

The value of listening

Healthwatch Herefordshire
Annual Report 2023-2024



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"Over the last year, local Healthwatch have shown what happens when people speak up about their care, and services listen. They are helping Local Authorities and the NHS unlock the power of people's views and experiences, especially those facing the most serious health inequalities."

Louise Ansari, Chief Executive at Healthwatch England



Message from our Chair

Welcome to this year's Annual Report for 2023–2024. This provides an overview of our work for the year and details some of the finances underpinning our organisation.

Our job is mostly to communicate with Herefordshire residents and visitors to find out what they think of local public services. Fortunately for us, hundreds of people have given their time and energy to engage with the local Healthwatch team. It might seem obvious what people want from these services, for example shorter hospital waiting lists, staff that listen, better communication etc. and of course we hear these messages. However, we are constantly surprised by the unique and often unexpected feedback, we receive from the people that use services.

An important part of our work involves partnering with key community organisations across the county. This network enables us to gain a much deeper understanding of local issues than we could achieve with our own staff and resources alone. We have helped establish channels of communication that foster better collaboration between diverse groups, including community interest groups, voluntary organisations, and established public services.

This report highlights some of our key projects and the impact of our work over the past year. All this is achieved by a small, but dedicated Healthwatch team which includes staff and volunteers. Thank you for working so passionately and effectively this year. The team benefits from tireless leadership from our Chief Officer, Christine Price, again we extend another heartfelt thank you for all your hard work. Finally, just a brief mention to the Board Members and Board Advisor this year, who I won't name here, but all give their time and wisdom on a voluntary basis. Thank you very much for your support.



"I urge you to click and read the links referred to in this report. There are messages here that provide depth and substance to the experiences of individuals going through challenging periods in their lives. There are valuable insights that can and do inform leaders about their services, and how they can be better designed and delivered. From all at Healthwatch Herefordshire we want to thank all those people that connect with us."

Dr Andy Watts, Healthwatch Herefordshire Chair



About us

Healthwatch Herefordshire is your local health and social care champion.

We make sure NHS and local authority leaders, and decision-makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.

Our vision

A world where we can all get the health and care we need in the way that we need it.



Our mission

- To help make people's experiences of health and care better.
- Listen to the people who live and work in Herefordshire.
- Work in partnership to build a strong community voice.
- Champion the involvement of the public in shaping health and care services.
- Contribute to the development of an Integrated Care System.
- Support Healthwatch England to shape national policy.



Our values are:

- **Independent** – working on behalf of all to challenge those in power to design and deliver better health and social care services
- **Inclusive** – working for everyone, not just those who shout the loudest
- **Influential** – working with other local Healthwatch and Healthwatch England to make an impact locally and nationally
- **Credible** – holding ourselves to the highest standards and gathering authentic experiences
- **Transparent** – reporting our findings and the difference we have made back to the public
- **Collaborative** – working with the public, health, social care and the voluntary and community sector



Year in review

Reaching out:

978 people

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

260 people

came to us for clear advice and information about topics such as mental health and the cost-of-living crisis.



Making a difference to care:

We published

6 reports

About the improvements people would like to see in health and social care services.

Our most popular report was

Living with ADHD

Which highlighted the struggles people face navigating diagnosis and support



Health and social care that works for you:

We're lucky to have

21

Outstanding volunteers who gave up **68 days** to make care better for our community.

We're funded by our local authority.
In 2023 - 24 we received

£140,000

which is the same as the previous year.

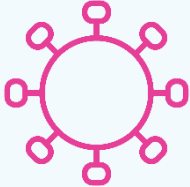
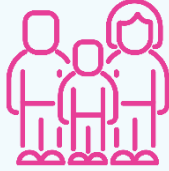






We currently employ

7 staff

who help us carry out our work.



