

CEO Report July 2016 April to June 2016

Purpose

1. This report sets out Healthwatch Cambridgeshire's activities and reports on the Key Performance Indicators for the past three months.

Key issues

2. Sections 5 - 11 summarises the work undertaken by Healthwatch Cambridgeshire staff between April and June 2016.
3. Section 12 - 16 reports on the Key Performance Indicators.

Action required by the Board

4. The Board is asked to:
 - Note the report.

Author

Sandie Smith, CEO

13th July 2016

Highlights & Impacts

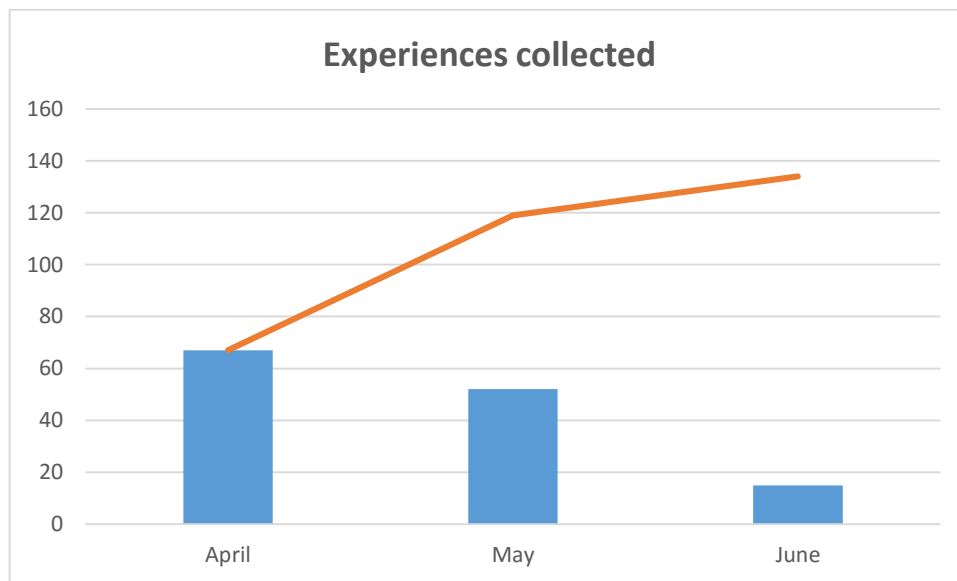
5. The reports of the Enter & View visits to the CUH Out Patients Clinics have now been published. There is a separate report for each of the three clinics visited as well as report summarising the activity and the findings. The visits were largely positive but did highlight some points which CUH have welcomed and will work to address. All reports are on the website: <http://www.healthwatchcambridgeshire.co.uk/addenbrookes-visits>
6. We are continuing to be involved in the CAMHs redesign. Firstly we have been funded to hold a series of Focus Groups, and secondly we are talking to other organisations to gather views on the progress of the redesign. A group of these organisations met recently to discuss concerns they have. This was co-ordinated by Healthwatch. As a result a 20 day letter was sent to the CCG expressing concerns about the timescale and extent of shift required to move from a medical model to 'ithrive' social model. The CCG have replied with timetable clarification and an acknowledgement of the work to be done. We will continue to work with partner organisations to monitor progress. We will also link to other Healthwatch whose CCG is introducing the ithrive model.
7. I have been working with Policy Officers at Healthwatch England to design a Toolkit to help other Healthwatch in asking their Local Authorities about waiting times for Social Care Assessments. This issue has been taken up by the County Council Adult Social Care Forum who will be monitoring the situation locally.
8. The staff team organised a tea for our volunteers as a 'Thank You' during 'Volunteers Week'. We used this opportunity to feedback to volunteers what we have succeeded in achieving directly as a result of their work. The story of one of our volunteers, Emma Amez, taken from our last Annual Report, was featured by Healthwatch England as part of their volunteer celebration: <http://www.healthwatch.co.uk/news/get-know-our-volunteers-emma>
9. The Wheelchair Services report is due to be published at the end of this month. The report collects feedback from people who use wheelchairs and will be used by the CCG to inform the commissioning of a new service.
10. Some time ago we highlighted to Healthwatch England that there is some confusion across the Healthwatch network regarding taking and passing on feedback across boundaries. We have written a short protocol for what should happen with cross boundary intelligence and this has been shared with the whole network as other Healthwatch have raised similar questions.

