



Activity Report

1st April 2024 to 30th June 2024 (Q1)

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Project Work & Reports

Menopause

Mary is currently undertaking engagement on a Menopause and Me project. We want to hear from women in Herefordshire who are currently navigating their way through menopause. It is envisaged that their lived experiences, opinions and views will help NHS Herefordshire and Worcestershire determine how best to support women experiencing menopause. More information [here](#).

We are asking the public:

- Have you seen someone about menopause?
- If you did, did you get the help you needed?
- What information and services do you need?
- What was useful and what could be improved?

Carers Lived Experience Report

The initial part of this work was to support the local authority in their Carers Strategy Review. Conversations have covered gaps in provision and understanding how carers are being identified and supported with the information they need. The strategy review has concluded and a new strategy is being signed off by the council.

During the last quarter Sam has continued to engage with a wide range of carers, individually and with groups, collecting their lived experience journeys both current and past carers. We now hope to use this and the previous feedback we have received to write a report looking at 'what it feels like to be a carer in Herefordshire'. This report will be completed towards the end of this year.

Some of the early themes that have developed from the lived experience stories are below.

- Emergency Planning
- Advocacy
- Navigating bureaucracy
- Flexible working agreements
- Impact on personal relationships
- Caring for multiple people
- 'Hidden' carers
- Mental health issues

Urgent Out of Hours GP Service Consultation

During the last quarter Amy undertook a public consultation for Taurus Healthcare on the proposed move of the Out of Hours GP Service. During May 10 focus groups around the county were held capturing 295 people's views, as well as face to face surveying in the city centre and promoting the online survey resulting in feedback from 310 members of the public. Click [here](#) to view the final report.

Research Engagement Network Development (REN2)

The Research Engagement Network 2 (REN2) is part of a national NHS England initiative. Our project seeks to establish a health, wellbeing and care participation function and resource for Herefordshire, managed and co-ordinated by Healthwatch. This initiative will create a framework for public participation in health wellbeing and care on a wide range of topics, research and services.

REN2 is part of a national scheme Healthwatch Herefordshire has been funded to undertake by NHS England to work in partnership with voluntary, community and social enterprise organisations across Herefordshire, with the aim to engage minority groups and improve health and care research participation.

Deb & Sarah have produced an interim report during the last quarter which provides an overview of the Phase 1 of this project and presents findings from the focus groups involved, emphasizing the importance of co-production and public participation. The next phase is to develop the 'Wellness Watchers' approach and embed in the county. Click [here](#) to read the interim report.



Spotlight On... Volunteers

Deb and Sarah have been working on the volunteer roles that we can offer at Healthwatch Herefordshire as part of the wider work on the REN2 project to develop Wellness Watchers. They have actively engaged with the community through focus groups to gather feedback which has shaped our volunteer roles, with the community leading on its name and designing the logo.



.....

Discover Our Volunteer App

 Download Now

Find out about our opportunities and register to become a Wellness Watcher on our volunteer app today!

<https://healthwatch-herfordshire.teamkinetic.co.uk>



As part of this work, they also examined other volunteering groups to learn from their successful approaches. This has led to a review of our current volunteer opportunities, and we are now recruiting new volunteers as 'Wellness Watchers' the new name for our volunteers!

We have implemented a volunteering platform called Team Kinetic which provides an easy to use volunteer app aimed at streamlining the volunteering process and enhancing communication with our volunteers. This app will simplify volunteer management and lays the groundwork for expanding our program to include external volunteer opportunities and so broadening the scope and impact of our volunteer initiatives and extending our reach into the community. This app will allow volunteers to easily volunteer for a range of different organisations with one profile and access training and support through the app.

In July we plan to use the platform of co-production week to hold a celebration & thank you event for our current volunteers at the talk wellbeing hub and engage with them more about their thoughts on the new roles and what else we can do to support our volunteers.



The new Wellness Watchers Volunteer logo – which was designed by Will Robins, from the community.



Work Experience Week 2024

During June (10th – 15th June) it was work experience week in Herefordshire. The team in Herefordshire enjoyed a brilliant week with Hereford Sixth Form student Helena.