How we've made a difference this year

Spring	 <p>We contributed to the engagement to develop the county 10-year health & wellbeing strategy, launch event and celebration video.</p>	 <p>We launched the Healthwatch Storybank and 'Three Over tea' volunteering campaign to gather stories of health and care experiences.</p>
Summer	 <p>We filmed 4 recovery stories and entered them into the Recovery Street Film festival winning one of the categories. Link to playlist</p>	 <p>We took part in the Local Authority CQC readiness review and an LGA governance review.</p>
Autumn	 <p>We worked with local art college students, schools and the public health team on a anti vaping campaign with video resources.</p>	 <p>We held a hear our voices conference with Mencap and partners for people with a learning disability Find out more.</p>
Winter	 <p>We evaluated the experience of parents who accessed a pilot supporting parents of teenagers with mental health run by Mind.</p>	 <p>We worked with the homeless forum partners to support rough sleeper initiatives locally.</p>



Listening to your experiences

Services can't make improvements without hearing your views. That's why, over the last year, we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feed this back to services and help them improve.

Your voice heard

This year we have worked on a range of health and care issues

Living with ADHD

The purpose of this report was to capture the lived experience of those living with ADHD in Herefordshire, highlighting the impact it has but also where there is a need for support.

We collated 18 detailed stories, and spoke to about 90 other people about ADHD. The lived experience enabled us to understand people's needs and the importance of peer support and employer engagement and understanding of the condition. [Link to report](#)



Cancer stories

We compiled a collection of 21 stories to offer an authentic patient experience at Wye Valley Trust Cancer Week 31st July – 4th August 2023.

"I do not underestimate the courage it will have taken some people to relive their journeys. However, if we are to improve cancer services, narratives such as these are vital and must lead work to develop more personalised, good-quality care. (Stephen Heptinstall, Ph.D. M.Sc. MCSP Professional Cancer Lead, Hereford County Hospital.) [Link to report](#)



Carers work

Our research into being a carer in Herefordshire has supported a Carers Strategy review that the Council have undertaken. The survey that runs alongside this report provided the council with useful insight to understand the impact of financial support for carers, consistency of carers assessments that many are experiencing. Furthermore, the research has enabled us to talk to individuals about their experience of being a carer & evidence what they need.



Creating a community research & engagement network

We have been engaging with a wide range of community groups and volunteers to gather views on incentives for volunteering, motivations about volunteering and involvement in participation to develop a model of participation for Herefordshire focusing on health & care activity. This will now form the basis of a coproduction project in the coming year.



Proactive care – frailty & long term conditions

We have been asking people with long term conditions and/or increasing frailty, what support in their community they use or would like to be able to use to support them to live as well as possible for longer. This will form the basis of developing a PCN based picture for clinical services of what people need and what exists across the communities of Herefordshire to compliment proactive care plans.



Improving experiences of people with a Learning Disability

In 2023–24 we engaged with people with a Learning Disability about health checks and covid-19 vaccines.

Healthwatch Herefordshire carried out this project in partnership General Practice and gathered the views and experiences of 40 people with a Learning disability that have experienced annual learning disability health checks and covid vaccines in Herefordshire.

We aimed to learn why people attend or do not attend, what the barriers are, what works well, and how to improve the experience. [Link to report](#)

What did you tell us?

- Many of you raised issues about improving communication; such as invitation letters with links to films and reasonable adjustments that can be requested, improvements to help when making an appointment and the content of the appointment itself.
- You suggested that younger people should be targeted to embed good habits for prevention and healthy living.
- You suggested that services work more closely with your parent/carer/support organisations.
- You told us that short clear videos made by people with a learning disability showing what to expect from a vaccine appointment or a health check would be useful.

What difference did this make?

- General practice paid for us to create two videos with people with a learning disability for health checks and for vaccines. These are being used by general practice and the learning disability teams to increase uptake of both of these preventative services.
- General practice also shared the learning from the engagement report across primary care network services and with the Integrated Care Board to improve the communication issues highlighted.
- The movie stars from local learning disability groups Health checkers and Enviroability have presented their work to the Herefordshire general practice federation board, to the LD partnership board, the Hear our voices LD conference and are lined up to present at a system wide learning event.

