

SWINDON BOROUGH COUNCIL

NARRATIVE FOR VOLUNTARY SECTOR QUARTERLY PERFORMANCE REPORT

ORGANISATION: **HEALTHWATCH SWINDON** QUARTER: Q4 2019/2020

BRIEF DESCRIPTION OF ORGANISATION REMIT:

We are the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved and share their views with those with the power to make change happen.

Healthwatch Swindon is here to:

- Help people find out about local health and social care services.
- Listen to what people think of services.
- Help improve the quality of services by letting those running services and the government know what people want from care.

OUR PRIORITIES FOR 2019/20:

The Healthwatch Advisory Board set our priorities in April 2019. This follows the priorities agreed by the Bath and North East Somerset, Swindon and Wiltshire Sustainable Transformation Partnership (BSW STP) as focus group priorities for the NHS ten year plan survey carried out by Healthwatch.

- Supporting people to have their say to help improve health and wellbeing services in Swindon
- Primary Care Networks working better together
- Mental health
- Ageing well / Frailty
- Self-care, prevention and wellbeing

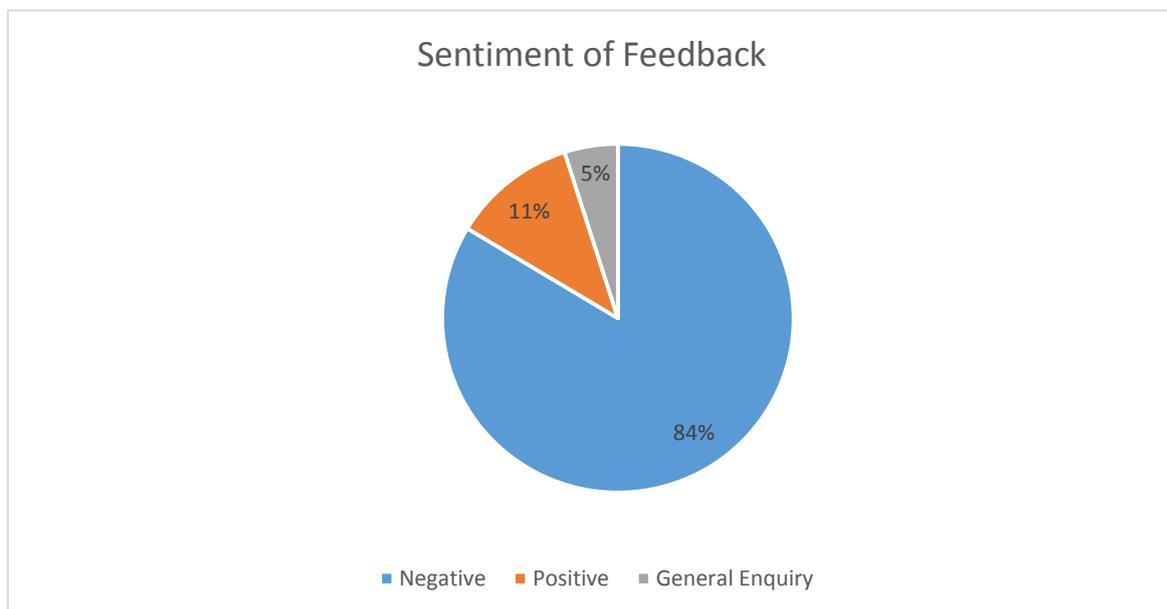
HOW MUCH IS YOUR ORGANISATION DOING?

How many people are you working with, what does your demographic data tell us about your client group (for example: ethnicity, sexuality, disability etc.) and how does this data inform and influence your planning and service delivery? What gaps are you working to fill?

Data Collected through our Civi CRM Database (Healthwatch Database)

