



# Healthwatch Quality and Performance Report

Lindsay Graham

**healthwatch**

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<b>Report to:</b>	Board
<b>Meeting Date:</b>	26 July 2022
<b>Title:</b>	Healthwatch Quality and Performance Report Quarter 1 2022/23
<b>Speaker:</b>	Lindsay Graham
<b>Purpose of Report:</b>	Information

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**Strategic or other priority linked to this report** (please tick all as appropriate):

- ☒ Strategic Aim 1 – Excel at Core Activity
- ☐ Strategic Aim 2 – Become a Regional Organisation
- ☐ Strategic Aim 3 – Explore New Complementary Services
- ☐ Strategic Aim 4 – Be a Great Place to Work
- ☐ Strategic Aim 5 – Ensure a Sound Business Model

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**Recommendation(s):** That Board note and receive this report.

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**REPORT DATED:** 12 July 2022

**BACKGROUND**

The purpose of this report is to provide an overview and update on Healthwatch Cumbria and Healthwatch Lancashire's performance during Quarter 1 of 2022/23.

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## Introduction

Healthwatch Cumbria (HWC) and Healthwatch Lancashire (HWL) strive to deliver high quality services that are responsive to the needs of our local communities, customers, stakeholders, and commissioners. We are committed to regularly reviewing the quality and performance of our provision and regularly seek feedback on the service we provide.

Both HWC and HWL has a quality and performance dashboard. This dashboard collates data on performance against contracted key performance indicators as well as internal targets we set.

This report details Healthwatch performance during the first quarter (Q1) of 2022-2023. This quarterly highlight report intends to highlight areas which need attention but also areas of success from this quarter.

Please note: Text contained within the table is colour coded to reflect achievement against targets:

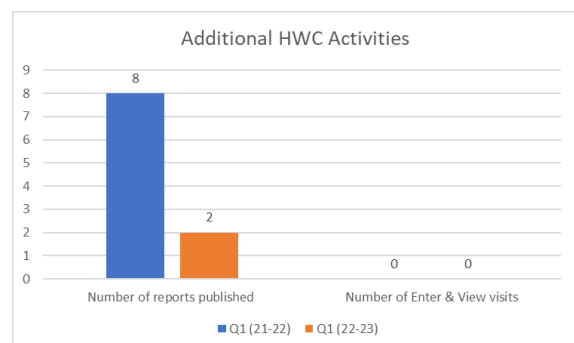
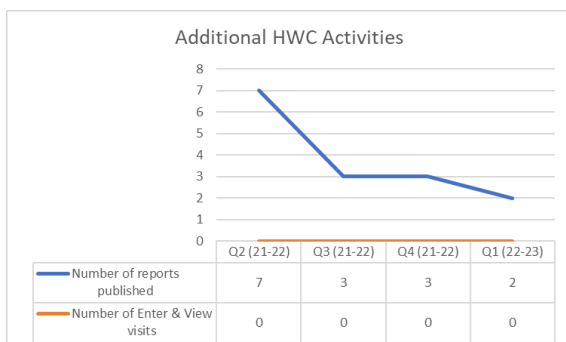
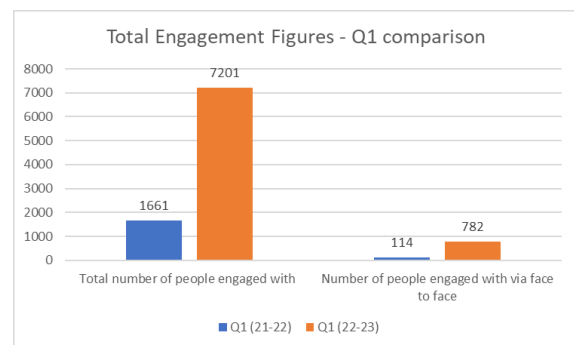
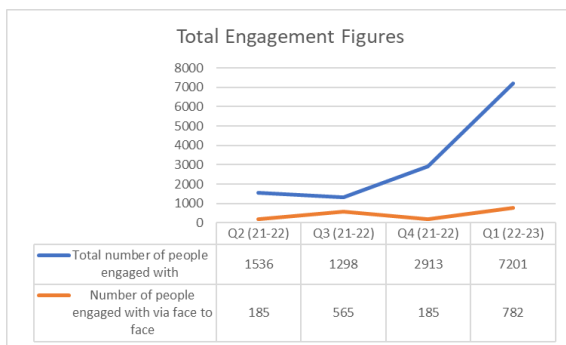
- Text coloured blue highlights where we are exceeding our targets
- Text coloured green highlights where we are meeting targets
- Text coloured amber highlights where attention is needed to ensure we meet the target
- Text coloured red means we are at risk of not achieving the target