- [Health check video](#) [Vaccine video](#)



Telling stories in other ways



Our News Our Views

To highlight opportunities for people with learning disabilities, we produced a short film for Our News Our Views, a newsletter written by and for the learning disability community. [Video link](#)

Healthwatch Campaign

#ShareforBetterCare To encourage more people to feed back their experiences, we joined the Healthwatch network in promoting the #ShareforBetterCare campaign on social media and in eBulletins.

Bowel Cancer Awareness

To encourage people to get checked if they have any symptoms of bowel cancer, Healthwatch volunteer Chris agreed to be interviewed on camera about his bowel cancer journey.

[Video link](#)

Impact Award - Commended

We won a commended award for our [Digital Inclusion](#) in Herefordshire project at the 2023 National Healthwatch Impact Awards.

Dementia Action Week

To help highlight the events that took place in Ross-on-Wye during Dementia Action Week, we put together photos to create a highlights video.

[Video link](#)

National Awareness Campaigns

We helped national campaigns reach more people by promoting them across social media, in 12 eBulletins, in person and at events. These included:

- Learning Disability Week
- Refugee Awareness Week
- Mental Health Awareness Week
- Bowel Cancer Awareness Month
- Pride Month
- Autism Awareness Week

We have increased our social media following by 394 to **5,124**

We reached **134,463** people on social media

Dementia Voices Project Feedback

To further support the work that Dementia Matters Here (fordshire) did on the Dementia Voices Project, we filmed people giving feedback on the report recommendations for the county.

[Video link](#)

Community Led Research

To help promote the Community Led Research projects, we created two videos which have been used in presentations and during online promotion.

[Video link 1](#) [Video link 2](#)

Celebrating 10 Years of Healthwatch

We promoted the work of Healthwatch nationally and locally to celebrate the last ten years. We pieced together a series of videos from both the statutory sector and the VCSE wishing us a happy birthday and thanking us for all our hard work.

[Link to video 1](#)

[Link to video 2](#)

Three ways we have made a difference in the community

Bringing Herefordshire Together

We have brought together key partners in the Council, Health and the VCSE, building an alliance model that's formed the Herefordshire Together program. Tackling health inequalities in the short term and prevention for the longer term.

Herefordshire Together is integral in supporting the Herefordshire Joint Health and Wellbeing strategy and we are looking at new and innovative ways of working. Be that through coproduction, funding or building valuable capacity and capability. In January, we saw the launch of a new way of funding impactful community led initiatives with over £130,000 of Public Health money invested in 12 projects across the county. Supporting families in need and improving emotional wellbeing and sense of community.



Herefordshire Community Partnership

Services need to understand the benefits of involving local people to help improve care for everyone.

The Herefordshire Community Partnership has been a platform for the involvement of local people in shaping services for the future. The partnership has worked on topics such as the development of Talk Community Hubs, the shaping of the Health & Wellbeing Strategy for the county, the Integrated Care System Strategy, call to action for volunteering in Herefordshire and shaping primary care network health inequalities to highlight just some of the key areas.

The partnership has also been working on VCSE representative roles ensuring that the voice of local people and the community sector is heard at a strategic level in all the focus areas alongside this the partnership have also supported the development a competency framework for the VCSE to enable Community and Statutory services to work better together.



Working with Refugees

We visited The Three 3 counties hotel housing approximately 100 asylum seekers to gather feedback and help with information and advice. We shared the feedback to relevant services so that services and The City of Sanctuary could respond to the health and care needs of refugees.

We summarised and shared our authentic stories from refugees and visitors from Ukraine to the Hereford Hearing Commission on the Integration of Refugees.

We supported the consultation with Afghan refugees resettling in Herefordshire in May 2023. We also participate in the Refugee Resettlement and Migration Multiagency group.