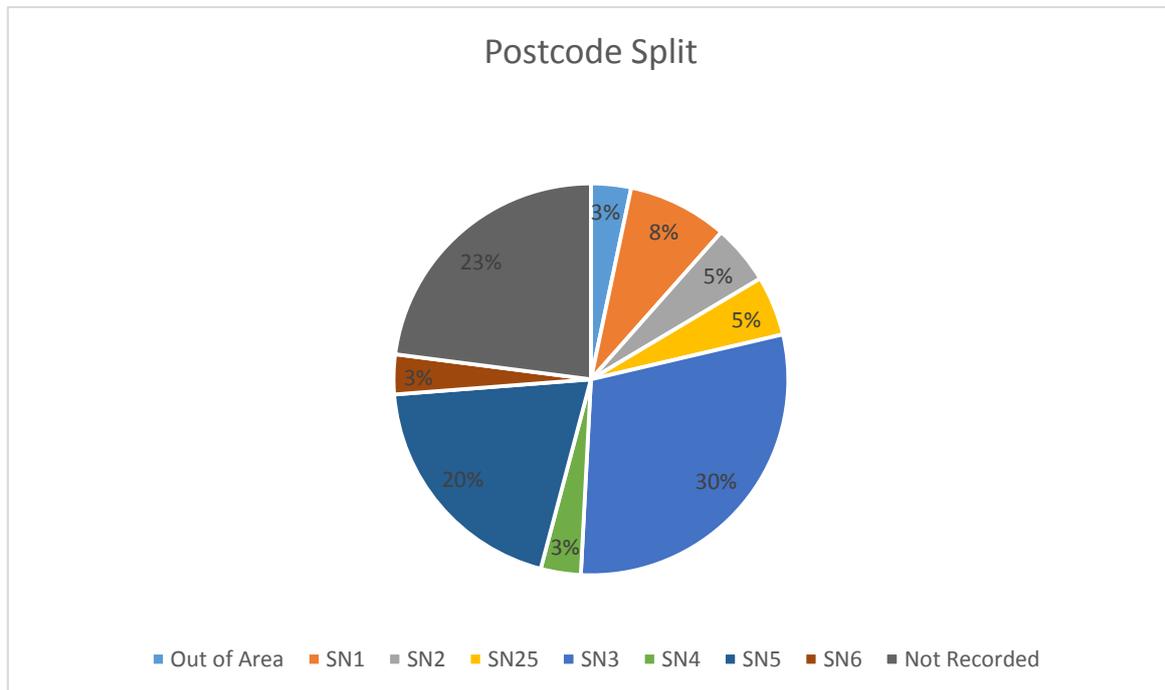
All feedback gathered from telephone calls, e-mails, via our volunteers out in the community, at meetings and through some social media is recorded on this database.

We collected 61 pieces of feedback during this quarter (39 less than last quarter. Covid-19 lockdown started during Q4 and we have received little feedback since then. This is a trend across Healthwatch nationally. There is an expectation that this will pick up again in a few weeks when people feel able to share their experiences). The majority (51) of the feedback was negative, with 7 being positive and 3 being general enquiries. In the last week we have received 7 pieces of negative feedback either regarding the POD services or local pharmacies regarding delivery of prescriptions during this crisis. This has been followed up with the CCG.



Most feedback is collected anonymously. Due to the sensitivity and emotive issues that people raise it is not appropriate to collect demographic data. We can however share that the postcode split across Swindon is showing SN3 is providing 30% of the feedback, with SN5 providing 20%. The rest is split fairly evenly across the postcodes. Unfortunately

23% has not been recorded. A lot of our feedback is given anonymously, when possible we do record the postcode prefix. We will ensure that this is routinely collected.



Key themes emerging from Civi CRM are:

Feedback about Prescription Ordering Direct (POD)

- We received three comments about the difficulty in getting through to the POD with concerns raised about whether or not it is adequately staffed. Comments received were as follows:

“Caller called POD at approx. 1 pm to order repeat prescription. Message said 19th in the queue, but was taking a long time to move up the queue. No reply for 20 minutes. Decided to leave it until later in the afternoon. Called again at 4.30 pm and message said 27th in queue. Got to 2nd in the queue and was cut off with a message 'this service is no longer available'. Went down the surgery and managed to get some of the order signed off by a doctor. Will call the POD again this week for the remaining items on the repeat prescription.”

“Just need to let you know it took me two week to order my pills on the POD as kept being cut off and no call back service to”

"Unfortunately the extra numbers trying to use the (telephone) prescription service are meaning it's near impossible to get through. I tried about 45 times this week. I only got an engaged tone, or just after 5:00 pm, the answerphone saying the office was closed. Finally, I went to Phoenix Surgery - the door was open but chairs across the entrance. At 20ft, I explained the situation to the receptionist who said her colleague had to hang on 20 minutes the day before - when she had finally got through. I couldn't leave my written prescription as they are now not allowed to touch paper, but the lady is really nice & helpful so she brought my details up on her screen and ordered the items for me. Obviously this won't work for 1000

patients. I think the line is under-resourced. Can extra lines / extra staff be recruited or even an answerphone where requests can be sent? This is unlikely to be a short-term problem not only with this epidemic but it's the way surgeries are pointing people"

What Healthwatch are doing about this?