11. We have written statements for the following Quality Accounts for 2015/16:

- Cambridge University Hospitals
- Hinchingsbrooke Hospital
- Papworth Hospital
- Cambridgeshire and Peterborough NHS Foundation Trust
- Cambridgeshire Community Services
- Arthur Rank Hospices
- East Anglia’s Children’s Hospices

Key Performance Indicators

12. Collecting Experiences & Signposting



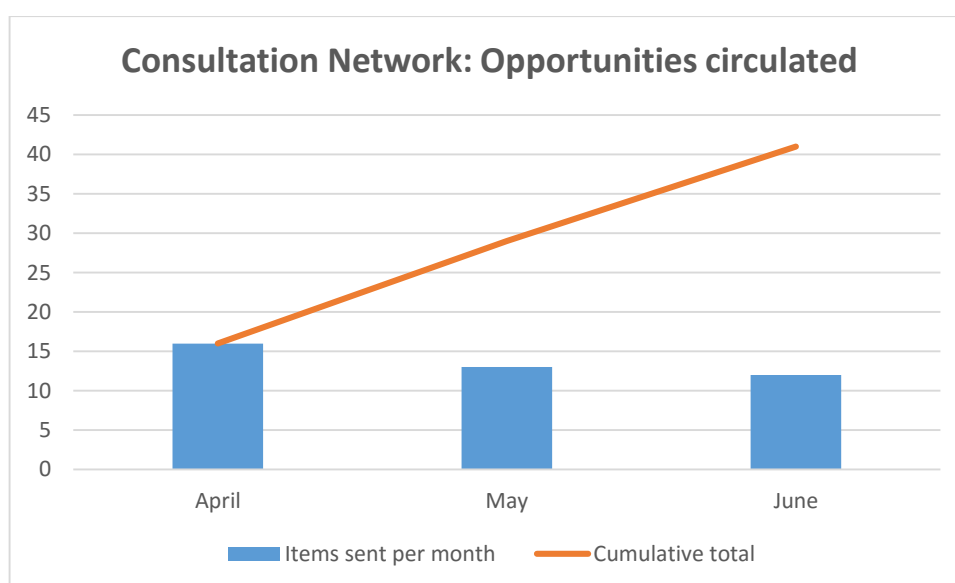
13. Engagement Activity

During May and June we spoke to 395 people at 27 engagement opportunities and events

14. Influencing Activity

Topic	Action	Impact
NICE Community Engagement guideline	Pointed out potential confusion in wording	Rewording agreed
Funding of audiology services	Funding for hearing services being withdrawn - questions to CCG.	Contract now extended to Oct whilst review held.
Enter & View	Three visits to CUH Out Patients	The hospital have:
		Changed and improved the signage throughout the outpatient clinics
		Arranged for a drinks and snacks trolley to visit the outpatient clinics
		Started to look at different ways of contacting patients, including use of text and email.
		Piloting an outpatients' helpline in a number of clinics
		Started to plan a patient portal for people to manage their appointments online
Consultation responses	CCG Pharmacy Consultation	
	Pharmaceutical Rebate (CCG policy)	

15. Consultation Network



16. Reach

Facebook 200 followers Engagement rate 3%	April	May	June	Q1 total
Posts	27	37	50	114
No of people who have seen a post	4,286	5,907	4,517	14,710
Seen paid advert	13,628	6183	1493	21,304
Engaged users (link clicks, shares, comments)	443	421	291	1,155
New page followers	33	12	46	91
Total followers	182	191	233	

Twitter 2,000 followers Engagement rate 1%	April	May	June
Tweets	64	84	90
Seen by	34,600	61,600	45,700
Interactions (link clicks, RT, likes, mentions)	212	414	417
New followers	56	42	44

E- news	April e-news	Dementia Friends	Thriving report	June e - news	Average per email
recipients	921	915	969	939	936
no of opens	284	234	270	261	262
% opens	31	26	28	28	28 %
clicks to links	31	9	68	44	38
% clicks to links	3	1	7	5	4%