There's a summary of other outcomes we've achieved this year in the Statutory Statements section at the end of this report.



Hearing from all communities

Over the past year, we have worked hard to make sure we hear from everyone within our local area. We consider it important to reach out to the communities we hear from less frequently to gather their feedback and make sure their voice is heard, and services meet their needs.

This year we have reached different communities by:

- Working with partner organisations to help with translation when engaging with Ukrainian families
- Basing engagement at community centres being used by residents for activities in areas of deprivation
- Working with the homelessness forum to support Making Every Adult Matter and the local partnership approach to help people living with multiple disadvantage

Supporting Ukrainian visitors

Healthwatch have worked with the Herefordshire Community Network for Ukraine to assist Ukrainian visitors with their health and care questions, experiences and issues

Healthwatch Herefordshire's Mary is our representative on the Herefordshire Community Network for Ukraine. During 2023-24 Mary has been able to raise the voice of the Ukrainian families she has met and the issues they have had within health & social care services in Herefordshire and identify solutions to some of these concerns.

Through partnership working, Mary alongside some key leaders have been able to start tackling some of the poorer outcomes the Ukrainians have been experiencing.

We have identified that some of the experiences are related to knowledge of our healthcare systems. Our work with 60 Ukrainian guests has required managing the expectations that people have of local services, especially primary care.

Mary utilised the evening and day meets at St. Peters and St. James Church to speak to Ukrainian families, giving advice about navigating and accessing GP services in Herefordshire.

Alongside this Mary worked with the local Ukrainian Support Lead who was able to translate for Mary at the engagement sessions and together they produced a written leaflet which was circulated more widely amongst the Ukrainian communities through HVOSS, Ukrainian Link workers, GP newsletters and the Taurus Healthcare website.

In addition to this we have created a video explaining in English and Ukrainian what Healthwatch is and how people can access us for support.

What is Healthwatch Ukrainian video

Tips guide to local healthcare services

In addition to producing the above resources, we have been raising other issues with providers of services through this work:

- Highlighting a range of issues with translation services that are being used in local services
- Differences in culture of accessing services and medications between the UK and Ukraine.
- Poor access to dentistry, unable to afford private dentistry.
- Support required to access primary care services.

Community Led Engagement and Research

Healthwatch has worked with Herefordshire communities to encourage participation and engagement in health and social care research via the CLear Project with the aim of reducing health inequalities.

The project focused on people living rurally, those within farming communities and domicile traveller communities, including unpaid carers and those struggling to engage with regular health checks. Through feedback, sharing experiences and completion of online surveys the public has been able to identify the areas of health and social care that matter most to them, their families and communities resulting in a wide range of suggested topics for future research studies and an outline toolkit for engagement.

Via partnership working and utilising VCSE networks Healthwatch visited geographically spread community hubs, interest groups and community sites across Herefordshire to engage with individuals and hear their viewpoints, ideas and suggestions. Healthwatch also produced a video as an educational tool to explain what health and social care research is. Approximately 100 questionnaires were completed by the public.

Through engagement Healthwatch were able to identify:

- What people understand about health and social care research
- Whether research is important to them and why
- How they would like to be actively involved in research
- What would support/or motivate them to participate in research
- What the likely barriers might be in getting involved
- What type of research roles they like to participate in
- What considerations need to be made to encourage engagement
- What topics of research are seen as a priority to them and their community
- How much time they would be willing to give researchers
- What incentives would be needed for sustainable long-term participation
- Which methods of engagement would be preferred
- What would keep people engaged with researchers in the long term

Key lessons learned

- Trusted advocates are the key to engaging individuals and groups
- Most individuals do not understand what health and social care research is
- The primary motivation for participation was to make life better for others
- There are multiple barriers for individuals within underserved groups. carers are time limited, Veterans and GRT (Gypsy, Roma, Traveller) communities take longer to engage
- Incentives do not necessarily have to have a monetary value
- Engaging people in health and social care research has to be less academic focused and more people centred
- Feeding back to those who have taken the time to participate in research is absolutely crucial in maintaining their continued involvement