Helena contacted us earlier in the year and asked if she could spend her work experience week with us as she has an interest in the engagement we carried out and how it was done!

Helena spent a busy week with Sam based out of the Talk Wellbeing Hub in Hereford city. The week was spent understanding engagement and visiting various groups in Hereford throughout the

week talking to them about our current projects and collecting their health & social care experiences. Helena and Sam visited Newton Farm Community Hub, Aspire Community Hub, Wye Valley Trust patient experience team and St. Michaels Hospice.

The week was a great success and demonstrated to Helena the ways in which we can engage in our communities but also how we can work together as wider communities to support each other for better healthcare outcomes.



Click [here](#) to read Helena's blog about her week at Healthwatch Herefordshire.

Hear our Voices Event

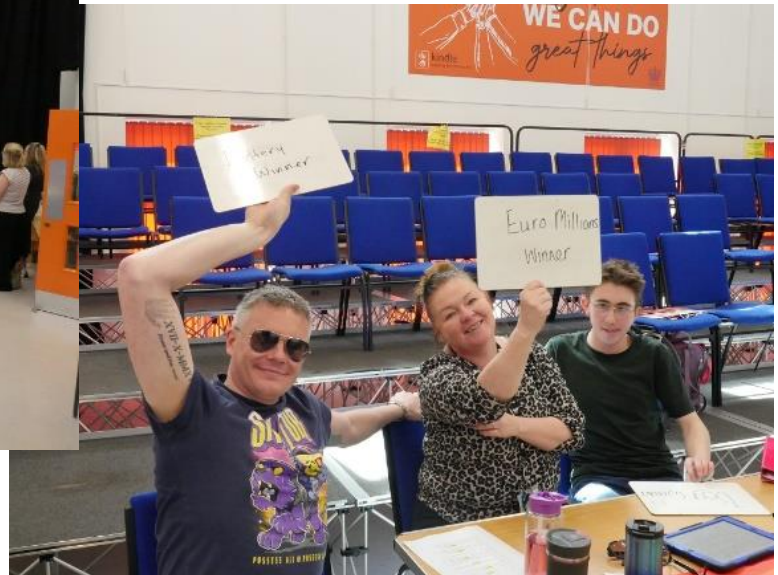
Healthwatch's Mary continues to co-produce the 'Hear our Voices' event with Mencap in Herefordshire. Hear Our Voices supports people with Learning Disabilities in Herefordshire to have their voices heard in a way that best suits them. This is the second event that Healthwatch and Mencap have done in the last year.

The event was supported and saw attendees from Echo, Beacon college Hereford, Herefordshire Mencap, Our News Our Views, Walsingham Support, EnviroAbility, Speakeasy Now, Health Checkers and West Midlands Self Advocacy Network to name just a few.....!

The focus of this event was to hear their views on 'Community Safety' and 'Looking after Your Health'. Herefordshire General Practice, West Mercia Police and Victim Support all came along to hear their views.

It was a vibrant, happy and productive event attended by 67 wonderful people who were filled with energy and enthusiasm.

Read the report [here](#) and watch the video [here](#)



Engagement & Events

During quarter one of this year 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 and may be seldom heard. Here is a selection of some of that engagement.

Carers Engagement in Herefordshire

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 council's commissioning team long term to provide thoughts and feedback on the progress of the strategy ensuring that carers have a strategic voice in our county.

Sam continues to collect individual stories from carers around the county and is in the process of starting to bring the themes from these stories together for a qualitative report about the experiences of carers in Herefordshire.

Our Storybank

During April and June we have continued to increase our story capture, with stories on ADHD, Carers, Ukrainian Refugees, End of Life Care, Safeguarding, Adult Social Care, Support for prison discharge and Care Homes. Also during this last quarter we have digitalised the story capture process so we can better filter and search stories and the themes we are capturing.

Herefordshire Registered General Manager (RMN) Event

In June Healthwatch's Sam attended the second Herefordshire RGM event that was held at the Shell Store in Rotherwas. This is now the second event we have been invited too and this time we had a presentation slot to talk through all things Healthwatch and Paradigm with the groups. There was around 20 various RGM present and alongside the presentation given by CQC, there was lots of interest around resident feedback and several home managers have been in touch already to arrange visits where we can capture lived experience stories from care homes and support them to record their own feedback. Sam will be out in August and September meeting with these homes and agencies.

