

# Activity Report

**1<sup>st</sup> October – 31<sup>st</sup> December 2023**

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# Project Work &

## Reports

### Living with ADHD in Herefordshire

Healthwatch Herefordshire's Sam has completed phase one of our living with ADHD in Herefordshire report. This report was based on a qualitative approach listening to people living with, or supporting someone, with ADHD. We collected people's story which explained their journey and experience, so we could identify areas of commonality or difference, and the impact that living with ADHD has had.

The findings have led to some recommendations that we plan to share with partners over the coming months. We will move into phase two of this research looking in more detail at a range of settings and reasonable adjustments that can impact on the experiences of those living with ADHD in our communities. In addition to this, we are working with Healthwatch England to lobby for national changes in the NHS's approach to ADHD diagnosis and support. Link to report [here](#).

### Culture of Listening Project

Working with various stakeholders across out county, such as the Hospital Trust, mental health trust and integrated care board. This project will utilise the views and experiences from patients about what

effective listening in healthcare settings needs to encompass.

The aim is to encourage an improvement in the culture of listening to patients and carers, for example listening earlier and reducing concerns and complaints and improving the overall patient experience.

Part one of this report will be available in March 2024, with a second part expected in Autumn 2024.

### Patient Engagement for General Practice

During the last quarter Healthwatch's Sam & Amy have been working with the Wargrave Belmont & Cantlupe (WBC) surgeries Primary Care Network (PCN) and Golden Valley GP assisting them with their approach to patient engagement and involvement through Patient Participation Groups (PPG). We aim to support by developing a range of resources and approaches that all PCNs/Practices can use improve and expand involvement and engagement with patients.

From January 2024 we will be engaging with WBC patients at clinics and building a 'warm list' of patients that WBC can interact with. The first of these will be through active engagement at Age UK's Drybridge House walking group 'clinics' in Hereford. The aim is to recruit train and support volunteers as digital champions to assist other patients to set up and use the NHS app and surgery website and forms.

The Aim of the work Sam & Amy have started with general practice will expand

and the 'warm list' of interested patients can be harnessed for a wider range of opportunities that patients may want to get involved with across their area.

## Vaping Project

During the last quarter Healthwatch's Amy has been working with Herefordshire Public Health team on their campaign to support our younger school age populations to stop vaping.

Vaping statistics amongst youngsters using vapes have sharply increased nationally and this campaign aims to highlight ways in which vaping is damaging to their health.

Amy has been working closely with school nursing teams to understand the issues that are being seen in schools in our county with the sharp rise in teenagers vaping.

Karen our communications officer is also producing some short videos as part of the overall campaign working alongside public health and.

Moving into the new year, Amy and public health are looking to launch a competition where teenagers can make their own Tik Tok videos demonstrating the dangers of vaping.

## Community Led Engagement & Research Project

Healthwatch's Kerry is leading on this project which is funded by the Clinical Research Network & coordinated by The Herefordshire & Worcestershire Health and Care NHS Trust.

A presentation outlining this project can be found [here](#), with details of how to get involved [here](#)

Mary from the Healthwatch team is also supporting this project and over the last quarter alongside Kerry they have been out and about to communities across the county promoting the project and seeking out engagement opportunities with those who face the biggest health inequalities in our county, this has been done through a mix of face to face engagement and questionnaires.

From January 2024, two additional community engagement officers will join the team to support a range of projects including this one.

The aim of this work will be to understand peoples understanding of health & care research, barriers to becoming involved, what research topics and methods are of interest to particular communities in Herefordshire that will increase participation.

# Spotlight on Learning Disability

Healthwatch Herefordshire and Herefordshire Mencap identified a need for those with a learning disability in Herefordshire to have a bigger voice and for services to have a larger pool of people to consult with when designing or changing services. National Star college also highlighted a need to bring different groups together to share ideas.



