community Assembly team to discuss new involvement plan (June)
- Wrote involvement plan (June)
- Worked with team on involvement plan (June)
- Drafted August agenda (June)
- Invited presenters (June)
- Liaised with team on August agenda and presentations (June)

Integrated Care Partnership Monitoring Framework (Scoping)

Objective

- To support the Integrated Care Partnership (ICP) 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, timescales and scope (May -June)
- Updated proposal and shared with the Partnership (May)

Sexual Assault Referral Centres (SARC) (Scoping)

Objective

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- To support NHS East of England to hear from people who have accessed Sexual Assault Referrals Centres in the region

Project Aims

- To engage with people who have accessed Centres in the region to understand how their experience could have been improved

Target Population

- Hertfordshire residents

Activity

- Meetings with NHS East of England to discuss scope, timescales and methodologies (April – May)

Watford Home Care Inclusivity Pilot

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

- Meetings with Hertfordshire County Council to determine project scope (April – May)
- Created Project Initiation Document (April)
- Drafted survey questions (April)
- Met with Hertfordshire County Council to discuss methodology, draft questions and survey dissemination (May)
- Finalised survey questions following feedback (May)
- Identified and reached out to relevant organisations and community groups to request support with sharing the survey (April – June)
- Arranged translation of survey questions into multiple community languages (June)

Refugees and Asylum Seekers: Supporting the development of the Hertfordshire County Council Partnership Strategy (Scoping)

Objective

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- To explore the key health and social care issues faced by refugees and asylum seekers in Hertfordshire (Scoping)

Project Aims

- Scoping stages

Target Population

- Scoping stages – Refugees and Asylum Seekers based in Hertfordshire

Activity

- Completed literature review and identified potential research projects (April – June)
- Meetings with Hertfordshire County Council to discuss project scope (May – June)
- Meeting with Hertfordshire County Council to discuss presentation for the Refugees Conference (May)
- Created presentation slides and scripts for Refugees Conference (June)
- Attended and presented at Hertfordshire County Council Refugee & Asylum Seekers' Strategy Development Conference (June)
- Arranged follow-up meeting with Hertfordshire County Council (June)

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

- Produced project overview/proposal document (April)
- Identified and met with potential partners (April)
- Shared project overview/proposal document with potential partners (April)
- Information gathering of existing projects and initiatives across Herts (May – June)
- Arranged meeting with partners to discuss next steps (June)

Support for Autistic Adults (Scoping)Objective

- To work with Hertfordshire County Council to explore what post-diagnostic support autistic adults need, with a particular focus on lower level mental health.

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Project Aims

- In scoping stages

Target Population

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

Activity

- Meeting with Hertfordshire County Council to discuss potential research topics (April)
- Created Project Initiation Document (PID) and shared with Hertfordshire County Council (May)
- Meeting with Hertfordshire County Council to review the PID and define the project scope (June)
- Reviewed and updated PID (June)

East of England Strategic Review of the Mount Vernon Cancer Centre

NHS England East of England Specialised Commissioning Team and NHS London are undertaking a review of the Mount Vernon Cancer Centre (run by East and North Hertfordshire NHS Trust at the Hillingdon Trust in London). The aim is to organise services in ways that provide the best modern care for patients, including access to research trials and new technology and treatments, from good quality buildings and facilities.

- The Strategic Review of the Mount Vernon Cancer Centre Programme Board meetings resumed in June after a long pause.
- Though unsuccessful for funding through the New Hospitals programme, NHS England has taken the unusual step of deciding to go out to formal consultation. NHS England's Chief Finance Officer has provided a commitment in writing to work jointly with commissioning teams to identify the necessary local and national money for the scheme which has been confirmed as a regional priority. The scheme will still require capital funding to be made available before building could begin.
- This phase of the review aims to deliver a formal public consultation to consider the views of patients, carers, staff, local people and other stakeholders in order to reach a consensus on the future strategic direction for Mount Vernon Cancer Centre. Additionally, this phase of the review aims to complete due diligence on the transfer of the management of the Centre to University College London Hospital (UCLH).
- The proposals involve relocating Mount Vernon Cancer Centre to a new, purpose-built cancer centre adjacent to the Watford General Hospital. This would give the cancer centre access to clinical support services including critical care that are not available on its current site, which would increase the number of treatment options and enable the team to care for more unwell patients than they can at the moment.
- The proposals include an option to have a networked radiotherapy unit at either Luton or Stevenage. This would be in addition to radiotherapy at the main cancer centre and would improve access to radiotherapy to patients living in the north of the area served by the Centre.

