

Healthwatch Southend

Performance update – October 2020

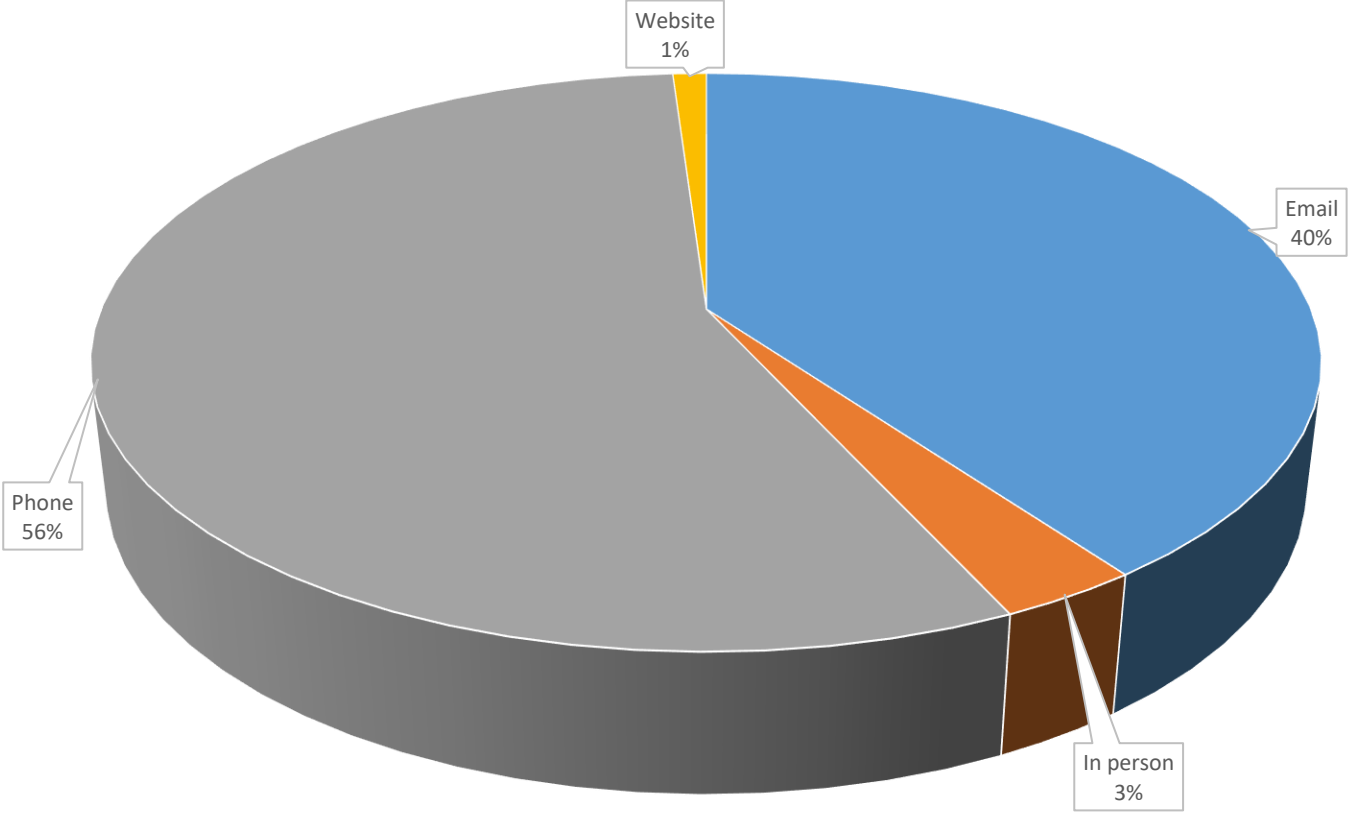
Range of activities

- Beginning work on services for people experiencing homelessness, as well as designing some engagement work with people who identify as LGBTQ+
- Co-chaired the BAME Listening Event
- Routinely attended Southend Borough Council's Health & Wellbeing Board and People Scrutiny Committee
- Staff team meeting devoted to Quality Framework; Advisory Board members completing template
- Re-established liaison meeting with local CQC manager
- Ongoing development of database (over 200 contacts)
- Presented to CCG primary care co-commissioning committee about our review of GP websites
- Working with Social Services on reset plans
- Remained in contact with a number of voluntary and community organisations during lockdown
- Represented Healthwatch at Mid & South Essex Health and Care Partnership – partnership board and alliance – to push for greater clarity on patient engagement; part of recruitment process for new Exec lead
- Review of data protection requirements