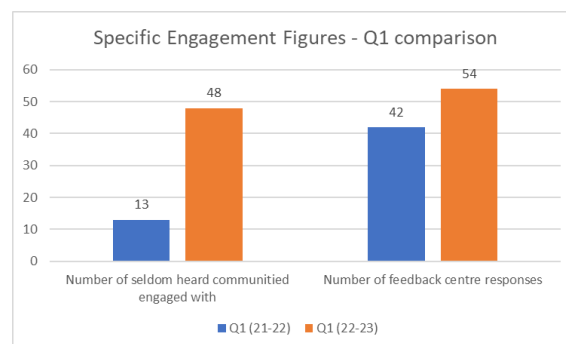
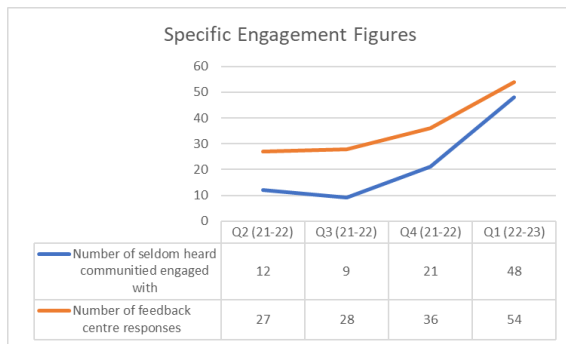
Please note: the ratings are variable due to the changing nature of our work e.g. we may spend a few weeks planning a big engagement activity which would mean that engagement figures may be lower one month but then see a spike in activity the month after.

# Healthwatch Cumbria

This section details quarterly performance data for Healthwatch Cumbria and includes Q1 2021/22 comparison.

Engagement	Current Quarter Figure	Met Target?	Direction of Travel (from previous quarter)
Total number of people engaged with	7201	Y (1250)	Increased
Number of people engaged with via face to face	782	Y (500)	Increased
Number of seldom heard communities engaged with	48	Y (10)	Increased
Number of reports published	2	Y (2)	Decreased
Number of Enter & View visits	0	N (3)	Static
Number of feedback centre responses	54	N (150)	Increased

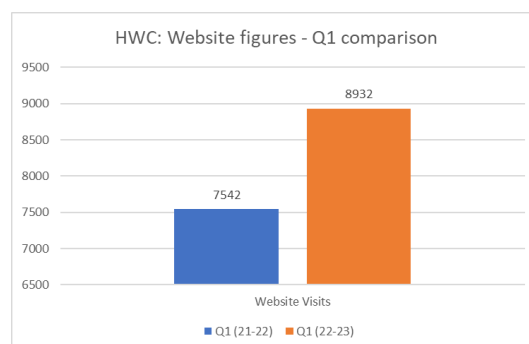
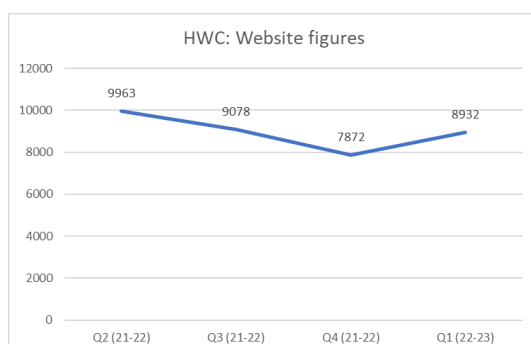


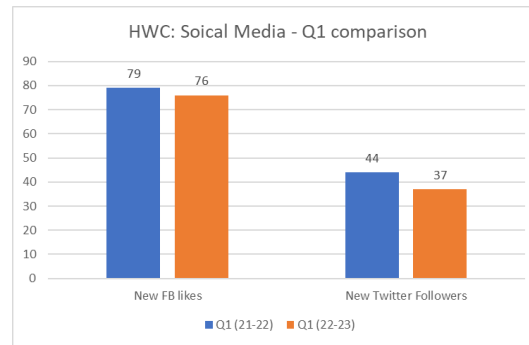
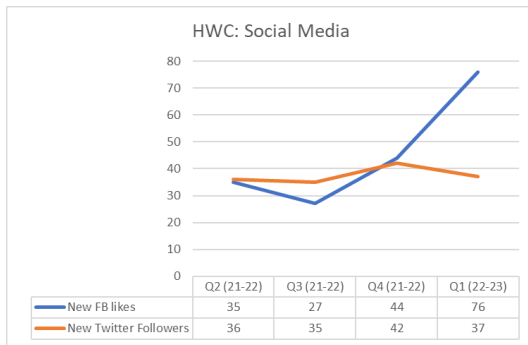


This quarter we have been focussing on increasing our face-to-face public engagement and engagement with seldom heard communities. This is to raise awareness of Healthwatch Cumbria and gather a wide range of experiences to inform future projects.