Subsequently **Hear Our Voices** was created. As well as achieving the above, the aim is also to grow confidence and develop new skills of the attendees in an environment where they feel respected by statutory organisations and the community sector. The planning team included someone with a learning disability and the event took several months to organise. It took place in October 2023.

- 1 person with a learning disability facilitated the event
- 33 people with a learning disability attended
- 3 out of 4 presenters had a learning disability
- 11 organisations attended

The event was a good mix of inspiring and informative presentations and workshops. The workshops initiated cross group and generational networking, highlighted what groups currently do to be heard and asked attendees how they prefer to be consulted by services e.g. online questionnaires, paper questionnaire, 1:1 interviews, polls etc.

It was a very successful event and feedback forms demonstrated an appetite for future regular events with the most popular frequency request being every 6 months. A bid has just been submitted to the Lottery Fund to cover costs for the next 5 events taking it to May 2026 and planning it underway for the next event on May 9th.



We made a highlight film of the event you can watch [here](#), which has been viewed over 160 times.

## Annual Health Check and Vaccines Videos

Following on from the Learning Disabilities Health Check and Covid-19 Vaccines Report, Healthwatch has developed 2 scripts for 2 videos with input from a Health and Wellbeing Coach, Wargrave Belmont & Cantilupe Surgery Primary Care Network and a Community Learning Disability Clinician.

Healthwatch contacted Health Checkers to involve them in checking the scripts and featuring in the films which they are very pleased to do. Based on her skills in front of the camera at the Hear Our Voices event and to encourage multi group involvement, Libby from the EnviroAbility agreed to present one of the videos. Filming will be complete and produced by the end of February. The videos will be a good example of collaborative work with a strong input from the learning disability community.

## **Our work as part of the Learning Disability Partnership Board and Polls**

Healthwatch continues to attend and help drive priorities at the Learning Disability Partnership Board.

Our The Annual Health Check and Covid-19 Vaccines Report [here](#), in which 50 people took part was presented in partnership with general practice at December's meeting. Based on this work, Healthwatch has been asked to join a Health Check Priority Action Group where practice improvement and priority areas are scrutinised.

Recent focus has been on the Learning Disability Strategy for Herefordshire and the aspired outcomes, with Healthwatch continuing to ask questions and challenge where appropriate, based on the experiences feedback and involvement of people with a learning disability and their families.

Healthwatch continues to compile polls, collect results, and feed these back to the Board to help their work. Examples of past polls are opportunities for paid work and Changing Places.

# Engagement & Events

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During quarter three the team have been out around the county engaging with a wide range of individuals, groups and communities, working hard to increase the diversity of our engagement and reach, particularly to those who experience inequality. Here is a selection of some of that engagement.

## Carers Engagement in Herefordshire

As part of the work we are undertaking to support Herefordshire Councils Carers Strategy review, Healthwatch's Sam has been engaging with carers groups and organisations, gathering their feedback and experiences. Specifically engaging with: Herefordshire Carers groups, Marches Family Network, Services 4 Independent Living. The information gathered has been fed back into the strategy review through a regular working reference group.

From January 2024, we will expand our research further to gather stories, lived experiences and impact of being a carer from individuals starting with a short survey we have created. View the survey [here](#).

We will continue to meet face to face with carers to record their stories for our story bank and increase our knowledge and understanding of carers issues in Herefordshire. We will build a group of carers who are willing to work with the councils commissioning team to provide thoughts and feedback on the progress of the strategy ensuring that carers have a strategic voice in our county.

## Our Storybank

During October to November we have continued to increase our story capture, capturing stories on ADHD, Carers, Dementia, End of Life Care, Safeguarding, Brain Injury Care and Long Covid to highlight some.

## Project ECHO at St Michaels Hospice

During November Sam was invited to give a presentation to the Project ECHO team at St Michaels Hospice. This project group meets on a regular basis bringing together hospices from Worcestershire, Wyre Forest and Herefordshire, creating a professional forum, allowing a safe space to learn and share knowledge. Attendees are from a range of roles from nursing and residential homes across the areas.

