

Annual Report 2015/16

Purpose

1. This report presents the Healthwatch Cambridgeshire Annual Report 2016/17.

Key issues

2. Healthwatch are required by statute to present their Annual Report to Healthwatch England by 30th June of each year.
3. The Healthwatch Cambridgeshire Annual Report has been published and circulated to key partners. It has also been promoted to the general public and all organisations with whom we work. Copies will be available at the AGM.
4. Section 7 gives a summary of the key activities and achievements for the year. The 'Sign Up for Change' will be presented in more detail at the meeting.
5. As previously reported to the Board, the Consultation Network has been re-branded as 'Your Voice'. This new brand will be launched at the AGM.

Action required by the Board

6. The Board is asked to:
 - Note the achievements of the organisation during 2015/16

Author

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13th July 2016

Achievements & Impacts

7. The activities and achievements of Healthwatch Cambridgeshire during 2015/16:

- Listening to hundreds of local people all over Cambridgeshire, online and face to face, making a particular effort to visit groups of people who are not always heard by decision makers.
- Asking questions when the older people's health and adult community services contract collapsed in December after only 8 months and holding a Community Learning Event for all stakeholders.
- Continuing to ask questions about the length of time older people were waiting for care assessments. As a result, the Council put in extra resources so that waits hugely reduced by January 2016.
- Publishing our "Our Health Matters", a summary of what local Gypsies and Travellers have told us about their health needs. We asked local health and care organisations to pledge to make care better for local Gypsies & Travellers. (This work will be explained in more detail at the AGM.)
- Visiting 13 local care homes, to see and hear what it is like to live in a care home in Cambridgeshire. We wrote reports and made suggestions to improve care in each of the homes. Real changes have been made as a result of our visits.
- Working with Ely College to involve over 100 young people in a conversation about mental health services, and published our "My Own Mind" report about this work. This helped influence what new mental health services for children and young people look like.
- Publishing our "First Steps to Health" report into local GP, pharmacy and NHS 111 services.
- Winning a national Healthwatch Award for 'Working with the Care Quality Commission'.
- Continuing to work with our 23 dedicated volunteers, who have helped us listen to stories, visit local services and even run workshops to help professionals understand local people's experiences.