

WORK PROGRAMME 2017/18

Annual summary

Area of Work	Actions	End of year summary
1. Communications	<ul style="list-style-type: none"> • Design and deliver communications, using a range of formats and channels to raise awareness of the work of Healthwatch Cambridgeshire and Peterborough • Review effectiveness and reach of communication and develop approach accordingly • Implement a consistent approach, including branding and website, and shared resources across Cambridgeshire and Peterborough. 	<ul style="list-style-type: none"> • All communications activity reviewed, including promotional materials and newsletter to ensure consistent messages and branding that is compliant with branding requirements • Development sessions held with staff, volunteers and Directors to implement the Healthwatch England Tone of Voice Guidance • Developing one website for both services to be launched in 2018-19 • E-newsletters 21 e-newsletters sent in Cambs and 28 in Peterborough. (Combined fortnightly Cambs Your Voice e-news and weekly Peterborough e-news in Nov 2017) Combined mailing list at end of March 2018 = 1,748 people, with 27% opening the e-news • Social media: Maintained established Twitter accounts for both Healthwatch where we are followed by a combined total of 4,896 at the end of March 2018. Combined Facebook accounts in August 2017, with combined following of 449 people at end of March 2017 • Media: 22 newspaper articles, 10 radio interviews, 5 community newsletters and 26 articles or links in other organisations publications.

<p>2. Engagement</p>	<ul style="list-style-type: none"> Engage with a wide range of people from different backgrounds and communities with a focus on local priority areas Partnership engagement (trials Partnership Agreement) Identify and progress opportunities to work with existing networks and groups Development of Practice Participation Group Toolkit and promotion of best practice involvement in primary care. 	<ul style="list-style-type: none"> Engagement activity reported to Board on a bi-monthly basis. Groups engaged with show a good spread of diversity and geography 157 engagement events We have spoken to 3,102 people Joint volunteer training with Care Network Discussions being held with three local VCS organisations in regard to a Partnership Agreement PPG Development Toolkit completed, being promoted and is now in use Engagement events held to support CQC inspections Terms of reference and purpose of Peterborough Community Forum reviewed. Membership being widened, more focus on themes and collecting experiences Plans for Patient Forum in Huntingdonshire in hand Forums in other areas of Cambs to be delivered in 2018/19.
<p>3. Engage with and listen to children and young people about their experiences and views on health and social care</p>	<ul style="list-style-type: none"> Deliver a range of commissioned engagement activities through schools and other young people's groups, to listen to children and young people regarding emotional wellbeing (through Joint Commissioning Unit funded post) Work with partner organisations to improve children and young people's influence in the development and delivery of health and social care services Promote Youth Connect network and use to facilitate engagement of young people. 	<ul style="list-style-type: none"> In May 17 'Being Happy Being Me', a report about young people's views about emotional wellbeing was published. 'Minding Us' was published in September 17. This report looked at the experiences of young people who face additional life challenges JCU funding of Youth Engagement Worker ended September 2017 Ongoing liaison with CPFT to improve access to information and services and involvement in local research work Healthwatch is contributing to the development of the Local Authority Youth Engagement Partnership.

<p>4. Provide an Information and Signposting service</p>	<ul style="list-style-type: none"> • Record and analyse experiences collected, compiling into regular feedback to providers, commissioners and regulators • Develop interim protocol for sharing experiences and delivering Signposting Service across Cambridgeshire and Peterborough • Raise concerns as appropriate, recording progress and tracking outcomes • Plan development of one feedback centre and evidence-base across Cambridgeshire and Peterborough • Work with other information providers to maximize capacity and prevent duplication • Deliver a range of promotional activities to raise awareness of the service. 	<ul style="list-style-type: none"> • We collected a total of 589 experiences during the year • 79 people contacted us for solely for signposting • One Signposting Service for Cambridgeshire and Peterborough delivered since October 17 • Combined CRM set up 1st April 2018 • One experiences database in development as part of a single CRM • Links to other information services are now well established.
<p>5. Development and delivery of an intelligence-led Enter and View programme</p>	<ul style="list-style-type: none"> • Identify opportunities for Enter and View visits across Cambridgeshire and Peterborough using Healthwatch intelligence and knowledge of the system and produce a single schedule of visits • Liaise with providers to deliver programmes, tracking and reporting outcomes • Support partnership visits • Recruit and retain Authorised Representatives • Produce a single set of policies, procedures and guidance 	<ul style="list-style-type: none"> • Process for an Intelligence-led Enter and View programme agreed • Updates on progress and impacts from previous visits received and publicised on website and in newsletters • Enter and View Policy reviewed and approved • Enter and View visits 17/18: <ul style="list-style-type: none"> ○ 3 in Cambs re food and drink in care homes ○ 3 in Peterborough to GP practices • 13 Authorised Representatives across the whole area • Unable to progress partnership visits with CCG. CQC options to be explored 18/19.

