

CEO Report April to June 2018

Purpose

1. This report provides an update on Healthwatch Cambridgeshire and Peterborough activities for April to June 2018.

Key issues

2. The Annual Report for 2017/18 is published and reported to the AGM.
3. The Healthwatch Civi-CRM is now being used to record enquiries, feedback and signposting for the whole area. See sections 8 and 9 for more detail.
4. Following an approach from representatives from Huntingdonshire Patient Congress, a new group has been formed; Huntingdonshire Patient Forum, which is being co-ordinated by Healthwatch Cambridgeshire and Peterborough. This is our second place-based forum for local people to come and share their experiences of health and care, hear about changes and ways to get involved.
5. New promotional materials have been produced to support the national Healthwatch campaign 'It Starts With You'.
6. Delivery of the County Council Engagement contract started on 1st June with a dedicated full-time Partnership Development Manager recruited. Recruitment to a part-time Partnership Support Officer is underway.

Action required by the Board

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

Author

Sandie Smith, CEO

18th July 2018

Experiences and Signposting

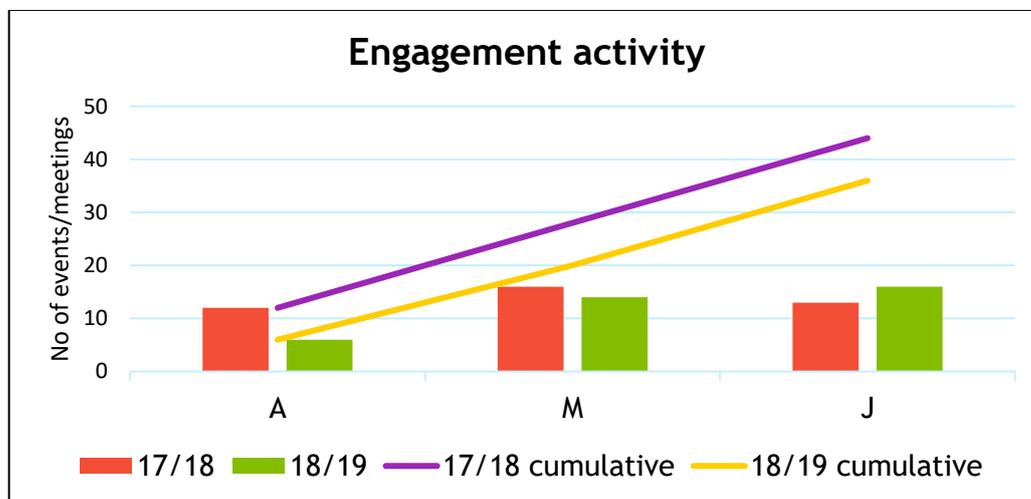
8. In quarter one there was an increase in activity compared to last year.

	Q1 17/18	Q1 18/19	Cumulative 18/19
Enquiries and feedback	148	164	164
Information only	16	14	14
People signposted	N/A	122	122
Services signposted to	N/A	59	122

9. NHS Choices and Total Voice, the local advocacy provider, were the organisations we signposted people to most.

Engagement Activity

10. During April to June the team spoke to 1,179 people at 36 events and groups meetings across Peterborough and Cambridgeshire. This is slightly less than last year, as shown by the table below. However, the number of bookings and people we are speaking to is increasing.



11. The events the team attended included:

- Fenland Golden Age Fair
- Gamlingay Women’s Institute
- A Shed Load of Help event
- Pride in Our Carers event
- Hate Crime drop in session

12. During this period 42 volunteer hours were contributed in engagement activities.

Escalations

13. We use a project escalation assessment tool to support our responsiveness to feedback and decide our we use our resources. No decisions have required escalation to the Board. The following issues have been considered by the CEO and Chair. The assessments are available to Board members on request.
14. Gypsy, Romany and Traveller project is being developed with partner organisations and funding will be applied for.
15. A significant amount of feedback has been received regarding the provision of NHS dental services in Peterborough and Fenland and the difficulties people are experiencing getting routine and emergency treatment. Project planning is underway.

Impacts and Influencing

15. As a member of a Healthwatch England group we contributed to the forthcoming Green Paper on Adult Social Care.
16. These impacts are reported during these three months:
 - Workshops with wheelchair users were held to help the CCG inform the development of their new service specification. Wheelchair services were a focus for Healthwatch work last year
 - Clare Lodge (Peterborough) Annual Report to include a new section about young people's experiences of living in the home, following our visit in 2017
 - CPFT updated Intermediate Care Services leaflet following extensive feedback
 - Positive feedback from members about the Healthwatch input from the CCG Quality Outcomes and Performance Committee review
 - Upon advice from Healthwatch, the CCG updated answerphone message for Continuing Health Care service telephone line, as an interim measure, to let patients know when the office was open and when they would be called back.

Communications Activity

17. During quarter one, we have maintained core communications activities, whilst inducting a new member of staff, and updating resources and processes to ensure our communications activities are GDPR compliant.

- **Websites.** Regularly updated both websites, including publishing 9 stories on our Healthwatch Cambridgeshire website and 6 on the Healthwatch Peterborough site. Both sites are regularly accessed by members of the public, with over 8,500 page views in this quarter.
- We re-consented our e-news mailing list, retaining over a third of the original subscribers. Continued to send monthly e-newsletters, segmented for each area. Average open rate for these is over 30%.
- Internally, we send a 6-weekly volunteers’ e-newsletter, which is opened by 60% of recipients.
- We have developed new promotional postcards and materials to use at engagement events.
- We have co-ordinated and published the annual report to meet the reporting criteria set by statute. An easy read report is also being developed and will be available from 11 July 2018.
- External media activities have been limited during this quarter but have included one TV interview on Look East regarding East of England Ambulance Services. Healthwatch content has been in 11 external publications.
- We continue to use Facebook and Twitter to engage people online, with 1,336 engagements year to date. Social media engagement is down by around 10% from the same period last year. This is due to a shift in strategy around posting in response to changes in social media site rules, and a reduction in time spent on this activity.