We have fed this information back to the POD at the CCG and will continue to monitor the feedback coming through. We have also encouraged people to use the on-line repeat prescription service which can be quicker. Unfortunately in the current situation there is more demand on the POD.

Feedback regarding Great Western Hospital

- There have been 10 pieces of negative feedback about GWH (a decrease of 33 from last quarter), plus 1 positive comment. The issues raised varied in nature. Two of the negative comments concerned 'war-zone' conditions and one referred to excessive heat throughout the hospital:

"It was a most depressing experience, an institution ranging from inadequate down to just better than war-zone conditions. I feel it would be irresponsible for HW to ignore this and instead devote its efforts to inspecting access ramps, parking places and the like.

"At about 11 pm I was moved to a ward. This involved going through A&E and indeed waiting there for about an hour while some unexplained log-jam cleared. I was reminded of the conditions we found when I spent a day here with my wife, who was the patient on that occasion, in June. It was distressing. There were about 70 percent more patients than bed-spaces. The place was so crowded that everywhere you looked you could see someone waiting for someone else to move before resuming their journey. It was reminiscent of news-reel from a hospital in a war zone, lacking only a shell-hole in the wall to be authentic."

"In all parts of the building I visited (Ground floor, 3rd and 4th), it was hot. Myself and my PA were cooking and feeling drained by the heat. This is a minor comfort concern, but a more worrying infection control concern. The humidity and temperature of the air affects how far bacterial/viral particles spread, and how long they survive on surfaces."

One commentator had received treatment in the private Shalbourne Ward – she subsequently had a pressure ulcer. The patient was left for 30 hours without being moved and the sheets were soiled with blood so the combination of moisture, bacteria and not moving has contributed to this.

The positive comment was:

“GP referred contact for a scan which was completed in three weeks”

What are Healthwatch doing about this?

Healthwatch Swindon have had a meeting with Healthwatch Wiltshire and Healthwatch West Berkshire to plan a joint Enter and View at GWH. Swindon will lead on this and we will use all of our volunteers to visit the hospital. We have spoken to the CQC who have recently carried out an inspection at GWH and are waiting for the report to be published, so that our Enter and View can complement any quality improvement plans. GWH are also aware of this. This has been agreed by our Advisory Group.

With the current pressures on the NHS this plan is currently on hold.

Feedback regarding Ashington House Surgery

- We received five pieces of feedback about Ashington House Surgery, one of which was positive and the remaining four were negative. The main issue which arose was a defunct number on their website and difficulties with online booking system, as well as then getting an appointment which weeks away.

“My husband tried to book an appointment on line. There are NO appointments to view as far forward as 18th March. What on earth are people supposed to do?”

“There are no appointments available to the last date listed which is 13th March. After all this time with none available, there is no point in asking patients to book on line or be ill. Even if they book one for you in town or the Moredon Centre, you may not be well enough to travel there or leave someone for whom you are a Carer. At the Healthwatch meeting last week about moving the walk in centre to GWH we discussed the fact that you have to be in the surgery catchment area and Ashington House Surgery had the longest waiting time for an available appointment of anyone in the room.”

All information is relayed back to the relevant provider for their action/information quarterly. If the information fed back is urgent, we contact the provider straight away. If there is a trend to the feedback coming in we will take action. This could be informing relevant stakeholder, or carrying out an Enter and View.

Outcome 1

To develop/maintain strong working relationships with Commissioners, key Boards and Partners

The following key meetings have been attended this quarter:

- BSW Mental Health Transformation Communication and Engagement Group
- JSNA Steering Group
- Meeting with Susie Kemp, CEO Swindon Borough Council
- Local Safeguarding Adult & Children Board – followed by meeting with Liz Murphy, Independent Chair and Christiane Plaum, Safeguarding Service Manager
- Hosted PPG Forum and PPG Chair Meeting
- Health and Wellbeing Board
- Health and Wellbeing Overview and Scrutiny Committee
- CQC – Monthly update meeting
- Walk-in centre Steering Group
- Quality Surveillance Group
- Sanford House Tenants Meeting
- Swindon Care Forum AWP Meeting
- Chief Officer – Community Pharmacy Swindon & Wiltshire
- Recruitment Process for GWH CEO asked to attend the recruitment discussion group

Grassroots Meetings

During the quarter we have attended public engagement events where we promoted Healthwatch Swindon and collected views and opinions – all of which are uploaded to the CRM.