Our Discharge to Assess project has given us the opportunity to a large amount of qualitative engagement which reflected in the figures.

Communications		Current Quarter Figure	Met Target?	Direction of Travel (from previous quarter)
Healthwatch Cumbria	Website visits	8932	Y (7350)	Increased
	New Facebook likes	76	Y (30)	Increased
	New Twitter Followers	37	N (38)	Decreased





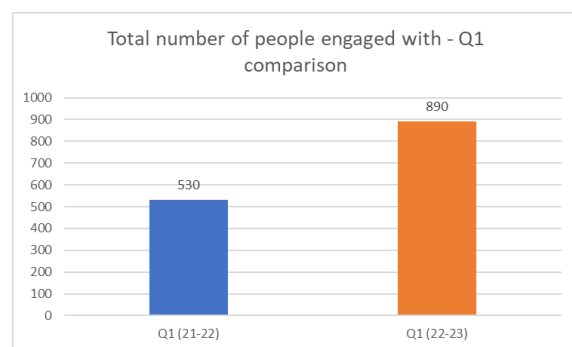
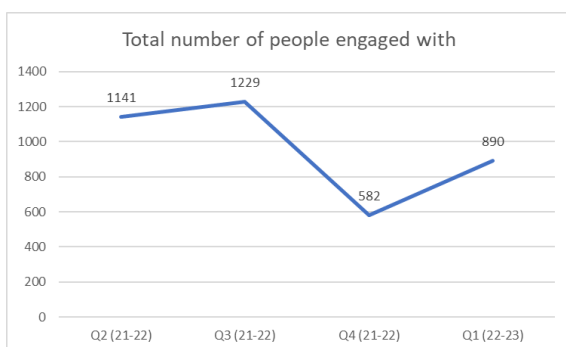
This quarter the team have increased their own use of social media, and this has been reflected in the Facebook figures. We are taking more photos and working to produce more engaging content. We have been promoting awareness of our newsletter and this has also been reflected in figures.

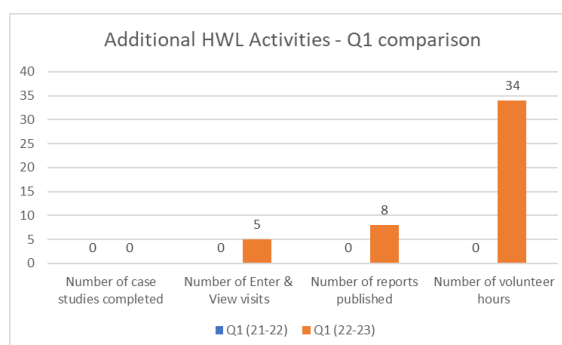
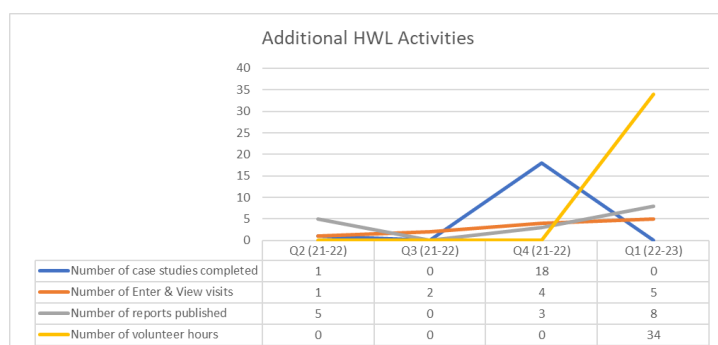
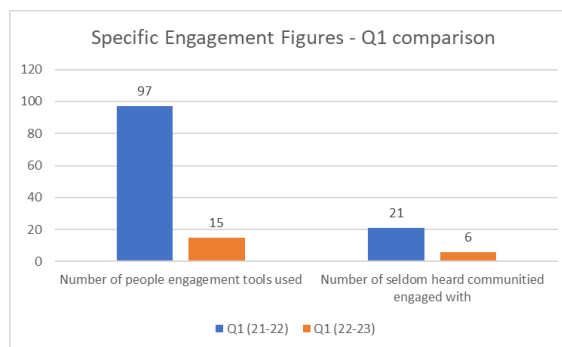
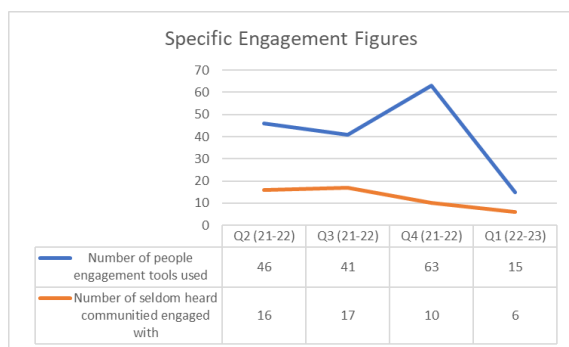
Reviewing the success against targets so far, there are no current areas of concern.

