

## CEO Report May 2016

### Purpose

1. This report sets out Healthwatch Cambridgeshire's activities for the past year 2015/16 and highlights key work undertaken during April 2016.

### Key issues

2. Sections 6 - 11 set out the work undertaken by Healthwatch Cambridgeshire staff during April.
3. Section 12 details the work undertaken in the previous year. This is reported against the outcomes and planned activities. 'The Past Year' is a summarised and diagrammatic version, attached as Appendix 1.
4. The new Work Programme for 2016/17 is presented to the Board as Item 7 on the agenda.

### Action required by the Board

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

### Author

Sandie Smith, CEO

11<sup>th</sup> May 2016

## Highlights & Impacts

6. We are working with Healthwatch Peterborough to hold a Community Learning Event on 11<sup>th</sup> May 2016. This event will explore the identified learning to date and assist in setting out a way forward for integrated adult community services in Cambridgeshire and Peterborough. We have also been working closely with the other two Healthwatch involved, Northamptonshire and Hertfordshire, as well as the CCG and the County Council Health Committee. Our Chair will present a verbal report from the event to the Health Committee meeting on 12<sup>th</sup> May. A full report from the session will be published.
7. The CCG commissioned us to undertake discussion groups with children and young people to inform the redesign of the CAMH Service. Our Youth Engagement Worker undertook four groups with a total of 35 children and young people, aged 8 to 20. A report of the findings has been submitted to the CCG, who have given permission for this to be published as Healthwatch Cambridgeshire report. The report contains a number of key learning points which have been welcomed by the CCG and partner organisations. These will directly inform the redesign.
8. An Enter & View of three Out Patients Clinics was carried out at CUH during April. This visit gathered over 200 pieces of feedback as well as carrying out a '15 Steps' assessment. The results are currently being compiled and a report published during May. All planning for the visit was undertaken in partnership with CUH staff. The CEO and a Non-Executive Director gave a presentation to CUH Council of Governors about our work. This was very well received. We continue to attend the Stakeholder Assurance Meetings.
9. Staff and volunteers visited Hinchingsbrooke Hospital during April and collected over 200 pieces of feedback. This was mainly positive. The information has been fed back to hospital management. We continue to support the hospital's Improvement Plan and attend the Oversight Meetings. The discussion at our last Board meeting was reported very positively in the local press.
10. We have been consulted by NHS England regarding the procurement of the Primary Care provision in North West Cambridge and have suggested ways in which future patient groups could be engaged in the process.
11. We supported a workshop organised by Encompass, the county LGBT Network, to look at the experiences of older LGBT people. This session highlighted a number of issues, including some difficult experiences in care homes. We are looking at how training for care home staff could address this and will discuss with the County Council.

*Work programme 2015/16 - Annual Report to Board*

12. The activities and outcomes achieved against the 2015/16 Work Programme are:

<p><b>Outcome 1</b> Local people are aware of Healthwatch Cambridgeshire, understand its purpose and how to access help and support.</p> <p>By the end of 2015/16 it can be demonstrated that more people know about Healthwatch Cambridgeshire and have used its services.</p>	
ACTIVITY	ACHIEVED
<p>Undertake a range of communications activities that raises awareness of the work of Healthwatch Cambridgeshire, balancing digital and hard copy preferences.</p> <p>Work in partnership with the voluntary, statutory and independent sector to facilitate opportunities to participate and promote engagement.</p> <p>Developing channels to connect with young people and make it meaningful and easy for them to give their views</p>	<ul style="list-style-type: none"> <li>• New Communications Plan approved January 2016</li> <li>• Stakeholder survey undertaken to inform refreshed strategy 2016</li> <li>• Reach and comms activity and impact reported to Board as a KPI (See Appendix for detail)</li> <li>• New materials with new branding produced and circulated</li> </ul> <ul style="list-style-type: none"> <li>• Leadership of Cambs Voice, strategic engagement network, and leading on Good Practice Engagement event in October 2015 <a href="http://www.healthwatchcambridgeshire.co.uk/involve-learn">http://www.healthwatchcambridgeshire.co.uk/involve-learn</a></li> <li>• Working with County Council Partnership Boards via Cambs Alliance</li> <li>• Working with voluntary sector organisations to collect experiences, for example Pinpoint, Care Network and Age UK.</li> </ul> <ul style="list-style-type: none"> <li>• Launch of Youth Connect with 78 members and 7 newsletters at the end of 2015/16 <a href="http://www.healthwatchcambridgeshire.co.uk/young-people">http://www.healthwatchcambridgeshire.co.uk/young-people</a></li> <li>• ‘My Own Mind’ project with Ely School: <a href="http://www.healthwatchcambridgeshire.co.uk/news/my-own-mind-report-published">http://www.healthwatchcambridgeshire.co.uk/news/my-own-mind-report-published</a></li> <li>• Dementia Friends sessions at schools: <a href="http://www.healthwatchcambridgeshire.co.uk/news/kate-and-rita-meet-children-caldecote-primary-school">http://www.healthwatchcambridgeshire.co.uk/news/kate-and-rita-meet-children-caldecote-primary-school</a></li> <li>• CCG Commissioned Focus Groups to inform redesign of the CAMH Service</li> <li>• Member of Participation Guidance Group (statutory and voluntary sector group promoting children and young people’s engagement)</li> </ul>