We also follow up enquiries from these events with information and signposting. They included:

- Healthwatch spoke at the CRUSE social group of people who had been bereaved (14 January)
- Joined the Wyvern Healthcare Partnership PPG groups meeting with practice managers to contribute to their discussion (14 January)
- Joined the First City Nursing and Care customer reference group to discuss the Companies developing communication and feedback plans (4 February)
- On 17 Feb we spoke to a small group of job seekers at Seetec Pluss
- On 26 February we spoke at the Stroke Association social group on the day that members were told that Swindon Borough Council was not funding the Stroke Association after the end of March.



- On 17 March we participated at the Oxford Brookes nursing degree course re-approval event – the purpose of this is to ensure that 3rd year nurses are aware of the role of Healthwatch and how they gather feedback from the public to improve Health and Social Care services.

Rachel Skittrall, Programme Lead-Nursing Swindon (BSc and MSc Adult Nursing, Health and Social Care Foundation Degree) said *"I just wanted to say a huge thank you for your support yesterday for the nursing re-approval event."*

I am very pleased to say that we had a very successful day and our new programme has been approved by both the NMC and University for commencement in September 2020.

One of our commendations was the way in which service users and carers are an integral part of our programme at all levels, so your role certainly contributed to the outcomes of the day and reflects the very important role you play in ensuring our programmes are fit for purpose."



- On 26 February we worked with NHS Swindon CCG on a focus group looking at Autism Spectrum Disorder. Dash provided two people with lived-experience able to give feedback to the Autism strategy.

- On 10 March Healthwatch helped facilitate at the LDPB Forum to gather feedback from those with a learning disability or Autism to help shape their 'hospital experience'. We facilitated discussion in table groups to find out what was important to the individual when attending a hospital appointment. Concerns expressed were that they would be

listened to, what food and drink the patient likes, who is important to them, and things that need to be included in their hospital passport. This is to be fed back to the hospital to improve the patient's experience.



Safeguarding Focus Group

Following a meeting with Christiane Plaum, Safeguarding Service Manager. We discussed why Swindon Borough Council get very few referrals from the general public. Healthwatch agreed to use our contacts to facilitate a focus group – with a view to holding a series of engagements to improve the general understanding of 'safeguarding' and making the referral process easy to understand and accessible to the general public in Swindon.

The first of these sessions was held on 16th March we invited Healthwatch volunteers and other volunteers and staff from other voluntary organisations to have their say. There were 18 people at the session. Christiane gave an overview of the safeguarding process in Swindon. The group had several discussions and it was generally felt there was a lack of understanding of what safeguarding is. It was agreed that the Christiane would take away the notes from the meeting and a follow up meeting would be arranged, with the groups cascading information out into the community.

Once lockdown is eased, we will continue with this piece of work.



Safeguarding Focus Group

PPG Forum and PPG Chair Meetings

On 7 February the PPG Forum met to hear from PALS personnel to understand more about their application of the NHS Complaints process.



Michelle Coleman from Medvivo said *"Thank you Jo for today. It was a pleasure to stand next to like-minded colleagues Barbara and Deborah. I'm glad the session was useful. You have a really engaged group, it was great to see."*

PPG members appreciate the information we send them too. Holly Barrand from Lawn PPG said *"Thanks for this Jo - passed the information on to as many people as I could and was*

astounded at how many came back with immense relief - so it's good you are passing this stuff on - great!"

Our PPG Forum chairs group met on 18 February to review developments and changes to primary care and discuss communication to and from surgeries. Plans for future agendas were confirmed (and subsequently thwarted by COVID - 19 when the planned forum for April was cancelled).

Outcome 2

Working in partnership with other providers to influence commissioners to improve services by using data to identify health inequalities and solutions to addressing gaps. Work to improve the integration between health services in Swindon.

Access Issues – Swindon Health Centre

This issue has been going on for over a year now. This issue has now finally been resolved, Swindon Equality and Access Group are happy with the results and alterations to the steps have been confirmed by NHS Properties as fully compliant and accessible.



Before the rail was extended. This illustrates the trip hazard prior to the final working being carried out.

The rail has since been extended so that the trip hazard from the step is covered.



This has now been finalised.

Projects

Our current projects were decided at our Advisory Group on 24th April 2019.