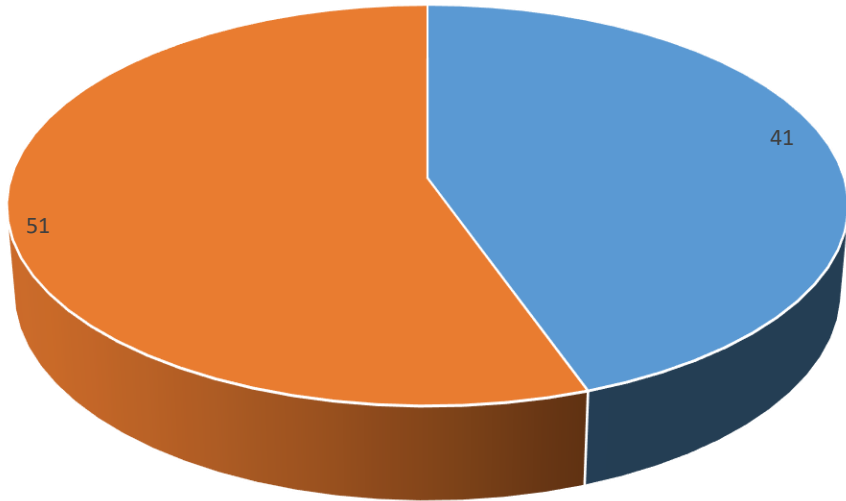
Key indicators

- One case referred as safeguarding concern
- One complaint received for local resolution
- No health and safety incidents
- No data breaches
- No staff sickness concerns
- All staff working effectively from home; weekly team meeting now held face-to-face at Hamstel Children's' Centre, with social distancing measures in place

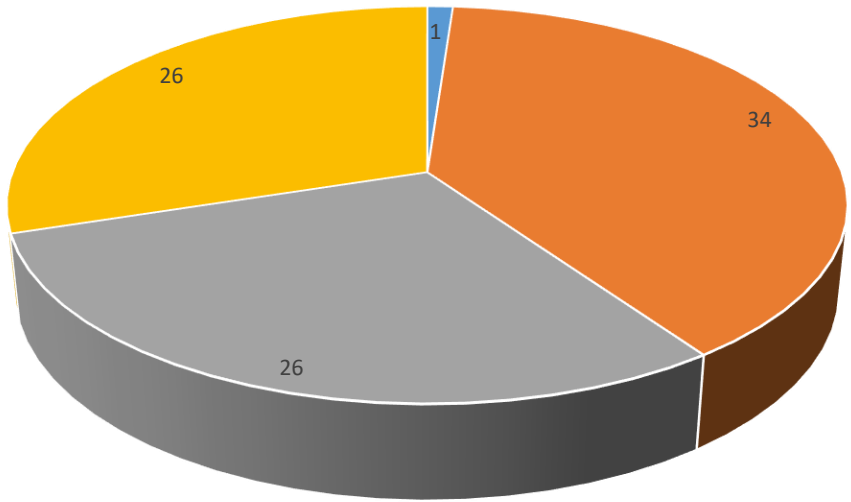
Communication channels (n=95)



Gender (n=92)
Age group (n=87)