	<ul style="list-style-type: none"> <li>• PPG newsletter production</li> <li>• Ongoing funding secured for Youth Engagement Worker from CCG,CCC and Peterborough City Council</li> <li>• Trained Royal Society of Public Health Youth Health Champion</li> </ul>
<p><b>Outcome 2</b> Local people are empowered to give their views and influence decisions to improve health and care services.</p> <p>By the end of 2015/16 it can be demonstrated that Healthwatch Cambridgeshire has undertaken a range of different work to engage with communities across the county, with specific attention given to those people who do not usually have their voices heard.</p>	
<p><b>ACTIVITY</b></p>	<p><b>ACHIEVED</b></p>
<p>Develop and deliver a range of community engagement activities, some of which will be led by Healthwatch Cambridgeshire and some working with partners.</p> <p>Engage a wide range of people from different backgrounds and communities, particularly inclusive of those people whose voices are less heard, to work with HWC working with existing networks and groups.</p> <p>Develop and deliver of a programme of Enter &amp; View visits and maintain a group of Authorised Representatives.</p>	<ul style="list-style-type: none"> <li>• 80 engagement events attended during 2015/16</li> <li>• Talks to generic community groups and health-specific support groups</li> <li>• Engagement reported to Board as a KPI (See Appendix for more detail)</li> </ul> <ul style="list-style-type: none"> <li>• Focus on Fenland, North Huntingdonshire and East Cambs as the areas of lowest engagement</li> <li>• ‘Health Matters’ Project with the Gypsy, Romany and Traveller community: <a href="http://www.healthwatchcambridgeshire.co.uk/news/local-decision-makers-sign-improve-care-gypsies-travellers">http://www.healthwatchcambridgeshire.co.uk/news/local-decision-makers-sign-improve-care-gypsies-travellers</a></li> <li>• Partnership work with Encompass LGBT Network</li> <li>• Co-organiser of the 1<sup>st</sup> ever Black History Month event in Wisbech</li> <li>• ‘Wheelchair 4 You’ partnership project to collect experiences of using wheelchair services and reporting to commissioners</li> <li>• Dementia Friends sessions</li> </ul> <ul style="list-style-type: none"> <li>• Core team of 12 volunteer Authorised Representatives</li> <li>• 13 care homes visited and reports published during Autumn 2015</li> <li>• CUH Out Patients Enter &amp; View Spring 2016</li> <li>• Enter &amp; View activity reported to Board (See Appendix for more detail)</li> </ul>

<p>Maintain an active, knowledgeable and supported volunteer-base</p> <p>Grow and develop the Consultation Network to increase community involvement and promote opportunities for participation and giving feedback</p>	<ul style="list-style-type: none"> <li>• All engagement opportunities are supported by trained volunteers</li> <li>• 24 active volunteers at the end of 2015/16</li> <li>• Current volunteer roles are; Outreach, Enter &amp; View and Research</li> <li>• All volunteers are inducted and have ongoing support</li> <li>• 210 Consultation Network members at the end of 2015/16</li> <li>• 95 opportunities circulated during the year</li> </ul>
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**Outcome 3**  
 Individuals are able to make informed choices about their health and social care as a result of the information provided by Healthwatch Cambridgeshire.

By the end of 2015/16 an increasing number of people will have used this service. There will be six-monthly reports to the Board of Directors.