Ageing well / Frailty

- **First City** – Healthwatch are facilitating a customer reference group to gather impartial feedback from the service they are receiving.
- **Enter & View** – No enter and views have been carried out this quarter. There is no Volunteer Support Officer in post at the moment and this was put on hold during a re-structure at The Care Forum. This position is now being advertised. Unfortunately in the current situation, we would be unable to carry out any Enter & View until lockdown is lifted and it is safe for staff and volunteers to enter Health and Social Care settings.
- **Safeguarding Focus Group** – a report on this is covered elsewhere in this report.

Primary Care Networks – working better together

Patient Participation Groups

- On 20th January, Healthwatch supported Phoenix Surgery PPG which was trying to understand how its relationship with Park Lane Practice would be developing.
- Met with Tim Edmonds, GWH with a view to Healthwatch supporting the setup of a PPG at Moredon and Abbey Meads, since GWH have taken over from IMH. This will enable patients to be involved and have their say in quality improvements. Healthwatch had established a group and held the inaugural meeting. GWH would like to start this process again and re-advertise to the original group and other patients.

Swindon Advocacy Movement (SAM) – Healthwatch received feedback from the Big Lottery that although they were interested in our originally submitted proposal. It was currently too close to work we are contracted to provide so they were not prepared to fund in its current format. They advised that we needed to make the proposal more ‘person focused’. Consequently we have arranged meetings with New College and Nyland Enterprise Trust to expand our proposal.

Projects and themes detailed above are agreed at the Advisory Group and link in with The Care Forum and Healthwatch England priorities and KPIs. We also have an element of reactive work from issues that arise.

Q4 update The meeting with New College resulted in them giving us an extremely high quote to provide accredited learning to develop the learners. In Q1 20/21 Healthwatch

will approach other learning providers to obtain a more competitive quote to include in the lottery submission.

Walk-in Centre

Healthwatch continued to attend the Walk-in Centre Steering Group on a weekly basis, looking at weekly stats with CCG and GWH to see who was routinely accessing services provided at the Walk-in and to ensure that phlebotomy and wound dressing were accessible elsewhere. Healthwatch carried out some research at the centre – speaking to people to find out if they were aware that the centre was closing and sign-posting them to where they could access services. We were satisfied that all services would be met elsewhere and that the closure was being dealt with to meet the best interests of the patients. There were still some concerns over where the wound dressing service would be. With the onset of Covid-19, the closure of the Walk-in was brought forward. Healthwatch have received no feedback with regard to this since.

Outcome 3

Deliver an effective and responsive NHS Complaints Advocacy Service, improving patient and user experience and providing information and advice to local residents

During Q4 we have had 16 requests for advocacy information, the monthly totals are, January 11, February 2 and March 3. This may be a reflection of the challenging times which the country is experiencing at the moment.

There are 28 ongoing cases, 13 new cases were opened this quarter and 4 closed.

The majority of complaints this quarter relate to GPs and GWH, although there is a significant drop in numbers from the last quarter.

Healthwatch Swindon continues to support clients through the complaints process, including those complaints which are at both the local resolution stage and those being investigated by the Parliamentary and Health Service Ombudsman (PHSO).

The disruption which is being experienced due to the Covid-19 virus will have an impact on the progress of complaints.

Although GWH will still accept complaints they have stated that there will be delays with responses.

The PHSO have made it known that they are suspending complaint investigations until further notice. They will not accept any new health complaints, nor progress existing ones where this requires contact with the health service or clinical advisers.

Healthwatch Swindon are also supporting four clients through the Continuing Health Care funding appeal process. It is likely that these appeals will be delayed by the Covid-19 virus.

It was the intention to meet with Head of PALS for Great Western Hospital to discuss the complaints process and also the Serious Incident process, however these meetings have had to be cancelled and will be re-arranged once lockdown is eased.

Clients are being supported by phone and email, although face to face meetings have been halted.

Outcome 4

Improve the awareness and profile of Healthwatch Swindon and engage the public (including less heard groups) in informing the shaping of health services in Swindon to ensure there is a greater patient, carer and public satisfaction with these services.

Nepalese Association

The Nepalese Association have completed the survey of 200 people. A report is in the process of being produced and will be published during Q1 along with our recommendations.