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- A draft consultation document has been put together and this will go to the Consultation Institute for comment. There is a draft timeline for November 2024 for the consultation.

NHS England Screening Videos Assessment

NHS England have commissioned a video project targeting different groups. They will soon have 12 short NHS Screening videos which they would like patient feedback on before they finalise.

The 12 videos are targeting 3 different groups: people with a learning disability, LGBTQIA+ and ethnic minorities, with 4 videos for each group.

- Initial discussions have taken place (June), with potential for Healthwatch Hertfordshire to engage with all or some of the groups being targeted. We are exploring which groups we could best engage with (the work can be shared with other Healthwatch in the region).
- A proposal for funding has been put forward by NHS England for patient engagement for this project.

Communications Activity

- Responded to media requests (see links below):
 - BBC Look East TV & BBC Radio – St Albans private ambulance service
- Wrote, designed and finalised Annual Report, along with associated communications for launch
- Supported Research Team with Comms and social media for 'Making research inclusive for all' report
- Liaison with Commissioners re 'Share for Better Care Campaign' being undertaken by CQC and Healthwatch England
- Liaison with comms contacts re consultation on Royal Free London and North Middlesex University Hospital merger
- Wrote and sent Key Messages and Updates Email to Board and representatives
- Liaison with Research Team to create a request form to use when planning project communications
- Comms presentation to new Trustees and commenced review of social media policy
- Ongoing discussions with ICB Comms relating to publishing Report findings
- 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
- Continuous 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
- Developed new televisual resources and templates for engagement purposes

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- Prepared materials for upcoming research engagement on online GP booking/services and Watford Home Care research projects
- Launched company's LinkedIn profile and began process of engagement
- Built 'GDPR-proof' newsletter funnelling question for surveys

Website Articles

- <https://www.healthwatchhertfordshire.co.uk/news/2024-06-21/healthwatch-board-annual-general-meeting-18th-july-2024>
- <https://www.healthwatchhertfordshire.co.uk/news/2024-05-23/healthwatch-hertfordshire-welcomes-five-new-trustees>
- <https://www.healthwatchhertfordshire.co.uk/news/2024-05-20/making-research-inclusive-all>
- <https://www.healthwatchhertfordshire.co.uk/news/2024-04-23/herts-trusts-achieve-veteran-aware-accreditation>

Media Coverage

- [Hertfordshire private ambulance service hopes to reduce NHS waits - BBC News](#)
- [£99 for a private ambulance in Hertfordshire - £99 for a private ambulance in Hertfordshire - BBC Sounds](#)

Recruitment – Staff & Trustees

We advertised for a new Chief Executive during this period, to start following the announcement of the current CEO's retirement in late-August. After a rigorous interview process involving stakeholders, the Board, and the Executive Team, we successfully appointed Ivana Chalmers. We were also able to appoint 5 new Trustees whose election was confirmed at an Extraordinary General Meeting in May.

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. This quarter has been exceptional in some ways with both added operational activities around recruitment, production of the annual report and a new contract. These activities have shown the importance of our work in partnership for example NHS, HCC, and VCFSE representatives being involved in stakeholder panels for the recruitment of HWH Chief Executive.