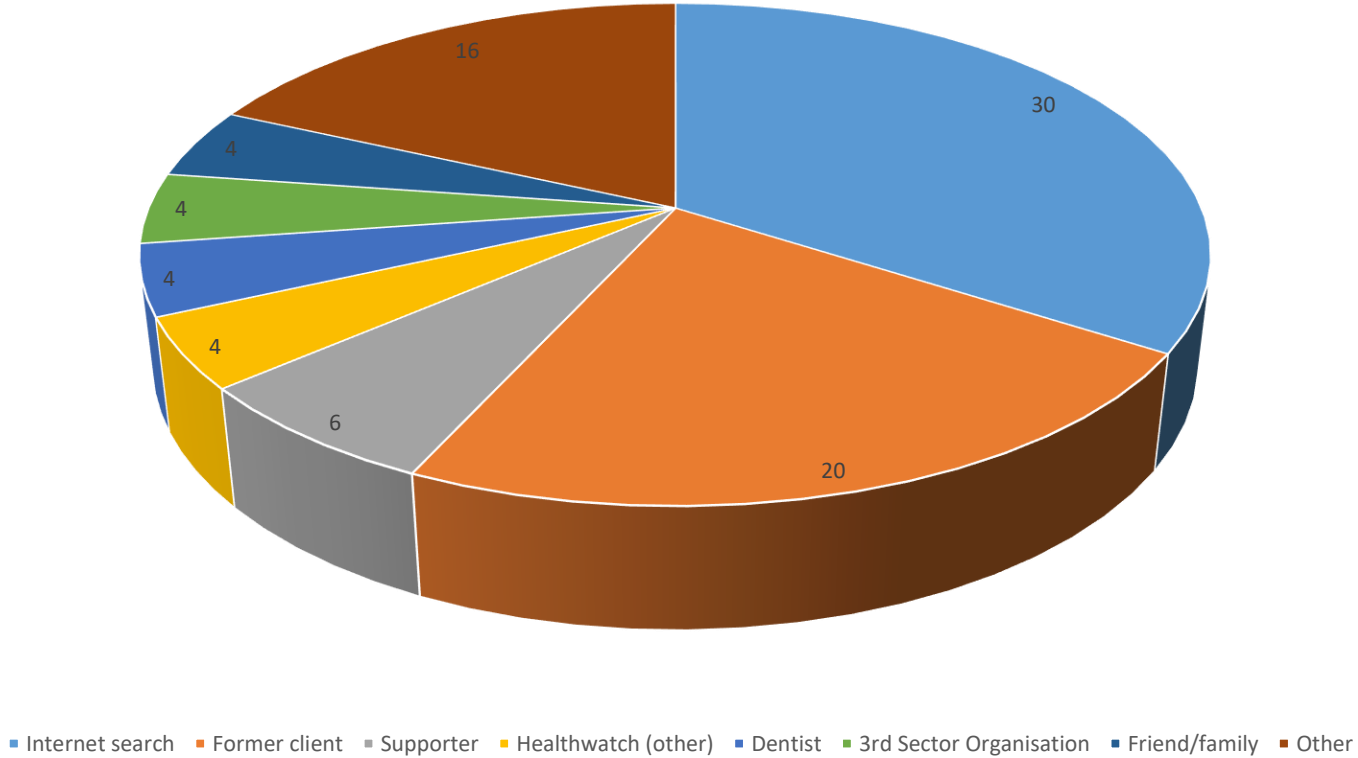


■ Male ■ Female

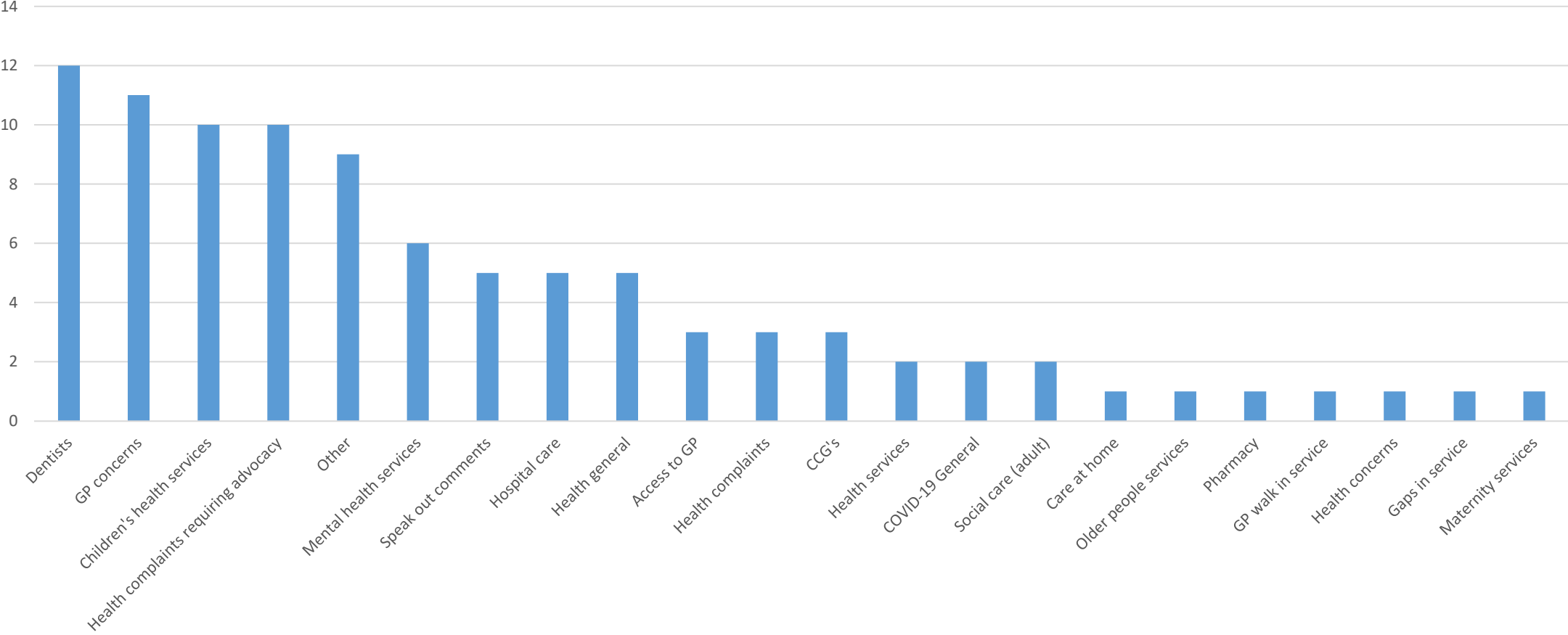


■ 18-24 ■ 25-49 ■ 50-64 ■ 65-79

Referral source (n=95)



Contact reason (n=95)



Contact reasons

- Dentists – majority of calls related to registering with a new dentist
- GP concerns/access to GP – registration queries, communication issues (including provision of translator), medication queries, one call regarding fire at Queensway
- Children’s health services – delays at Lighthouse Centre, access to health services for children/young people with SEND
- Health complaints requiring advocacy/health complaints – majority related to acute hospital care

Issues/outcomes

	Safeguarding concern identified by HW	Enquiry from Health or Care professional	Previously unknown services	Quality and access to services	Rights in accordance to NHS constitution	Entitlement to help with health costs	Health and/or social care complaints	Access emergency dental treatment	Register with dental practice	Register with GP practice	Access mental health service	Access other health/social care services	Training and/or education	Information or advice given?	Signposted	Outcomes Complete
Date: July 2020 (30 records)	1	0	4	11	4	0	3	0	4	1	2	1	0	22	20	25
Date: August 2020 (31 records)	0	0	4	10	2	1	8	0	2	0	2	5	0	25	18	24
Date: September 2020 (34 records)	0	0	10	24	0	1	5	0	1	3	1	4	2	28	21	29
Grand Totals (95 records)	1	0	18	45	6	2	16	0	7	4	5	10	2	75	59	78

Independent health complaints advocacy - activity

	Quarter 2: 2020-2021	Jul	Aug	Sep	Total for Qtr2
	CASES CARRIED OVER				
	27				
Self-help packs sent:		2	3	1	6
New Cases:		4	6	3	13
Cases Closed:		11	2	9	22
Cases Escalated to PHSO:		0	0	2	2
OPEN CASES		20	24	15	

Independent health complaints advocacy - providers