Nepalese Association survey briefing

Community Pot 2020/21

Healthwatch Swindon commissioned the community pot for 2020/21. During the quarter our advisory group agreed the five organisations to be commissioned from April to June 2020 to survey up to 450 of their participants and members. Details were finalised and surveys individualised to make them relevant for each group. Two groups started to survey online following the advent of COVID-19 which will delay their face to face work. One group was planning to post hard copies to its members. Discussions will be held with the other two groups about future arrangements. The work will certainly now stretch into and beyond the summer.

We received a number of applications, and have awarded through our Advisory Group, the following organisations:

- Harbour Project (Asylum Seekers and Refugees)
- Mind
- Parkinsons Swindon
- SEND Families
- Swindon Interactive Arts Service (supporting adults with learning disabilities)

HOW WELL IS YOUR ORGANISATION DOING?

***Example:** This is about the quality of the service that you provide to your client group, what do you have in place to deliver a good service, how well trained and supported are your staff, how do you ensure that the interventions you provide meet the needs of your client group? What evidence do you have for this?*

Stakeholder Survey

Earlier this year we sent out a survey inviting different stakeholders that we work with to feedback about us – the questions can be viewed [here](#). Some of the key findings from the feedback we received were as follows:

- The feedback we received about our communications, engagement and publicity, in terms of actively encouraging people to feedback about local services, being inclusive and communicating our purpose, was positive.
- There was a mix of sentiments about our website with some of the feedback telling us that it did not explain our purpose clearly and finding information was not easy.
- Most people stated that they felt we are independent. One person disagreed with this saying we could have done more to support patients around the IMH issues.
- Where stakeholders had received feedback from us about their services, they were very positive about the way in which we worked with them on this and gave them the opportunity to respond to matters raised.

The finished report has been published on our website and we will implement a plan to address points raised.

Raising Awareness of Healthwatch

- Three 'Health Bites' bulletins have been sent out this quarter, one per month.

Staff Training and Support

Team meetings are held monthly – one for the Swindon team and one strategic meeting held for Team Managers in Bristol.

A Volunteer Meeting is held a couple of weeks prior to the Advisory Group meeting so that intel gathered can be fed into the Advisory Group process and decisions made on our work plan for the year and where we will carry out Enter and View visits.

Supervisions are held monthly for all staff.

All staff have an individual work plan which they work to on a day to day basis. Each Healthwatch project under The Care Forum works to a dashboard which is presented to the Board and RAG rated to show our KPIs.

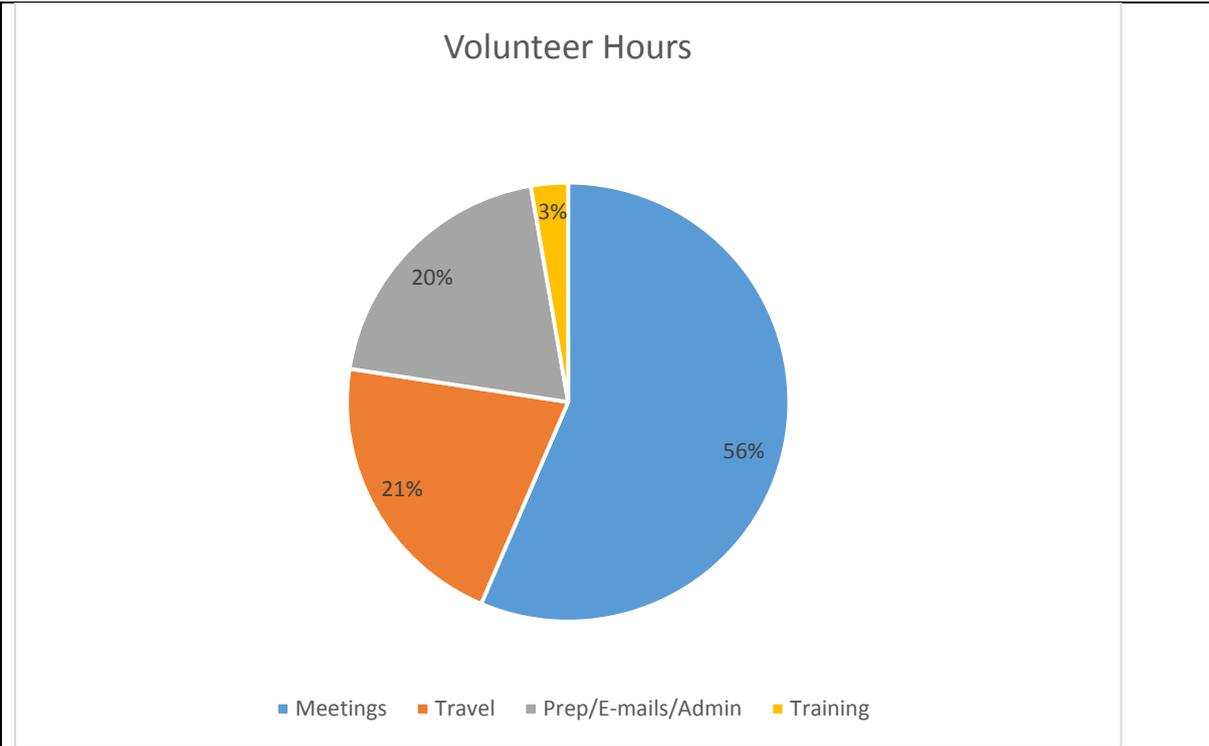
KPIs have been re rag-rated to reflect the current situation and a risk spreadsheet has been completed and returned to Swindon Borough Council, as requested, and will be on a weekly basis until the current pandemic situation changes.