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

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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 Chief Executive at the Integrated Care Board to discuss strategic issues and system challenges.
- Involvement with meetings of the Integrated Care System including: the Integrated Care Partnership Board, the Primary Care Transformation Group 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.
- We provided a paper for the May core meeting presenting key themes from our signposting 6 month review for discussion at the Board's System Quality Group.
- 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.
- Involvement with the new Patient Engagement Forum (and its development) both as a member of the forum and liaising with the Forum Chair. Attended 2 meetings of the Forum.
- Attended ICB Comms meetings.
- Review of the processes and effectiveness of the Integrated Care Board Quality Group.
- Involvement with the development of the new Elective Hub.
- Regular attendance of the Integrated Care Board Health Inequalities Communities of Practice Forum.
- Meetings to explore development of a proposal for monitoring progress on the Integrated Care Partnership Framework in terms of people's experiences (see section 3).

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.
- Developing the model of coproduction within the partnership through a development day which included involvement of patients, Voluntary, Community, Faith, & Social Enterprise partners, and NHS organisations (see section 3)
- Chairing and managing South and West Herts Health and Care Partnership Coproduction Board Meeting

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- 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, the Integrated Heart Failure Service, updates from our research programme, and the evolving models of patient and community involvement.
- Building on the work of the Community Assembly, planning for an enhanced model of patient and community involvement
- Taking part in a stakeholder panel to assist with the recruitment of the new Director of Development for the Partnership.
- 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: finance, 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 -

In the period, activity has included:

- Our regular meeting with the Chief Nurse to discuss Trust priorities and focus, patient feedback, and signposting issues.
- Chairing the Trust's Coproduction Board, and we have had regular meetings with the Deputy Chief Nurse and Associate Chief Nurse to review the Coproduction Board and develop its role to complement the local Health & Care Partnership coproduction work highlighted above.

East and North Herts Trust -

In the quarter we held:

- Our regular Chair and Chief Executive meeting, providing an opportunity to meet the new Chair and explore issues around the pressures facing the Trust and the implementation of the Adult Urgent Treatment Centre (UTC).

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- Met with the Maternity Patient Experience and Engagement Lead to explore ways of improving feedback for the service.
- Our meeting with the Chief Nurse which include Trust focus, maternity services, audiology, patient feedback, and signposting issues.

The Princess Alexandra Hospital Trust

In the period activity has included:

- Our regular Chief Executive and Director of Strategy meeting, where we discussed service pressures and demands, the development of the elective care hub, our research programme, service redesign and transitional arrangements for staff changes.
- Continued involvement with patient activity at the Trust

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

During the quarter, our contact with the Trust included:

- Our regular meeting with the Chief Executive, Deputy Chief Executive and Interim Director of Nursing which included discussion of service pressures, waiting times, the impact of building challenges on the Lister site on service delivery, Out of Area Placement numbers, and our work with Autistic Adults and on Drugs and Alcohol Services.

Central London Community Healthcare NHS Trust

The Trust remains 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 are invited to attend their quality meetings on a quarterly basis to ensure a focus on an external, patient perspective is included.

Circle Health Group

Following the change of provider for the Integrated Musculoskeletal (MSK) services in South West Hertfordshire, we had the first of our regular meetings with their GP Engagement and Community Integration Lead, who is the contact for the first of our ongoing regular meetings. This included a focus on the service improvements which will be implemented and also the arrangements for patients and communities following the handover from the previous provider.

East of England Ambulance Service NHS Trust (EEAST)

We met with the Chief Executive of the Trust which explored Trust performance across the region, feedback on services, opportunities for patient and community involvement, cultural change, and improvement and transitional arrangements before their new Chief Executive starts.

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We had our annual meeting with the Chair and Chief Executive of HUC, which is complemented by operational meetings as required. The meeting covered general service pressures and commissioning and financial matters, emergency dental services, and feedback on services.

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;
- updates on engagement with Herts County Council Scrutiny Committee
- estates update – opportunities and challenges;
- health offer, strategies for repeat/regular users, mental health

NHS England – East of England

Meetings with Head of Partnerships and Engagement to discuss changes in commissioning, and the possibility of research work within the region, and with the Regional Director's Office to discuss a historic patient concern.