CLeaR Project & the Freelance Engagement Team

During the last quarter as part of the Community Led Engagement and Research project work that has been led by Healthwatch's Kerry, a Gypsy, Roma, and Traveller drop in event was held in June as part of the on-going engagement work with people of this heritage.

The event allowed the opportunity for members of the Gypsy, Roma and Traveller communities to join together to get their voice heard. This event was held at the Kindle Centre on the 5th of June.

Whilst the event only saw low numbers of attendance it allowed Healthwatch to understand in greater depth the issues being experienced and engagement needed for this community. One of the biggest factors for attendance is that many traveller women live rurally and often don't have access to their own transport, but they would be interested in the opportunity of talking with us.

The next step in this engagement is to consider a more targeted and hyper-local engagement at various council run traveller sites around the county allowing both group and individual engagement to take place.

The role soon to be filled and hosted by Healthwatch Herefordshire for a Gypsy Roma Traveller Engagement Worker will support the on-going engagement with this community and allow us greater interaction and connection to understand how access to services can be improved.



Influencing Strategy and Planning in Health and Care

Healthwatch plays 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:

- LGA place based governance review
- Herefordshire Homelessness Forum chaired by Healthwatch Herefordshire.
- Community Paradigm workshop with Herefordshire Council Community Wellbeing Directorate.
- Healthy relationships workshop children's services.
- Health inequalities workshop.
- National conference on multiple complex vulnerabilities developing Herefordshire's Making Every Adult Matter approach with Herefordshire Council.
- Healthwatch England Sustainability workshops.
- Department for levelling up, housing and communities' rough sleeper initiative adviser interview.
- Contribution to successful ICB bid for Workwell initiative, a Department of work and pensions funded pilot.
- Herefordshire & Worcestershire NHS Health & Care trust leadership development day.
- Cancer scoping workshop with general practice, Macmillan, Wye Valley Trust & ICB.

Forums Healthwatch Attend

Regional Forums:

- Healthwatch England forums; Engagement, communications, volunteering, Equality Diversity & Inclusion Network
- Healthwatch West Midlands

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

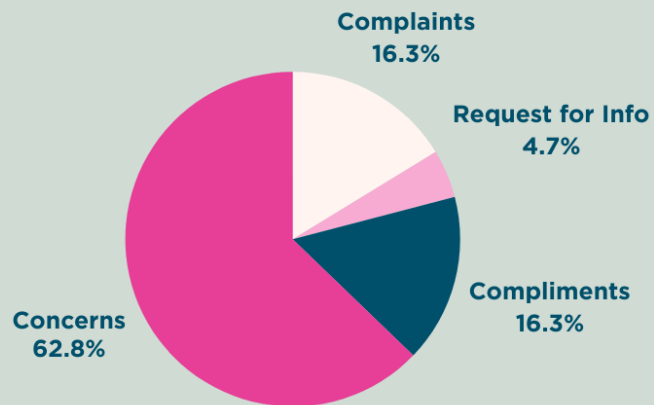
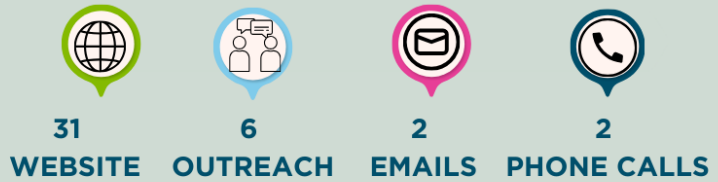
Herefordshire Forums:

- 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
- Healthy relationships group
- Adult Safeguarding Board
- Children's safeguarding board
- Wye Valley Patient Experience Group
- Herefordshire Together Collaborative
- Primary Care Network Leadership

Information, Advice & Feedback

Q1 Enquiry Insights

Total Enquiries 41



31 women
9 Men
1 Unknown



0-12 (1)
16-24 (1)
25-49 (7)
50-64 (7)
65-79 (13)
80+ (2)



30 White British/White Other
1 Prefer not to say
6 Unknown



Top Complaint Themes

1. Access to services & Booking Appointments
2. Wait times
3. Communication from services

Top Service Themes

1. GP Services
2. Dentists
3. Social Care

Top Compliment Themes

1. Being treated with kindness, dignity & respect

Where have we signposted people to for support?