## Healthwatch Lancashire

This section details quarterly performance data for Healthwatch Lancashire and includes Q1 2021/22 comparison.

Engagement	Current Quarter Figure	Met Target?	Direction of Travel (from previous quarter)
Total number of people engaged with	890	N (895)	Increased
Number of engagement tools used	15	Y (5)	Decreased
Number of case studies	0	N (4)	Decreased
Number of Enter & View visits	5	N (8)	Increased
Number of seldom heard groups engaged with	6	N (18)	Decreased
Number of reports published	8	Y (8)	Increased
Number of volunteer hours	34	N (113)	Increased





Reviewing the success against targets so far, there are no current areas of concern.

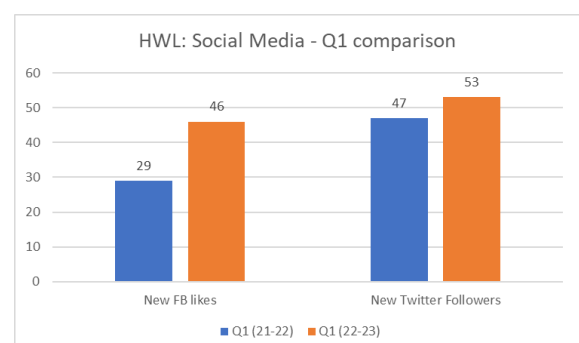
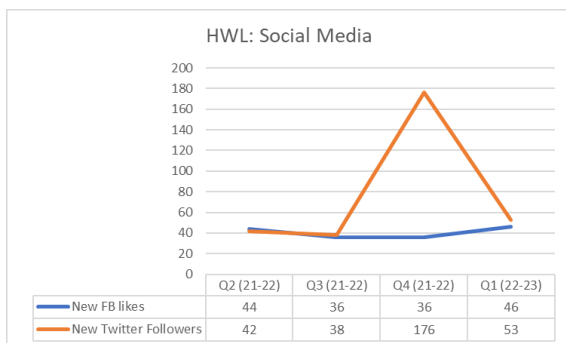
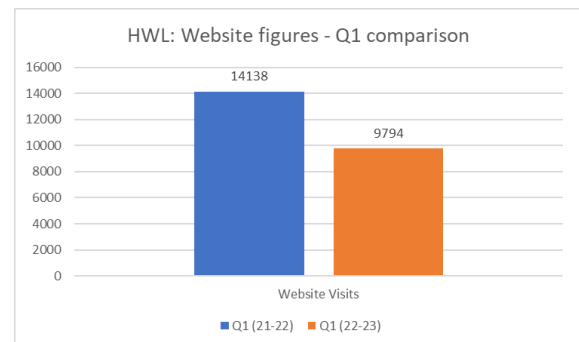
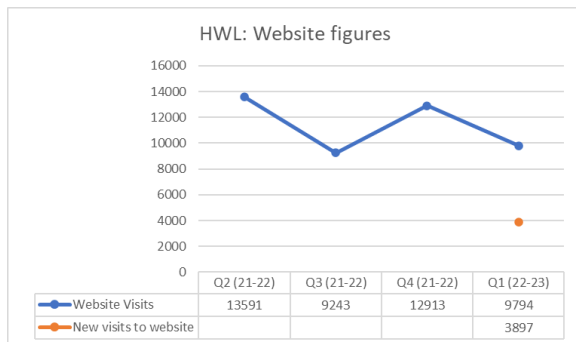
Case studies and seldom heard group targets are likely to have a huge spike from July-October because of upcoming engagement for the Vaccine Project.

There's been much success with our targets around generic engagement and promoting Healthwatch due to attending many local summer festivals

One to watch: volunteer targets – these are on the rise but there is still some work to do to achieve end of year target. With the introduction of a dedicated Volunteer Co-ordinator this year, we are confident we will be able to achieve this target.



Communications		Current Quarter Figure	Met Target?	Direction of Travel (from previous quarter)
Healthwatch Lancashire	Website visits	9794	N (9300)	Decreased
	New visits to the website	3897	N (4000)	1 <sup>st</sup> time recorded
	New Facebook likes	46	Y (30)	Increased
	New Twitter Followers	53	Y (39)	Increased
	E-Newsletters distributed	373	Y (252)	1 <sup>st</sup> time recorded



In terms of communications, this quarter has seen us achieve levels required by our external KPIs in most areas. We are currently in the process of recruiting additional Comms support for the HWL team.




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