Introduction to Health and Social Care Video

Gypsy Roma Traveller Engagement

Healthwatch has raised the visibility and voices of Gypsy Roma Traveller Communities in Herefordshire

Gypsy Roma Travellers are among the most disadvantaged people in the country and account for approximately 3% of the Herefordshire population. Health outcomes for this community are very poor compared to other ethnic groups and they are more likely to be GP unregistered. Healthwatch has focused on engaging and building trust with the local GRT community with the aim of reducing health inequalities.

This has been achieved through productive partnership working with Herefordshire Council, Travellers Times and local community leaders and contacts, resulting in direct engagement on sites. A recent event hosted by Healthwatch celebrating Gypsy Roma Traveller history month allowed Healthwatch to engage with representatives from the community, to understand the barriers to accessing care and to recognise priority health issues.

This initial research and groundwork has resulted in a successful bid for a GRT community connector who will now build on the existing Healthwatch engagement work to deepen ties and improve health care provision for this population.

Health Literacy

Healthwatch worked in collaboration with the Integrated Care Board to support engagement on Health literacy in the county.

Healthwatch Herefordshire worked with Herefordshire & Worcestershire Integrated Care Board to engage with the public about their health literacy needs for their health care. This engagement contributed to a wider survey that was done across the two counties which was part of the project called 'Becoming a Health Literate Organisation'. We focused engagement on people with COPD (a respiratory illness) followed by people with health inequalities. We promoted and encouraged the public to take part in the survey as well as a focus group.

The survey asked the public about topics such as how well health information was explained to them, how they would prefer to receive health information as well as asking them about the level of their education.

The survey results were mixed. However, there are some clear operational and systemic issues that can be addressed. In some circumstances, these issues mean people are being set up to fail when it comes to looking after themselves and / or others.

- One size does not fit all. People have individual preferences, and we cannot take the same approach with everyone.
- Some people are receiving information in a non-preferred format, despite formally notifying an NHS organisation of a preference (linked to the Accessible Information Standard).
- Many people want to receive information in a digital format instead of via letter. This includes text messaging, email and more use of the NHS App and / or another health app such as Patient Access.

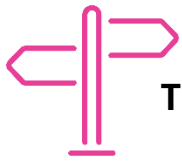


Advice and information

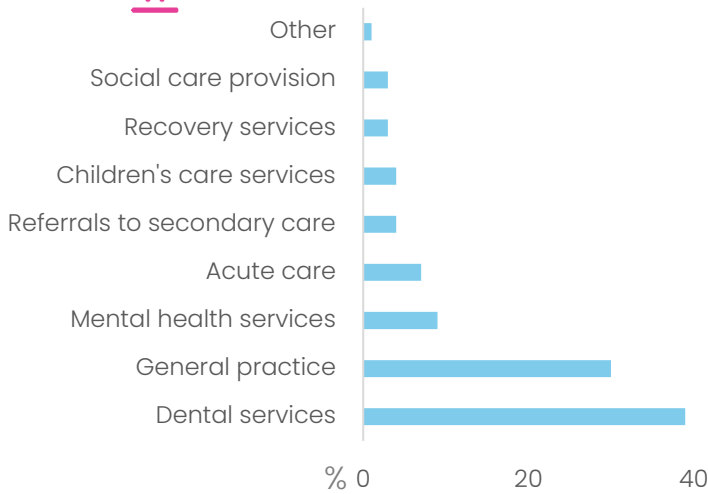
If you feel lost and don't know where to turn, Healthwatch is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding an NHS dentist, making a complaint or choosing a good care home for a loved one – you can count on us.