<p>6. Recruit and retain volunteers</p>	<ul style="list-style-type: none"> • Develop a unified approach to volunteering across Cambridgeshire and Peterborough and produce reviewed policy, practice and procedures • Support volunteers in existing roles • Recruit and induct into any new roles identified • Volunteer recognition activities • Develop a single timetable of development and support activities across Cambridgeshire and Peterborough with local needs identified • Extend Volunteer Newsletter to Peterborough 	<ul style="list-style-type: none"> • Unified approach to volunteering in place, supported by a revised policy, handbook and supporting documents. • Volunteer development sessions held across both areas • A total of 25 volunteers • Combined Volunteer Newsletter sent to all volunteers since November • Community Listener and Enter and View Role descriptions reviewed • Ready to recruit new Community Listeners April 18.
<p>7. Influence the strategic agenda of health and social care commissioners</p>	<ul style="list-style-type: none"> • Raise the profile of engagement and voice in planning, consultation and decision-making processes • Support and facilitate best practice in patient and public involvement across the STP Programme • Gather soft intelligence and contribute toward the monitoring by regulators and commissioners and escalate as appropriate • Develop an in-year priority setting/decision making tool • Review and revise attendance at meetings and reporting across Cambridgeshire and Peterborough. 	<ul style="list-style-type: none"> • Directors and staff attending extensive range of decision-making groups and bodies including STP Delivery Boards. Using Healthwatch intelligence to help inform decision-making • Advice and support offered to STP Delivery Unit and Delivery Engagement Leads regarding patient and public involvement • STP/CCG Patient Rep workshop held March 18 • New priorities set by Board being refreshed on revised strategy May 2018 • Decision-making tool developed and being used to inform and record escalations • 15 consultations responded to • Intelligence returned to CQC to inform all CQC inspections.

8. Intelligence-led projects	a) Discharge Charter 'Heading Home from Hospital'	<ul style="list-style-type: none"> • Leaflet co-produced with volunteers. Used by the CCG to support implementation of NHS England's 'Choice Policy'. Healthwatch credited on the leaflet.
	b) Gypsy and Traveller Action Plan	<ul style="list-style-type: none"> • We are working with a group of national equalities organisations to lobby NHS England Equalities Committee to add this community to the NHS Data Dictionary. • Ongoing liaison with community leaders to explore externally-funded project in 2018/19.
	c) NHS Accessible Information Standard	<ul style="list-style-type: none"> • Project report presented to Board November 17. • Highly successful launch in Peterborough with over 70 people attending. • Commitment from local Trusts to develop action plans to improve their compliance with the Standard. • Funding from PCC to improve access and compliance with the Standard in Peterborough primary care.
	d) Maternity Services	<ul style="list-style-type: none"> • Three Maternity Voices Partnerships established, extensive support given to The Rosie MVP. Supported production of the local Better Births Plan and facilitated parent input into the STP Local Maternity System Group. • CCG agreed to review their Tongue Tie correction policy following our 20 day letter.
	e) Prisoner Engagement	<ul style="list-style-type: none"> • Arrangements in place with Peterborough Prison to support existing Wellbeing Reps and collect feedback. • Absorb into engagement plan in future.

<p>10.Organisational development and governance</p>	<ul style="list-style-type: none"> • Alignment of commissioner intentions to governance policy • Development of organisational structure to deliver revised priorities and work programme • Review all employment and policy documentation for new Healthwatch • Set and monitor budget for new Healthwatch • Maintain required regular reporting arrangements including Annual Report and Audit • Review and provide suitable office accommodation • Plan and start implementation of an internal quality assurance system. 	<ul style="list-style-type: none"> • New Grant Agreement agreed and signed. Work Programme and funding to cover 18 months • Revised strategy and work programme for 2018/19 for Board approval May 18 • Staff review completed existing staff in place by November 17. Vacant posts filled by February 18 • Revised employment documents and policies being produced with specialist external HR support • Single budget set up with finance reports presented to Board on a bi-monthly basis • Annual Reports produced on time for both Cambridgeshire and Peterborough Healthwatch. Audited accounts produced on time • Options for Peterborough office explored and new premises secured for May 18 • Plan in place for PQASSO quality assessment • GDPR Action Plan in place. Tender out for a Data Protection Officer shared with two other Healthwatch.
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