Sam was able to present an overview of what Healthwatch in Herefordshire does, the work we do with the Community Partnership and the concept of the community paradigm and the focus on those in our communities facing real health inequalities. This

has created more engagement opportunities and story sharing via professionals perspective about the health and social care systems in our county.

## Ukrainian Engagement

Mary from the Healthwatch team has continued to work with the Ukrainian Integration Project Group – this has allowed us to share with this project group the sorts of enquiries we receive and additional support that may be useful to Ukrainian residents. An example of the feedback we have heard from, Ukrainian resident;

*'A huge part of the problem is that healthcare in this country is different to Ukraine. For example, there is already immunity to some antibiotics in Ukraine, which are the ones we use here, so UK antibiotic system seems antiquated and ten years behind (although that is a good thing that we haven't developed immunity from overuse).*

*This seems to be the case with a wide range of medication, the UK tend to be more sparing, whereas more advanced treatments are readily available in Ukraine, so often when people go to visit relatives, they come back stocked up with hard-to-get things in the UK. Not to say which is right or wrong, but educating both sides would be helpful as it causes a lot of stress for Ukrainians'.*



# Current work in progress

Collecting lived experiences stories of those living with ADHD in our county

Continue to develop the Herefordshire Community Partnership website.

Patient Engagement – a new way for Patient Participation Groups

Developing a ICB footprint & VCSE action plan

Data Sharing with Healthwatch England has begun, utilising our CRM system.

Stop vaping campaign in young people.

Public engagement on creating a culture of listening in healthcare.

Increasing our work with inequality groups: Gypsy Roma Traveler communities, Eastern European and Refugee populations, Agricultural Communities, Veterans, and armed forces families, LGBTQIA+ communities.

Learning Disability Health Checks & Vaccines video resources – Part 2

Turning Point Service user feedback.

Parents of teens mental health peer support group feedback

Improving Health Literacy.

Three over Tea Volunteer Campaign

Community Led Engagement & Research

Gathering the views and experiences of being a Carer in Herefordshire

Creating Healthwatch Ambassadors Scheme – Part of a national project 'Research engagement network'

Developing a Community Paradigm Shift in Herefordshire.

Primary Care network Proactive Care Engagement for frail people with long term conditions.

# Influencing strategy and planning in health and care

Healthwatch play a partnership role in a varied range of boards, working groups and forums in Herefordshire and across our wider integrated care system footprint (Herefordshire and Worcestershire), where we:

- Hold commissioners and providers of health & care services to account.
- Advocate for the involvement and co-production of service design and delivery with communities.
- Feed in the views that we have heard directly from residents, or from other voluntary and community sector organisations.

The following are some of the strategies and plans we have helped to shape this quarter:

- Primary Care Network (PCN) Leadership, workshops on community based roles alignment and community engagement.
- Herefordshire Councils Carers Strategy Review.
- St Michaels Hospice Carers Strategy Review.
- All-Age Autism strategy.
- Health & Wellbeing Strategy – The Best Start in Life & Good Mental Wellbeing throughout life working groups, developing the delivery plans.
- Review of mental health collaborative arrangements.
- Herefordshire Homelessness Forum chaired by Healthwatch Herefordshire.
- Children's Partnership workshops.
- Advancing Mental Health Equality: Agriculture, Transgender, Children and Young People.
- Co-ordination of engagement across Herefordshire through the Herefordshire Engagement Network.
- Community Paradigm workshop with All age commissioning.
- Refugee integration forum
- Healthwatch England national leadership conference

# Forums Healthwatch attend

## Regional Forums:

- Healthwatch England Equality Diversity & Inclusion Network
- Healthwatch West Midlands Network