WHAT DIFFERENCE IS YOUR ORGANISATION MAKING TO THE USERS OF YOUR SERVICE?

What outcomes are you delivering and sustaining for your client group? How do you know you make a difference?

Volunteers

- Healthwatch have 22 volunteers. One new volunteer has been interviewed and is ready to start once the new Volunteer Support Officer is in place.
- We received two new volunteer enquiries this quarter.
- Volunteers have represented Healthwatch Swindon at local events including; Citizens Assembly, Swindon Care Forum, PPG forum, PPG Chair meetings, local PPG meetings, BSW Communication and Engagement Meeting, Equality Forum, Enter and View Review Meeting, Advisory Group, Nepalese Association, VAS Equality Event, First City Reference Group.



Total of 221.5 volunteer hours worked this quarter which is an increase of 57.5 hours from the previous quarter

Volunteers have attended more meetings this quarter and fed back their findings into the project. We have encouraged volunteers to record the hours they spend volunteering, preparing for meetings as well as an estimate of how long they are spending on e-mails and forwarding information. This has resulted in a reported increase in hours.

Two volunteers also represented Healthwatch Swindon at a regional Citizens Assembly in Taunton, which meant an increase in hours spent travelling.

During the next quarter Healthwatch Swindon and Healthwatch B&NES will share good practice and look at how we can incorporate further, possibly accredited, training for the volunteers. We think this will attract younger volunteers to our project and also those that are looking for work experience. We are looking to develop our Big Lottery bid to incorporate training to enhance the bid (following feedback from the Big Lottery) to include training for those with learning disabilities and Autism to take them closer to the work market.

WHAT ARE THE CHALLENGES FOR YOUR ORGANISATION?

- **Staffing Issues/Opportunities**

The Volunteer Support Officer resigned in January, leaving a gap in staffing. This has been covered by the Development Officer and Manager.

The increase in demand for advocacy, reported in the last report, slowed during the first two months of Q4. With the onset of Covid-19 in March, the demand has slowed again. The Advocate has used this time to catch up with the caseload, once this is complete he will volunteer for the Resilience Hub or another agency. The Development Officer will also volunteer any surplus hours with the reduction in focus group and face to face engagement.

The team format remains the same:

Manager	37 hours	Carol Willis
VSO	N/A	Position vacant
Engagement and Development Officer	18.5 hours	Jo Osorio
Advocate	20 hours	Jim Hogg
Information and Marketing Worker	14.5 hours	Vanessa Scott

Team meetings (both Healthwatch Swindon, and a Strategic Managers' Meeting) are attended monthly. Supervisions are held once per month and team members are expected to follow a work plan agreed with the Team Manager and working towards the overall KPIs from Swindon Borough Council and The Care Forum.

- **Advisory Group**

This quarter Advisory Group was held on 29th January 2020. All members of the group were present, no members of the public requested to attend. Minutes are published on the Healthwatch website:

<https://www.healthwatchswindon.org.uk/news-and-reports/search?keyword=advisory+group>

- **New Website**

The new website was introduced in Q3, this has resulted in a drop of traffic to the new website. This is to be expected, the main problem are the redirects, a large

number of pages that have not been copied over and redirected from the old site to the new is causing a drop in organic traffic.

One way to help resolve this would be to look at our google analytics and ensure that our top viewed pages from the last couple of years have been redirect to the correct page on the new site. We hope to resolve this during Q4.