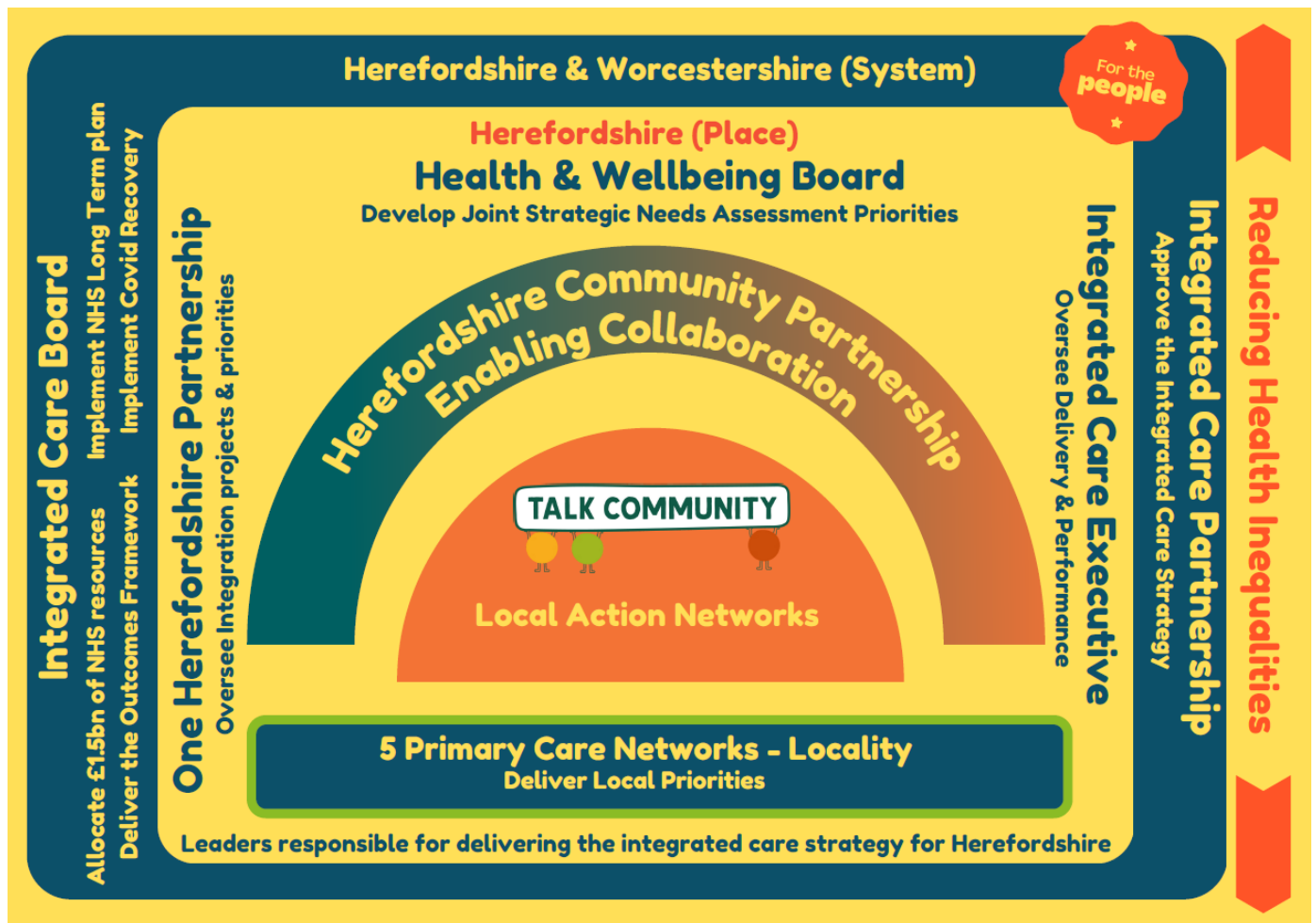
- Contacting GP surgeries on patients behalf
- Herefordshire Council
- Wye Valley Trust Patient Advice & Liaison Service
- Complaints
- Onside Advocacy
- Patient Transport Services

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.