This year we've helped people by:

- Providing up-to-date information people can trust
- Helping people access the services they need
- Helping people access NHS dentistry
- Supporting people to navigate and understand complaints processes

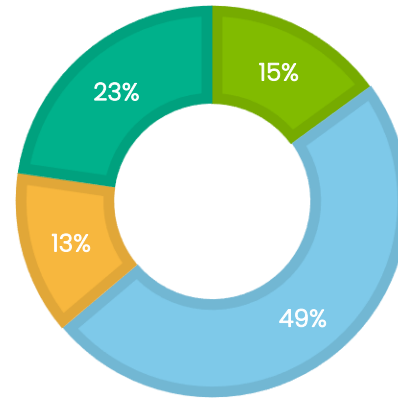


Themes of enquiries



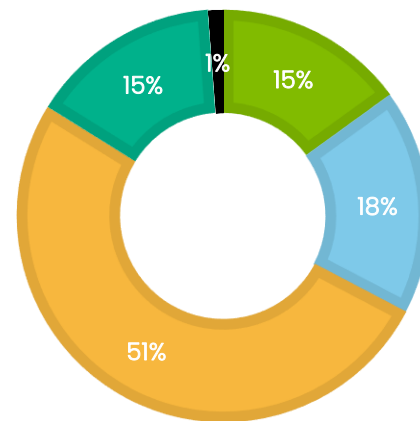
Type of enquiry

■ Request for Information ■ Concern ■ Complaint ■ Compliment



Source of enquiry

■ Email ■ Telephone ■ Website ■ Outreach ■ Third Party



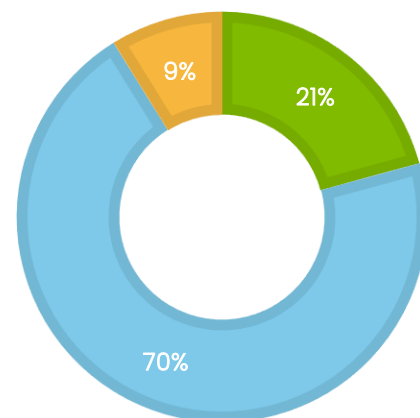
How have we helped people?

One of the most important services we provide is a listening ear for people to articulate the issues they are experiencing and trying to navigate. The team help people to explore the options they have available to them and give advice about things that they haven't thought of. We either make referrals, signpost or liaise on someone's behalf with the following:

- PALS teams
- Adult social care
- Primary care services (GP's & Dentists)
- Advocacy services
- Community organisations
- Community Transport
- Children's social care
- Carers services
- Information commissioner
- CQC
- Condition support groups
- Cancer services such as Macmillan
- St Michael's Hospice
- Dementia services
- Talk Wellbeing
- Acute, community and mental health trust services

Gender

■ Male ■ Female ■ Prefer not to say



Who are we reaching? To understand our reach across the county we ask a range of optional questions in our enquiries and survey work such as: Age, Location, long term condition status, carer status, sexuality, ethnicity, religion, gender assigned at birth and socio-economic status. As these are optional, some of these categories are less popular to complete than age and gender.

How we have helped people with their enquiries

Understanding the end of life experience of a relative during covid.

A widowed spouse was struggling to move on without knowing about their loved one's last moments whilst dying of Covid, alone in an intensive care unit. Healthwatch were able to work with PALS to arrange for practitioners who were able to relate what it was like in intensive care and in a meeting outline to the person the care and compassion shown at end of life. This was a great comfort to the spouse and their children.

Clarifying communication needs for a patient

Healthwatch assisted an individual for whom English was not their first language, to clarify waiting times for a major operation when they felt they had not been understood. Communication has improved by describing the communication needs of the patient and anxiety and confusion caused by lack of clarity.

Inclusion of carers in social care assessment

Healthwatch clarified an adult social care ruling on needs assessments for a parent with dementia. An appointment was made and the need for the adult child carer to attend understood. "..... I cannot thank you enough for all your help and support, and getting things moving for my (parent) and myself. It's a lifted weight".



Volunteering

We're supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.