## Herefordshire & Worcestershire Integrated Care System Forums:

- Mental Health Collaborative
- ICS Partnership Assembly
- Elective Care board
- Children's Programme board
- Urgent and emergency care board
- Health inequalities prevention and personalisation collaborative
- Quality forum
- Quality, resources, and delivery committee
- Stroke programme board
- Shared care record programme board
- Dementia Programme board
- Strategic Commissioning Committee
- Advancing Mental Health Equality and 3 sub-groups
- Embedding the VCSE in the ICS
- Carers Reference Group
- Local Dental Network

## Herefordshire Forums:

- Health & Wellbeing Board
- One Herefordshire Partnership
- Health Inequalities personalisation & prevention group
- Herefordshire Engagement Network
- Children's and Adults Scrutiny Committees
- Learning Disability Partnership Board
- Autism Partnership Board
- Adult Mental health partnership
- Children and young people emotional health & wellbeing partnership
- Dementia Partnership
- Children & Young People's Partnership
- Transformation Tuesday
- Transformation group
- Adult Safeguarding Board
- Children's safeguarding board
- Wye Valley Patient Experience Group
- Mental health advisory group
- Primary Care Network Leadership group
- SEND strategy group.
- Making Every Adult Matter
- Youth engagement forum
- Oral health improvement board
- CYP Early Help & prevention group
- Early years strategy group
- Making Every Adult Matter & BRAVE strategic group.
- Homelessness Forum

# Information, advice & Feedback

## Q4 Enquiry Insights

TOTAL ENQUIRIES INTO HWH

65



## How do people contact us?



45 website



2 outreach feedback



9 Email submissions



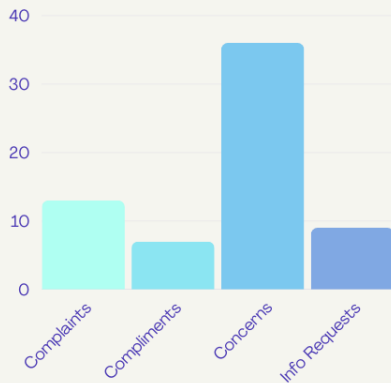
9 phone calls

13 COMPLAINTS

7 COMPLIMENTS

36 CONCERNS

9 REQUESTS FOR INFO



## Demographics

39 WHITE BRITISH/OTHER BRITISH

1 ASIAN/ASIAN BRITISH

1 BKACK BRITISH

24 NOT KNOWN

30 HAD A LONG TERM CONDITION

9 WERE LIVING WITH A DISABILITY

36 HETROSEXUAL

1 ASEXUAL

8 WERE FROM SELDOM HEARD POPULATION

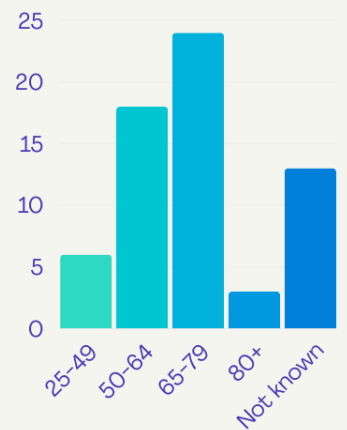
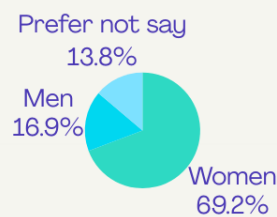
### COMPLAINTS?