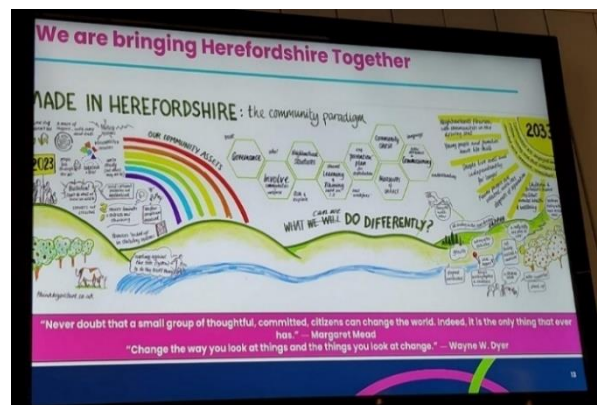


May's Herefordshire Community Partnership came with a twist! The event in May which was held at Hereford Football Club was a 'Showcase' event for the Herefordshire Together Bid Winners.

All 12 of the successful organisations came together to showcase what their successful bid will do for their community through the services they provide. The event also provided an *'official welcome' to Simone Thompson who joined the Healthwatch Herefordshire team in April this year as Herefordshire Together program manager.* Simone used this opportunity to talk to the attendees more about the work she is co-ordinating to bring to life the 'paradigm' in Herefordshire and what the next steps are.

We had wonderful guest speakers including a keynote from the Chair of Healthwatch England Professor David Croisdale-Appleby, Richard Weaver from Citizens UK and Paddy Nugent from Friends of the Castle Green!

More information on the launch of 10,000 stories [here](#)



Resources and summary of event [here](#)

May 2024:

- 82 Attendees
- Community Paradigm Showcase
- Citizens UK & 10,000 Stories
- Healthwatch England talking about the importance of listening.

Next Herefordshire community partnership events are on 17th July & 18th September 2024 book [here](#)

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.

Principles:

- Invest to save.
- Brave, bold leadership.
- Focus on change in culture and thinking, not developing just another initiative.

In Quarter three we 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. Simone Thompson joined the team in April 2024 to drive **Herefordshire Together** forward across six workstreams. Our work with citizens UK and 10,000 stories is one of these workstreams, establishing a civil society alliance across community organisations, education and faith sectors to lead community action for change.

Herefordshire Together – 2024/25

Workstream 1 An immersive walk-through training experience

Aim: Understanding of the power of a community paradigm, communicate the shared vision for Herefordshire 2033.

Workstream 2 Community led decision making and action, different voices in different places

Aim: Community building, grassroots asset-based development

Workstream 3 Developing Community Chest Approach

Aim: Have a thriving community chest to fund and develop community led solutions to prevention

Workstream 4 Pilots and initiatives

Aim: in first £150k Increase connections for people to improve individual resilience and wellbeing

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

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

Workstream 6 Creating the enabling conditions for thriving communities

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

Analytics 1st April – 30th June 2024

Healthwatch Herefordshire social media statistics 2024 – 2025

SOCIAL MEDIA CHANNELS	APRIL	MAY	JUNE	Q1
Facebook Posts	31	26	19	
Facebook Stories	0	0	15	
Facebook Reels	0	1	5	
Facebook Followers				1,884
Facebook Engagement	672	428	343	1,443
Reach Total	51947	30572	14540	65,551
Reach Breakdown				
Organic	20,228	13031	14540	
Ads	40,938	21187	0	
Instagram Posts	13	11	9	
Instagram Stories	0	17	11	
Instagram Reels	0	1	5	
Instagram Followers				1,103
Instagram Engagement	126	105	97	328
Reach Total	1813	1554	479	3,131
Reach Breakdown				
Organic	251	263	479	
Ads	1,617	1326	0	
OVERALL REACH Facebook & Instagram				68,682
X Followers				2,141
X Posts & Reposts	12	27	13	
X Impressions	Analytics no longer available for free.			