Hertfordshire Local Optical Committee (LOC)

Discussed the challenges for optometry, shared feedback and how we could work together in the future to gather patient experience.

Hertfordshire County Council (HCC) – Adult Social Services

During the quarter, activity included:

- our regular meeting with the Executive Director and Executive Member and senior staff, which included discussions about service pressures, the Care Quality Commission (CQC) inspection, and contract negotiation.
- the Director of Health Integration acting as the external interviewer on the panel for the recruitment of HWH's Chief Executive.
- further meetings with our commissioners to discuss our contract for 2024 onwards. This included further detailed sessions to review functions and the service specification.

We also meet with the Head of Provider Monitoring and Assurance, Adult Care Service to discuss strengthening links, sharing data, and opportunities for Healthwatch to ensure the user voice is captured.

Hertfordshire County Council (HCC) – Public Health

We held our regular meeting with the Director of Public Health which included: discussing their plans for focusing their strategic direction and activities, our involvement with research activity locally and across the region, as well as our work on drugs and alcohol and sexual health services .

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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 following was explored:

- weight management content was explored and specific groups to tailor weight management content to were identified (e.g., neurodivergent, cultural and religious, pregnant, learning disabilities, chronic/long term conditions)
- Provider options and requirements
- Concept testing

Hertfordshire County Council (HCC) - Scrutiny

We continue to work closely with HCC Scrutiny, attending the Health Scrutiny Committee, and presenting at the Overview and Scrutiny Committee on our work on the cost of living crisis, *HertsHelp* Mystery Shopping, and Cultural Competency in Home Care Services

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

During the quarter we:

- 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. This included being a panellist at the ARC Regional Conference where we spoke on the subject of how research findings can be applied for shared learning and improve health and care services, experiences and outcomes.
- Were a panellist at the East of England Health and Care Analyst Annual Conference where we focused on supporting decision makers to use health intelligence.
- Chaired the Healthwatch Regional Meeting which included advice on managing communications during the Pre-Election Period (PERP), and opportunities for regional conference involvement.

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 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.
- Prior to PERP we met with a parliamentary candidate who wished to understand the Health and Care issues within the constituency
- Attended Hertfordshire County Council Refugee and Asylum Seeker conference, gave presentation, led roundtable and participated in plenary panel discussion. Met with Hertfordshire County Council officers to discuss and scope work focused on Refugees and Asylum Seekers.
- Presentation and Q&A session at Guideposts Trust Carer's Group

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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, including opportunities/impacts around coproduction and patient involvement
- Financial pressures and impacts and commissioning arrangements.
- The importance of patient experience in service redesign and change
- 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 and improved models for support
- Digital opportunities and challenges
- Dual diagnosis services and pressures including actions being taken to address serious concerns
- Delays to accessing ADHD and Autism services
- Approaches to serious incidents and the new Patient Safety Incident Response Framework (PSIRF)
- Workforce fatigue and morale
- Staff shortages and recruitment of specialist staff (e.g. mental health clinical staff, neurology and health visitors)

Care Quality Commission (CQC)

We received a request for feedback from the Commission for Stanmore Medical Group Practice in Stevenage.

Quality Accounts

We completed statements for inclusion for the following Quality Accounts:

- Central London Community Healthcare NHS Trust
- Royal Free London NHS Trust
- East and North Hertfordshire NHS Trust
- West Hertfordshire Teaching Hospitals NHS Trust
- The Princess Alexandra NHS Trust
- Hertfordshire Partnership University NHS Foundation Trust
- Isabel Hospice
- Garden House Hospice

Holding to Account Log

We continue to maintain a 'Holding to Account Log and have regular 'holding to account' reviews of the latest concerns and information and feedback from signposting and surveys.

Contract Monitoring Projects & Activity Qtr 1 (April – June 2024)

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)



Management
Accounts Qtr 1 01042