- Issues with GP Practices
- Poor experiences at A&E
- Issues with Turning Point Service
- Complaints about support from Children's Services

### CONCERNS?

- Access to dental services
- Waiting times for GP Appointments
- Access to GP Appointments
- Concerns about communications from GP & referrals

### Who contacted us?

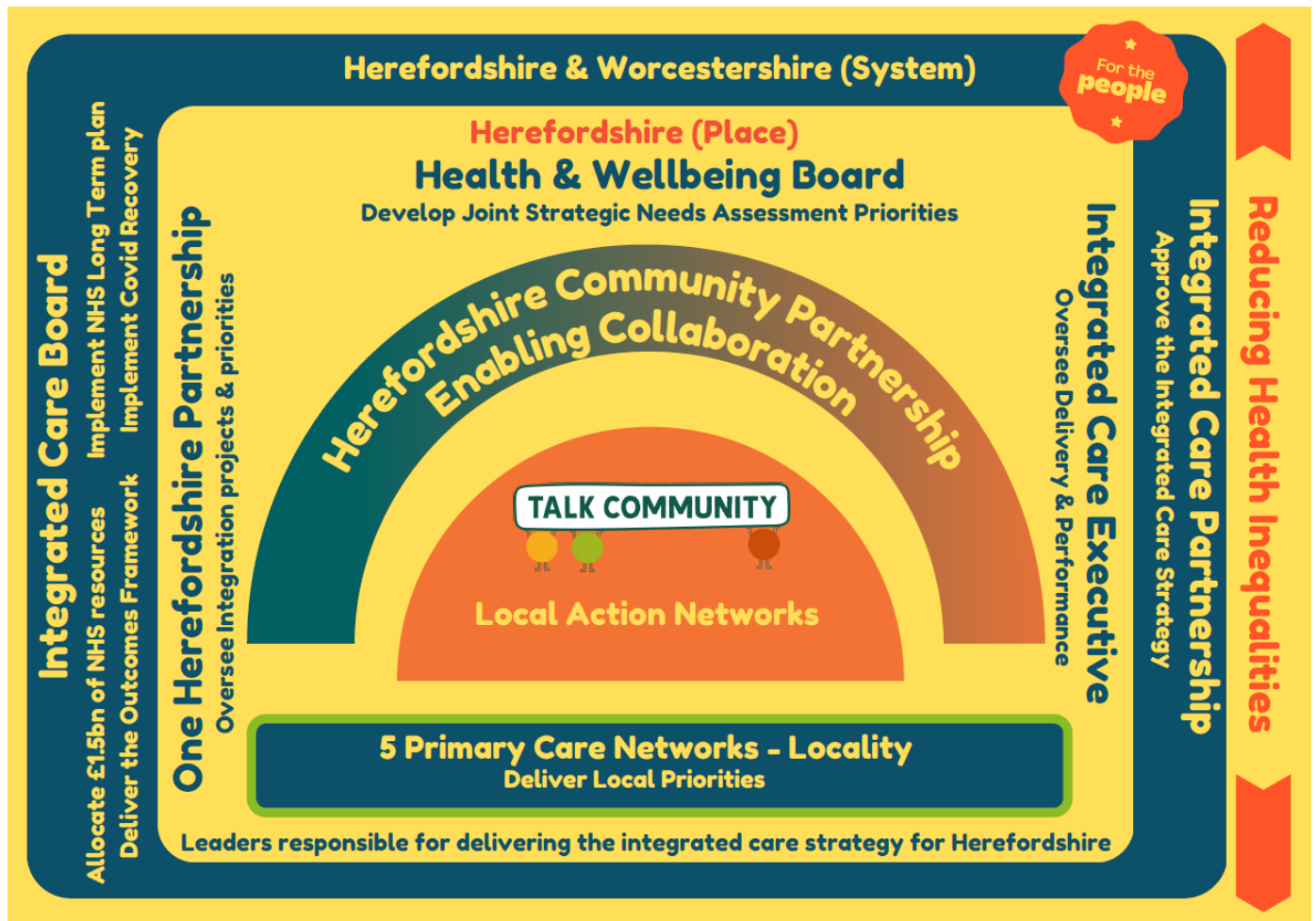


# Community Partnership

Healthwatch launched the Community Partnership in September 2021. The forum meets bimonthly, bringing together over 80 representatives across the community and statutory sector to collaborate.

The leadership we provide to this initiative aids us in increasing our reach and understanding of what matters to Herefordshire communities.