ACTIVITY	ACHIEVED
<p>Information &amp; Signposting Service</p> <p>Partnership with other I&amp;S providers to work towards easier navigation of the system for people</p> <p>Work to promote accessible and easily understood information</p>	<ul style="list-style-type: none"> <li>• Information &amp; Signposting Service offered Monday to Friday 10am to 3.30pm:</li> </ul> <p><a href="http://www.healthwatchcambridgeshire.co.uk/content/find-local-services">http://www.healthwatchcambridgeshire.co.uk/content/find-local-services</a></p> <ul style="list-style-type: none"> <li>• #AskJulie promoted through all comms routes and at events</li> <li>• Over 450 experiences collected and signposting given during 2015/16</li> <li>• See Appendix for summary of themes and feedback sentiment</li> <li>• Service updates reported to report in specific six-monthly reports and as a KPI</li> <li>• Good links maintained with other information providers</li> <li>• Membership of County Council Information &amp; Comms Programme Board</li> <li>• Feedback given to partner organisations on a regular basis regarding accessibility and language</li> </ul>

<p><b>Outcome 4</b>                  The views and experiences of local people influence commissioning decisions to improve health and social care services.</p> <p>By the end of 2015/16 Healthwatch Cambridgeshire will be able to demonstrate concerns raised and impact achieved. There will be bi-monthly reports to the Board of Directors.</p>	
ACTIVITY	ACHIEVED
<p>Raise the profile of engagement and voice in the planning and governance processes with commissioners and providers.</p> <p>Gather soft intelligence and contribute toward the monitoring by regulators and commissioners and escalate as appropriate.</p> <p>Work strategically to promote the value of lived experience</p>	<ul style="list-style-type: none"> <li>• Influencing activity reported to Board as a KPI</li> <li>• These include:                             <ul style="list-style-type: none"> <li>○ Health and Wellbeing Board</li> <li>○ QSG</li> <li>○ Primary Care Co-Commissioning Board</li> <li>○ CCG Sustainability &amp; Transformation Programme boards</li> </ul> </li> <li>• (See Appendix for more detail)</li>   <li>• Position reported to these groups is directly informed from intelligence received</li> <li>• Membership of CCC, CCG, CQC intelligence sharing meetings</li> <li>• Membership of Special Measures Oversight Groups</li> <li>• Concerns escalated to HW England:                             <ul style="list-style-type: none"> <li>○ Wait times for older people’s social care assessments</li> <li>○ CAMHs</li> </ul> </li> <li>• Concerns escalated to CCG include:                             <ul style="list-style-type: none"> <li>○ Lack of mental health crisis service</li> <li>○ Continuing Health Care information</li> </ul> </li>   <li>• All work is underpinned by an ethos of valuing lived experience</li> </ul>

**Outcomes 5 & 6**

Healthwatch Cambridgeshire is an independent and transparent organisation accountable to the people it serves and provides good value for money.

By the end of 2015/16 Healthwatch Cambridgeshire will have confirmed a financial sustainability strategy and successfully started to attract supplementary funding. There will be bi-monthly reports to the Board of Directors.

ACTIVITY	ACHIEVED
<p>All Healthwatch Cambridgeshire governance information, including policies, agendas and reports for the Board of Directors meetings will be available on the website and in hard copy on request.</p> <p>The public are actively encouraged to attend all Board of Director meetings and there is an item for Public Questions.</p> <p>Financial information and reports are available on the website and in hard copy on request.</p> <p>Healthwatch Cambridgeshire will meet all governance and financial requirements of a Community Interest Company.</p> <p>Additional income will be sought to support specific projects.</p>	<ul style="list-style-type: none"> <li>• All policies reviewed and available on the website: <a href="http://www.healthwatchcambridgeshire.co.uk/policies">http://www.healthwatchcambridgeshire.co.uk/policies</a></li> <li>• All Board Meeting documentation available: <a href="http://www.healthwatchcambridgeshire.co.uk/content/board-meetings">http://www.healthwatchcambridgeshire.co.uk/content/board-meetings</a></li> </ul> <ul style="list-style-type: none"> <li>• Board Meetings promoted to all partner organisations and individuals subscribed for the e-bulletins</li> <li>• Public question item on every agenda. The Chair always makes time to receive a number of questions from the floor. These are recorded in the minutes.</li> <li>• January 2016 Board meeting focussed on OPACs contract</li> <li>• March 2016 Board meeting focussed on Hinchingsbrooke Hospital</li> </ul> <ul style="list-style-type: none"> <li>• Audited accounts are published</li> <li>• Financial statements are presented to each Board Meeting and available on the website</li> </ul> <ul style="list-style-type: none"> <li>• All requirements met for year 2014/15. In hand to meet 2015/16</li> </ul> <ul style="list-style-type: none"> <li>• Commissioned work undertaken during 2015/16</li> <li>• Three applications for grants to do engagement work unsuccessful</li> <li>• To explore and understand approaches by other Healthwatch.</li> </ul>