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# Suggested Monitoring Report Template

Healthwatch must publish an annual report in accordance with regulations and in line with HWE guidance.

* Produce financial reports in line with the template below and comply with regulations for the legal entity such as audited accounts. Healthwatch are fully accountable for all monies relating to delivery of activities under the Healthwatch brand, including for activities funded through other sources
* Provide a minimum of quarterly reporting using the template below

We are looking for:

* Evidence and decision-making for why the topic/project/community was selected
* Evidence of outcomes
* How the work contributes to tackling health inequalities
* Work in progress
* Barriers, success factors and learning
* Other outcomes achieved – Healthwatch England sets out the range of outcomes
* How you know you are trusted and valued by local community organisations and stakeholders
* Any work in relation to co-production and supporting the involvement of local

|  |  |  |
| --- | --- | --- |
| **Area** | **Activity** | **Detail** |
| Outputs | Info and signposting numbers |  |
| demographics |  |
| Engagement Numbers |  |
| demographics |  |
| Data shared  with HWE | Analysis using demographics | Yes. Example |
| Examples | Supporting people to have a voice/ speak truth to power | We supported the Carers forum to present findings at the HWWB; We convened a meeting for asylum seekers to discuss GP access; we support parent forum; we advised WCC on involving people from Somali community |
| EDI across work |  |
| Priority area 1 | Why? (decision-making applied) |  |
| Outcome(s) |  |
| Context and barriers |  |
| Priority area 2 | Why? (decision-making applied) |  |
| Outcome(s) |  |
| Context and barriers |  |
| Priority area 3  (add others as required) | Why? (decision-making applied) |  |
| Outcome(s) |  |
| Context and barriers |  |
| Other | Other Outcomes  (Domains) |  |
| Robust methodology |  |
| Holding to account |  |
| Co-production |  |
| Partnerships |  |
| Collaboration with HW |  |
| National projects |  |
| Evidence eg Stakeholder Perception Results | Critical Friend |  |
|  | Speaking up for local people |  |
|  | Trusted and independent |  |
| Communication and promotion | Communication of impact and work |  |
| Reaching and engaging communities |  |
| People | Staff |  |
|  | Volunteer Management |  |
| Governance |  |  |

HWE have produced a set of domains of impact that HW can use to demonstrate how they have made a difference.

Reporting should include identifying barriers and blockers to change in situations where Healthwatch Anytown’s activity has not led to improvements in services.

# Domains of Impact

The contributions made could be in these areas:

* Governance and oversight of health and social care services.
* Strategic planning and decision making at stakeholder meetings such as Health and Wellbeing Board and Health Overview and Scrutiny Committee.
* Service design, improvement and quality.
* Public involvement and co-creation.
* Patient and service user safety and regulatory impact.
* Effectiveness of public communications within health and social care.
* Developing a greater culture of listening to and taking account of residents’ experiences within the health and social care sector.

# 3. Financial Reporting

|  |  |  |
| --- | --- | --- |
| Finance | Pay |  |
| Non pay |  |
| Office costs and |  |
| Management Fee |  |
| Additional income |  |

# 4. Quality assurance

Healthwatch England provides a Quality Framework setting out the key ingredients to running an effective Healthwatch. We will expect the Provider to have a commitment to continuous improvement and undertake the Quality Framework on a three yearly cycle and yearly action plans in intervening years. Healthwatch England will meet yearly with Providers to discuss findings and explore ways to support effectiveness. [Quality Framework | Healthwatch Network](https://network.healthwatch.co.uk/guidance/2022-08-22/quality-framework)