We also lead on co-ordinating this work with Worcestershire colleagues to embed the work of communities and the voluntary sector within the Integrated Care System as it develops.



## November 2023:

- 72 Attendees
- St Michaels Hospice Overview
- Herefordshire General Practice.
- Community & Voluntary Sector Updates.
- Community Confidence Framework.
- Community Safety Workshop.
- Community Paradigm Update.



## Community Paradigm

Since March 2023 Healthwatch has been leading with Herefordshire Council corporate director of community wellbeing, on developing an approach to a community paradigm shift for the county.

At a launch event hosted by Healthwatch in March 2023, Herefordshire committed as a system partnership across a range of sectors, to developing their approach to a community paradigm shift.

This would be a 10-year long-term way of working with communities, giving the community power and resources to achieve community led approaches which deliver prevention and develop resilient communities.



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In Quarter three we have secured funding for a 12 month community paradigm program manager from the One Herefordshire Partners; Herefordshire council community wellbeing, public health, general practice, Wye Valley Trust and Herefordshire & Worcestershire Health & Care NHS trust. The new post holder will join the team in April 2024 to drive the community paradigm forward across six workstreams detailed in the table below.

Leadership work has taken place with the public sector leaders' group to further the paradigm vision, across statutory sector, and a workshop with All Age commissioning department within the council.

In quarter 3 we secured £150,000 funding from Public Health to support the two health & wellbeing priorities: the best start in life and good mental wellbeing throughout life. has enabled the launch the community chest through Herefordshire Community Foundation, with awards being made to community organisations from March 2024

### **Workstream 1: An immersive walk-through training experience**

Source resources and coproduce an experiential space open over the long term where staff across Herefordshire can spend a half day training to understand the community paradigm vision, including:

- What is community power.
- Examples of an integrated approach to understanding and supporting populations.
- The key components of successful community led solutions.
- Developing alternatives to “doing to people”.

**Aim:** Understanding the power of a community paradigm and communicating the shared vision for Herefordshire 2033.

### **Workstream 2: Community led decision making and action, different voices in different places.**

Source resources and coproduce a programme of community showcase conversations in each ward to:

- Bring together and connect local people.
- Maximise existing community assets.
- Hear what local people want to offer.
- Hear what local people want to address together.
- Gather story telling examples of community co-design and action.

**Aim:** Community building, grassroots asset-based development

### **Workstream 3: Developing the Community Chest**

- Work with Herefordshire Community Foundation, businesses, philanthropy, charities, public sector, and crowd sourcing to have a long-term plan to grow investment.
- Develop governance and proportionate processes to manage the chest.
- Further develop the guiding principles we all must share to have effective governance and implementation of our approach to paradigm.