This year our volunteers:

- Supported engagement events
- Ran the Healthwatch board
- Chaired the county health inequalities board
- Created video material
- Collected experiences and supported their communities to share their views
- Volunteered in the wellbeing drop in hub to welcome visitors and help with their enquiries

Work Experience Week

Hereford Sixth Form student Bethan joined us in June 2023 for her college work placement. With a keen interest in communities and film making, she worked with Karen, our Communications Officer to create a video about local CIC Hereford Community Farm. Following basic training, Bethan contributed to the research, planning, filming, and editing of the video and returned in a voluntary capacity to complete it.

'Karen and I worked intrinsically together, and I couldn't be more grateful for such a high quality, one to one learning experience as Karen and I were able to contribute to each other both professionally and within our interests.'



Bethan –
Healthwatch Herefordshire

*'As I learnt a wide range of skills I will value throughout my working life, I enjoyed being able to provide a dedicated helping hand to Healthwatch to produce another video. I believe it is a great example of how work experience can be beneficial to both young people and organisations and don't consist of a one-way value their often seen for. I think with the right 'fit' (that I'm grateful for having found with Healthwatch) organisations can really benefit from what young people have to offer and may lead to long term volunteering. **Community Farm Video***



"Volunteering is a very rewarding hobby. I am helping people, but I am also helping myself. It helps me meet new people and new friends. Since I've volunteered here, I've learned a lot more about the services on offer.

As a volunteer at the Talk Wellbeing Hub, I help signpost people and give out information based on their situation, location and age range. I do this alongside the staff who provide health checks, and representatives from different organisations who offer support.'



Rizqa – Healthwatch
Herefordshire



My volunteering video



Do you feel inspired?



We are always on the lookout for new volunteers, so please get in touch today.

-  www.healthwatchherefordshire.co.uk
-  **01432 277044**
-  info@healthwatchherefordshire.co.uk



Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

Our income and expenditure

Income		Expenditure	
Annual grant from Government	£140,000	Expenditure on pay	£154,934
Additional income	£64,745	Engagement costs	£8,840
		Office & infrastructure costs	£42,705
Total income	£204,745	Total expenditure	£206,749

Additional Income

Project	Funding amount
Health checks learning disability engagement & videos	£8,750
NIHR Community led engagement & research project	£32,364.07
Turning Point Recovery service user engagement	£5,000
Embedding the VCSE in the ICS (Herefordshire Community Partnership) NHS England funding	£8,541.40
Data analysis and reporting East Primary Care Network	£1,750

Next steps

Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

Three of our priorities for the next year are:

1. Menopause
2. Increasing our reach with underserved community groups to reduce health inequalities
3. Develop a public participation and involvement approach which increases the voice of the residents of Herefordshire in health, wellbeing and care.



Statutory statements

**Healthwatch England, 2 Redman Place, Stratford, E20 1JQ
Healthwatch Herefordshire Ltd. County Offices, Plough Lane,
Hereford, HR4 0LE**

**Healthwatch Herefordshire uses the Healthwatch Trademark
when undertaking our statutory activities as covered by
the licence agreement.**

The way we work

Involvement of volunteers and lay people in our governance and decision-making

Our Healthwatch Board consists of six members and one advisor who work on a voluntary basis to provide direction, oversight and scrutiny of our activities. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2023/24, the Board met **6** times and made decisions on matters such as Company structure, pay review, governance arrangements and areas of work such as community led engagement & research project, the community partnership and ADHD.

We ensure wider public involvement in deciding our work priorities, through engagement and community events.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services. During 2023/24, we have been available by phone, and email, provided a web form on our website and through social media, as well as attending meetings of community groups and forums.

We organise and host an open forum event every other month called the [Herefordshire Community Partnership](#) which reviews and discusses a wide range of topics.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website.

Responses to recommendations

We had no providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to Healthwatch England Committee, so no resulting reviews or investigations.

Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insights and experiences that have been shared with us.

In our local authority area, for example, we take information to a range of regular and specific forums detailed over the page.