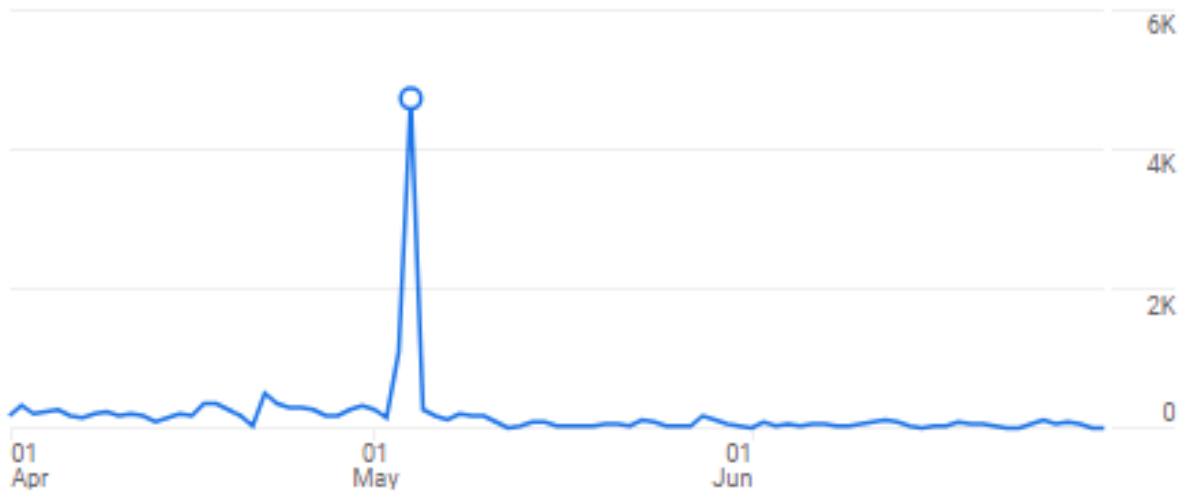
Mailchimp newsletters

	APRIL	MAY	JUNE	
Healthwatch e-Bulletin	1	1	1	
Recipients	655	662	690	
Opens	281	312	319	
Open %	43.6%	47.9%	47.2%	
Links accessed	32	17	26	
Link %	5.0%	2.6%	3.8%	
Total No. of Active Subscribers				684
Total No. of Overall Subscribers				773

Healthwatch website

Views [?]
17K

Event count [?]
36K



Page title and screen class	Views	Users	Views per user	Average engagement time	Event count
	16,999 100% of total	9,218 100% of total	1.84 Avg 0%	3s Avg 0%	36,308 100% of total
1 Out of Hours Urgent GP Service Change Healthwatch Herefordshire	6,712	6,248	1.07	3s	19,756
2 Search Healthwatch Herefordshire	5,375	327	16.44	0s	5,614
3 Home Healthwatch Herefordshire	1,034	747	1.38	0s	2,583
4 News and reports Healthwatch Herefordshire	418	262	1.60	0s	779
5 Work with us Healthwatch Herefordshire	287	252	1.14	0s	774
6 Key projects Healthwatch Herefordshire	244	135	1.81	3s	489
7 What we do Healthwatch Herefordshire	235	193	1.22	0s	540
8 Share your views Healthwatch Herefordshire	212	163	1.30	0s	469
9 Contact us Healthwatch Herefordshire	177	145	1.22	0s	413
10 Drop into the Talk Wellbeing Maylord Orchards Centre Healthwatch Herefordshire	176	169	1.04	8s	556

Herefordshire Community Partnership newsletters and social media statistics

SOCIAL MEDIA CHANNELS	APRIL	MAY	JUNE	Q1
Facebook Followers				190
Facebook Engagement	14	99	46	159
Reach Total	261	507	316	840
Reach Breakdown				
Organic	261	507	316	
Ads	0	0	0	
OVERALL REACH Facebook				840
X Followers				248
X Posts & Reposts	2	0	4	
X Impressions	Analytics no longer available for free.			