**Aim:** A thriving community chest to fund and develop community led solutions.

## Workstream 4: Creating the enabling conditions for thriving communities

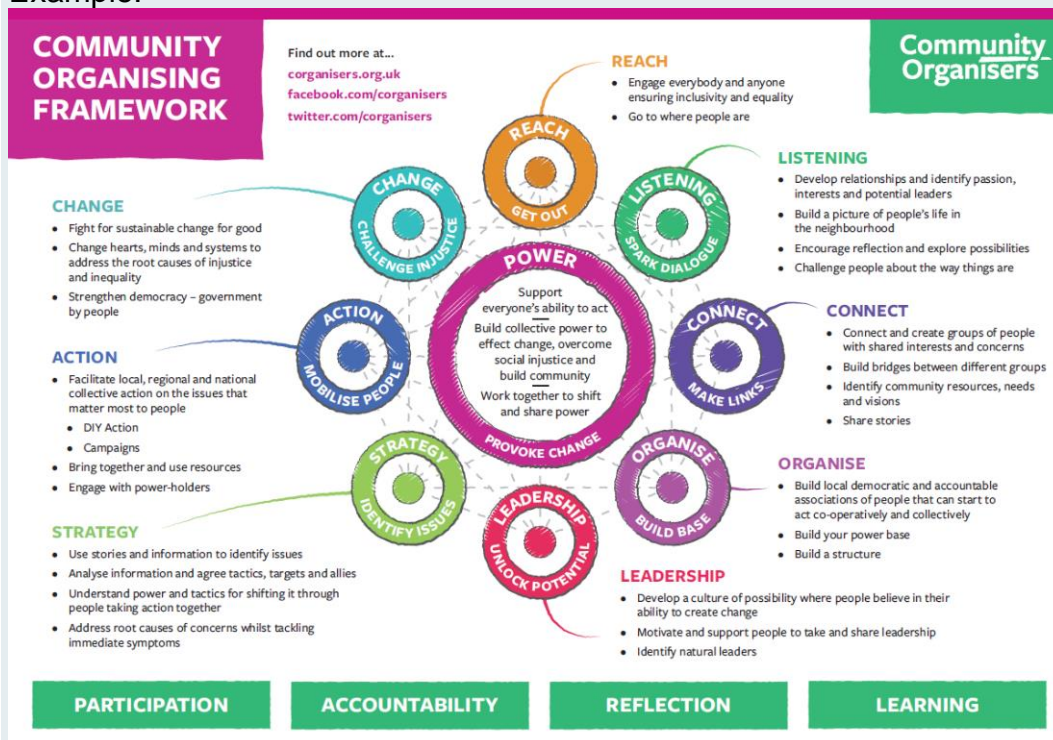
- Develop processes to gather thematic intelligence from communities and community organisations, as a systematic regular process.
- Sharing the needs gaps with communities, to address them collectively.
- Supporting a range of networks and communities of practice
- Connecting the dots so people know what is available and how to get it.
- Supporting people to connect with one another.
- Coproduction frameworks & Charter etc.
- Infrastructure support.

**Aim:** Community resilience for individuals, and a robust stronger VCSE sector.

## Workstream 5: Build a strong Community Alliance that can sustain and drive this.

- Using a [community organizing approach](#)

Example:



**Aim:** A sustainable vehicle and movement with a community powerbase

## Workstream 6: Pilots and initiatives

- Trial the initial community chest investment of £150k for two health & wellbeing priorities through the Herefordshire Community Foundation governance.
- Invite expressions from community groups and organisations that demonstrate that meaningful connections will be made in communities for individuals to improve their wellbeing, e.g., reducing isolation, loneliness, increasing support for children & families through connections.
- Use the learning from this process to inform the principles of our prevention paradigm, shaping future pilots and initiatives with a range of outcomes built into the use of the community chest.

**Aim:** Increased connections for people to improve individual resilience and wellbeing



# Analytics 1 September – 31 December 2023

Facebook – Total Reach: 34,370

	Followers	Number of posts	Reach Total
October	1583 (+2)	45	5,144
November		42	2,892
December		20	26,334 (to Dec 21st)

Twitter – Total Impressions: 10,280

	Followers	Number of Tweets	Impressions
October	2095 (+1)	26	1,966
November		33	6,018
December		16	2,296 (to Dec 21st)

Instagram – Total Reach: 930

	Followers	Number of posts	Total Reach
October	1072 (+7)	12	228
November		7	561
December		3	141 (to Dec 21st)

**Total Social Media Reach: 45,580**

**Healthwatch Ebulletins: 3. Subscribers: 660**

	Items	Number of opens	Number of opens (%)
October	Healthwatch eBulletin	223	34.1%
November	Healthwatch eBulletin	205	31.7%
December	Healthwatch eBulletin	180	27.7%

**Herefordshire Community Partnership**

Facebook: 134 followers (+23)

Twitter: 216 followers (+16)