One thing to note, the average time on site for the same period Q4 20/19 was 1:21 minutes, whereas this has now it is has increased to 2:55 minutes indicating that people are spending longer on the website. We have made a concerted effort to create news items which are more targeted around the work we do or link to important health information for local residents – particularly around Covid 19.

Coming in Q1 2020/21 – some work is dependent on lockdown being ease

- Continue to carry out recommendations from the NHS LTP in partnership with the BSW STP.
- Nepalese Association – report will be finalised and published on the Healthwatch website.
- Work with other local Healthwatch to carry out an Enter and View at GWH, following negative feedback.
- Complete Big Lottery application to support a project for those with Learning Disabilities to carry out Enter and View visits from their prospective. This would be in partnership with specialist agencies.
- Continue with the Safeguarding focus groups.
- Support commissioned agencies with their successful community pot applications.
- Develop a development and learning strategy to support Healthwatch volunteers in their personal growth, giving them further opportunities and developing capacity within the project.

Provider Specific Data				
	Q1	Q2	Q3	Q4
Number of paid staff delivering contract	5	5	5	4
Number of paid staff hours spent delivering contract	1342.5	1462.5	1366	1170
Number of paid staff hours lost through sickness	7.5	22.5	0	0
Number of paid staff off sick	1	3	0	0
Staff turnover - number of staff members leaving	0	0	0	1
Staff turnover - number of new staff members	0	0	0	0
Number of Volunteers delivering contract (added value)	19	20	22	22
Number of Volunteer hours spent delivering contract (added value)	141.5	169	164	221.5
Number of complaints received against the service	0	0	0	0
Number of complaints resolved	N/A	N/A	N/A	N/A
Number of complaints upheld	N/A	N/A	N/A	N/A
Number of current DBS checks	8	1	2	0

KPI	Measure	Q1 FIG	Q2 FIG	Q3 FIG	Q4 FIG	RAG	Customer FEEDBACK / HEALTHWATCH COMMENTS
Number of contacts providing feedback on services and gaps in service each quarter.	150 individual contacts.	169	125	100	61 direct feedbacks 200 from Nepalese survey		
Increase social media presence.	3000 website visits* excludes long term plan	2807	2919	2026	1117*		We have not started to use Instagram yet. *Explanation on page 18
	At least 3 posts on Facebook per week (36 per quarter). Likes	53	97	35	25		
	At least 3 posts on Twitter per week (36 per quarter). Followers	339	354	360	375		
	At least 2 posts on Instagram per week (24 per quarter).	137	170	130	99		
		2994	3017	3041	3058		

One current survey running and published on website.	Attend 2 events to encourage completion of current survey.	What would you do 'NHS Long Term Plan'	Specialist Dental Survey	No specific survey this quarter, although opportunity to leave feedback on website	Nepalese Survey. Share your views on website.		
Advisory Group Meeting.	1 per quarter.	24.4.19	7.8.19	23.10.19	29.1.20		
Produce e-bulletin 'Health Bites'	Produced monthly, looking to increase subscription	1522	1522	1522	1522		
Meeting attendance	100% representations at: Health and Wellbeing Board Scrutiny Committees Primary Care Commissioning Committee Volunteer representation details in report	N/A N/A N/A	All attended	All attended	All attended		

Support one engagement event per annum with LDPB	Co-delivery of LDPB Forum	21.5.19	16.7.19	N/A	10.3.20		
PPG Forum	Facilitate and develop. 1 per quarter.	2.5.19	4.9.19	6.11.19	7.2.20		
Influencing service improvement	1 per quarter.						Covered in report
Enter and View	3 carried out per quarter.	0	3	1	0		
Advocacy Support	70% NHS advocacy service users felt satisfied with the support received from Healthwatch regardless of the outcome.	N/A					
Advocacy Support	20 advocacy supports provided (complaints packs) On-going cases	18 28	22 20	33 20*	13 28		*one of which is a serious incident.

A baseline stakeholder survey to establish what the service is doing right and where it can consider changes.	Annually	To be complete Q2.	Complete and published on website	N/A	N/A		
Annual Report Produced	Annually	Complete and on website					
Value Added							
Dental Survey	Healthwatch were commissioned to complete a dental survey for specialist dental services.			£2655.00			
Number of volunteers supporting delivery of contract	Plans to increase to a maximum of 25.	19	20	22	22		

Number of hours		141.5	169	164	221.5		
Value (using minimum wage £8.21)		£1,161.71	£1,387.49	£1,346.44	£1,818.51		