We also take insight and experiences to decision-makers in Herefordshire & Worcestershire Integrated Care System, detailed over the page

We also share our anonymised data with Healthwatch England to help address health and care issues at a national level.

Healthwatch representatives & strategic partnership

Healthwatch Herefordshire is represented on the **Herefordshire Health and Wellbeing Board** by Christine Price, Chief Officer. During 2023/24 our representative has effectively carried out this role sharing and contributing public feedback into the engagement on the board strategy to determine the 10 –Year priorities, contributing to the implementation plans for the two priorities (Best start in life and good mental wellbeing), assisting with governance reviews to improve the system working for the public.

Healthwatch Herefordshire is represented on **Herefordshire & Worcestershire Integrated Care Partnership** by Christine Price, Chief Officer, along with a seat as an associate member at the **Integrated Care Board**.

Our partnership board work across Herefordshire

- Health & Wellbeing Board
- One Herefordshire Partnership
- 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 Board
- Transformation Tuesday
- Adult Safeguarding Board
- Wye Valley Trust Patient Experience 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
- Making Every Adult Matter & BRAVE strategic group. – Tackling multiple disadvantage
- Homelessness Forum
- Herefordshire Inequality, Personalisation and prevention board
- Healthy relationships & substance misuse

Our partnership board work across Herefordshire & Worcestershire Integrated Care System

- ICS Partnership Assembly & Board
- Elective Care & Cancer board
- Children’s Programme board
- Urgent and emergency care board
- Health inequalities, prevention and personalisation collaborative
- Quality forum
- ICS Academy VCSE Faculty
- 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
- Research consortium

National & Regional partnership work

- Healthwatch England East & West Midlands Network
- NHS England Embedding the VCSE in the ICS

2023 – 2024 Outcomes

Project/activity	Outcomes achieved
Ukrainian Support	Development of a coproduced tips resource to provide advice & guidance on our Health & Social care services for Ukrainian communities.
Hear our Voices Report	The development of a wider group event aimed at listening to those with learning disabilities about how they want to be heard.
Health Checks	Healthwatch supported general practice with some videos to raise awareness for people with a learning disability on what going for a health check and having a vaccine involves. Healthwatch suggested improved ways to support more people with a learning disability to come forward for their health checks.
Mental Health Workstream	Through involvement with the mental health workstream at our Herefordshire Community Partnership, Healthwatch have supported Herefordshire Mind in setting up a mental health peer support group for parents of teenagers, with additional funding from public health.
Digital Inclusion Report	This project had some unintended positive outcomes, such as some individuals moving into volunteer and befriending roles because they had become connected online and have started to support others in their communities.
Dental Access Report	Made recommendations to have two locations for access hubs in the north and south rather than one central location. This has now happened, and two practices are up and running.
Health Literacy Project	<p>Respondents to the Health Literacy project reported receiving information in a non-preferred format despite formally notifying the NHS, therefore the main outcome is targeted at improving patient's preferred format for receiving information about their health.</p> <p>The result is that processes will be reviewed for patient's preference; the accessible information standard process will also be reviewed, including complaints procedure & raising issues. There will be an analysis of how 'joined up' NHS organisations are to avoid an individual repeating their preference more than once.</p>


Explainer

ADHD	Attention Hyperactivity Deficit Disorder
CLEAR	Community Led Engagement & Research
COPD	Chronic Obstructive Pulmonary Disease
CQC	Care Quality Commission
GRT	Gypsy, Roma & Traveller
HCP	Herefordshire Community Partnership
HVOSS	Herefordshire Voluntary Organisations Support Service
ICB	Integrated Care Board
ICS	Integrated Care System
LD	Learning Disability
LGA	Local Government Association
NIHR	National Institute for Health & Care Research
NHS	National Health Service
PALS	Patient Advice & Liaison Service
PCN	Primary Care Network
SEND	Special educational needs and disability
VCSE	Voluntary, community and social enterprise sector

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