**Ebulletins : 3          Subscribers: 660**

	Items	Number of opens	Number of opens (%)
3 <sup>rd</sup> October	HCP News	256	39%
2 <sup>nd</sup> November	HCP News	260	39.9%
29 <sup>th</sup> November	HCP News	253	38.9%

**Herefordshire Community Partnership website hits Q3 644**

**Healthwatch website hits Q3 1,600**

Views by Page title and screen class



PAGE TITLE AND SCREEN CLASS	VIEWS
Home   Healthwatch Herefordshire	747
Work with us   Healthwatch Herefor...	413
News and reports   Healthwatch Her...	333
Our staff   Healthwatch Herefordshire	124
What we do   Healthwatch Hereford...	116
Contact us   Healthwatch Herefords...	102
Share your views   Healthwatch Her...	102

# Contract metrics

## Contract Key Performance Indicators

Key Performance Indicator	Evidence
Volumes and nature of enquiries and signposting activity	P12
Customer Satisfaction	<p>'I love these videos Karen. Thank you so much.' Vicky Major, Public Health, Herefordshire Council re: vaping videos.</p> <p>'Thank you Healthwatch Herefordshire and Chris for sharing your story to help others' – Wye Valley on Twitter re: Chris' Bowel Cancer video. – Thank you to Karen.</p> <p>Dear Sam, Thank you so much for orchestrating things for the HF – venue, communications, docs., visitors, minutes etc. Thanks too for the Pods Working Group invitation. I will send an agenda early next week. What a helpful – and busy – person you are!! – Sid Freeman (Live in Hope Charity)</p> <p>Hi Sam ,It was a pleasure to see you and the information that you have given us was excellent/We would like to work with you more . Can we set up a meeting in the new year please? Any further info would be fantastic – thank you – Nikki Head of Patient Services at St Michaels Hospice</p> <p>"Thank you so much for your quick responses, it gives me hope and peace of mind that I am not alone". – Thank you received by Mary</p> <p>Thank you very much for your email. Your advice and links are very valuable".- Thank you received by Mary.</p>
Numbers and characteristics of customers assisted through Healthwatch Herefordshire (Gender / Age / Geographic location / Disabilities / Ethnicity Customers from traditionally difficult to reach groups)	P12
Accessibility and engagement	Engagement & reports section p3-8, Strategies and influencing work Page 10-11, Community Partnership p 13.

Numbers of reports and recommendations produced and the outcomes of these,	Engagement reports section p3-8 To be developed, an action tracker for recommendations
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## Social Value

Social Value Indicator	Evidence
Deliver 300 unpaid work experience and /or volunteering weeks for young people aged 14 - 24, including individuals from underrepresented groups.	At Hear Our Voices people with a learning disability experienced filming to give their views. Approximate hours 15
Offer a number of curriculum and career support activities with schools.	This quarter we have been working with the Sith Form college to create 2 work experience placements for June 2024
Work with the voluntary community and social enterprise and charity sector (VCSE) to deliver 1000 hours of community activities that support localised needs.	Community Partnership workstream, developing Parents of teens peer support group. Daily sharing of social media posts that support local VCSEs in their events/awareness campaigns & inclusion of VCSE info in eBulletins.
Reducing carbon use by 2030 - contributing towards making sustainability, resilience, and carbon minimisation central to all our actions.	Home working, recycled paper, local suppliers, digital tools. Car sharing for project working and meetings.

**Healthwatch Herefordshire**  
**Registered address**  
**County Offices**  
**Plough Lane**  
**Hereford**  
**HR4 0LE**

**[www.healthwatchherefordshire.co.uk](http://www.healthwatchherefordshire.co.uk)**  
**t: 01432 277044**  
**e: [info@healthwatchherefordshire.co.uk](mailto:info@healthwatchherefordshire.co.uk)**  
**[@HWHerefordshire](https://twitter.com/HWHerefordshire)**  
**[Facebook.com/HWHerefordshire](https://www.facebook.com/HWHerefordshire)**