MAILCHIMP	APRIL	MAY	MAY	JUNE
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Herefordshire Community

Partnership

e-Bulletin

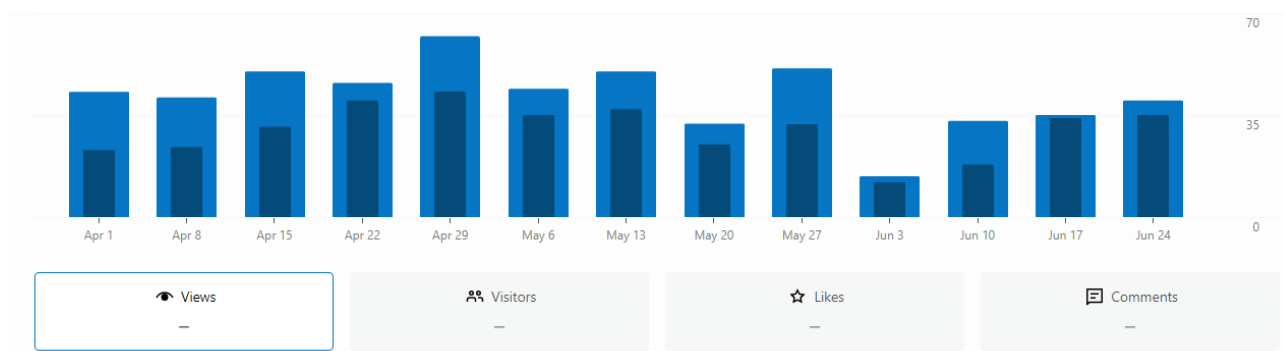
Recipients	249	401	276	688
Opens	110	148	119	234
Open %	44.9%	37.6%	43.9%	34.7%
Links accessed	28	7	41	53
Link %	11.4%	1.8%	15.1%	7.9%

Total No. of HCP Tagged Subscribers

326

Herefordshire Community Partnership Website

Total Views: 541



Contract metrics

Contract Key Performance Indicators

Key Performance Indicator	Evidence
Volumes and nature of enquiries and signposting activity	P13
Customer Satisfaction	<p><i>Ukrainian group meeting support: I wanted to thank you for organizing the Support Meeting on Healthcare last Monday. It was very helpful for all of us who were there. Your knowledge and advice really helped make the meeting successful. Personally, I learned a lot that I can use in my own life. We talked about the leaflet with tips. It's a very useful resource. Thank you again for all your help, and I'm looking forward to our next meeting. Sandra Zhukova</i></p> <p><i>Thank you, Sam, The email address for social-care-support was very useful and I have forwarded info to xxx xxx. Very grateful for your advice. Kind regards Clare (Cllr, Bromyard)</i></p>
Numbers and characteristics of customers assisted through Healthwatch Herefordshire (Gender / Age / Geographic location / Disabilities / Ethnicity Customers from traditionally difficult to reach groups)	P13
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 p3-9 To be developed, an action tracker for recommendations

Social Value

Social Value Indicator	Evidence
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<p>Deliver 300 unpaid work experience and /or volunteering weeks for young people aged 14 - 24, including individuals from underrepresented groups.</p>	<p>Rizqa volunteering at Herefordshire Community partnership event – 3 hours</p> <p>Helena work experience week in June – 35 hours</p>
<p>Offer a number of curriculum and career support activities with schools.</p>	<p>This quarter we have worked with public health in the Healthy Schools launch around the county.</p> <p>Working with Hereford Sixth Form college as part of the community paradigm.</p>
<p>Work with the voluntary community and social enterprise and charity sector (VCSE) to deliver 1000 hours of community activities that support localised needs.</p>	<p>Community Partnership work stream, developing parents of teens peer support group.</p> <p>Daily sharing of social media posts that support local VCSEs in their events/awareness campaigns & inclusion of VCSE info in eBulletins.</p>
<p>Reducing carbon use by 2030 – contributing towards making sustainability, resilience, and carbon minimisation central to all our actions.</p>	<p>Home working, recycled paper, local suppliers, digital tools. Car sharing for project working and meetings.</p>

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