

CEO Report 2017/18

Purpose

1. This report reviews and summarises Healthwatch Cambridgeshire and Peterborough activities for 2017/18.

Key issues

2. 2017/18 was the first year operating as the new Healthwatch. All systems and processes were reviewed to ensure that they coherently and effectively met the needs of the new organisation. A new 18 month contract and work programme was negotiated with the new Lead Commissioner at Peterborough City Council. This commenced on 1st October 2017.
3. The staff structure was reviewed with new arrangements coming into place on 1st November 2017. A new CEO for Healthwatch Cambridgeshire and Peterborough was appointed during the summer of 2017 and started the new role on 1st October.
4. All engagement work, communications and volunteering has been reviewed with staff allocated to specialist areas. A single Signposting Service has been operating since October 2017. A new evidence database is being developed using the Healthwatch England Customer Relationship Management system.
5. Highlights of the year are in sections 7 - 12 with further detail in sections 13 onwards. All of our work in 2017/18 will be described in our Annual Report which will be published by 30th June 2018. A summary of the work plan is attached as Appendix 1.

Action required by the Board

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

Author

Sandie Smith, CEO

16th May 2018

Highlights of the Year

7. The 'Accessible Information as Standard' project listened to people's experiences of getting information in a format they could understand. We compiled these stories into a report which was launched in Peterborough with over 70 people present. We heard about people's experiences and service providers told us about their plans for improvements.
8. Following a 20-day letter the CCG have agreed to redesign their Tongue Tie Division services to be more consistent across the area. This redesign will be part of the Better Births Plan and co-produced with service users.
9. The 'Being Happy Being Me' and 'Minding Us' projects talked to children and young people about emotional wellbeing and their experience of mental health services. The findings of both reports have been used by the CCG in their Local Transformation Plan of children and young people's mental health services.
10. During 2017/18 there were three Enter and View Visits in Peterborough and three in Cambridgeshire. The Peterborough visits looked at information in GP surgeries. The Cambridgeshire visits looked at food and nutrition in care homes. Reports from all six visits are on the respective websites.
11. Together with a number of other national equalities organisations, we continue to lobby the Department of Health to start including 'Gypsy, Romany and Traveller' as a category in the NHS Data Dictionary.
12. Our CEO has been pleased to give advice, from a patient engagement perspective, to a number of GP practices as they consider merger and federation. This has been an excellent opportunity to promote the Patient Participation Group Toolkit that we developed in 2017.

Experiences and Signposting

13. During 2017/18, 589 experiences were collected. Most of these had an element of signposting. 79 people contacted us for solely signposting.
14. We summarise the experiences that people tell us about and feed back to commissioners, providers and regulators.

15. Themes that we took action on included:

- Changes to CCG IVF Policy

Scrutinised the CCG's business case and supporting evidence

Promoted the consultation

Asked questions regarding equity and effectiveness of the policy change

Monitoring review of the impact

- Gaps in mental health services

Increased awareness across commissioners and regulators of the gaps

Pressed for services to fill these gaps

Worked with mental health groups

- Access to 111 Option 2 (MH crisis service) in Wisbech

Identified the issue and alerted the CCG and CPFT

Worked with SUN to press for and promote a work-around

- Long waits for hospital referrals

Collecting feedback

Pressing for improvements in systems and patient information

- Difficulty getting a GP appointment

Collected feedback and raised awareness of people's experiences

Helping build a stronger community and PPG voice through local discussions and advice about public and patient engagement

- Shortage of NHS dentists in Peterborough

Contacted MHS England to assess their awareness of the issue

Informed of actions they are taking

Considering escalation

- Access to and quality of Specsavers audiology

Secured service quality improvements and better information for people

Helped resolve supply chain issues with local VCS groups

- Poor communications - Diabetes Prevention programme

Highlighted poor information to patients, improvements made

Clarified data protection issues and advised regarding clear information to people

Monitoring quality

Promoting engagement opportunities

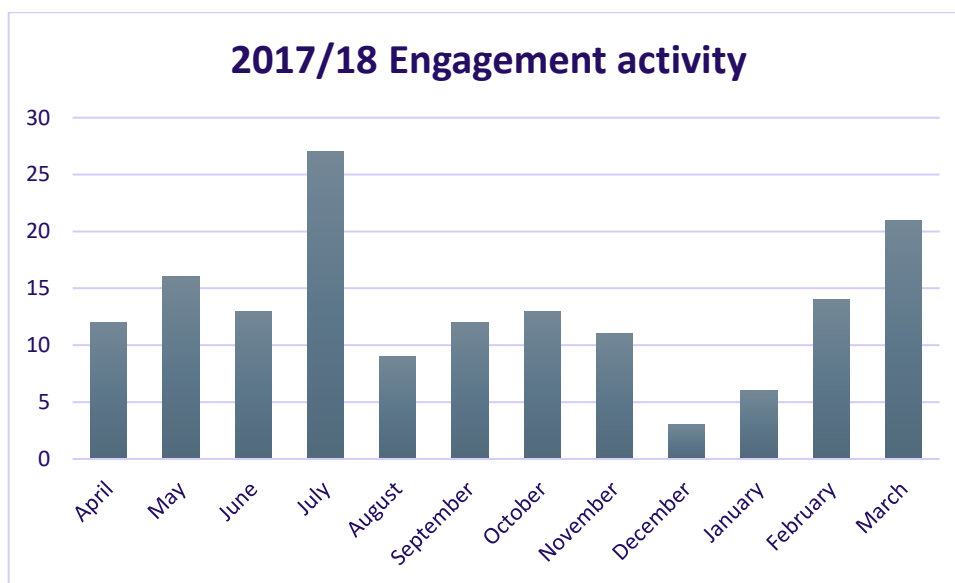
- Moving Out of Hours GP service from Chesterton to the Addenbrooke's site

Member of the Steering Group, able to mitigate local worries and secure site and signage improvements

- Gypsy, Romany and Traveller not an NHS Data Dictionary category
National lobbying continuing as a result of 2015 project and collecting experiences. Considering further escalation.

Engagement Activity

16. During 2017/18 the team spoke to 3,102 people at 157 engagement opportunities across Peterborough and Cambridgeshire. This included community meetings and events and conferences There were some further events attended in Peterborough that it has not been possible to include in these statistics.
17. During this period over 100 volunteer hours were contributed in engagement activities.
18. The team has worked hard to maintain engagement activity through the changes arising from the merger and the subsequent Staff Review.



Impacts and Influencing

19. The Healthwatch Cambridgeshire and Peterborough Chair, CEO, Directors and managers attend an extensive range of meetings across health and social care in both Cambridgeshire and Peterborough. At all meetings we present the experiences of local people and seek improvement in the way that local people are engaged in service redesign and commissioning.

20. During the year we responded to 15 consultations including:

- CCG IVF Policy change
- CCC Fairer Contributions Policy
- Better Births Plan
- CCC Children's Centres Redesign
- CQC 'Our next phase of regulation'
- NAO Enquiry into children and young people's mental health
- Cambridge City Council Community Review

21. The impact of our work is reported to the Board in each report. These are some of the highlights in 2017/18:

- 'Minding Us' and 'Being Happy Being Me' reports resulted in improvements in young people's mental health services
- A new 11-17 Autism Service was launched following lobbying by Pinpoint, Healthwatch Cambridgeshire and the National Autistic Society
- Tongue Tie service redesign is now part of Better Births Plans
- Accessible Information Standard training is now mandatory for CPFT staff
- Advice was given to four groups of GP practices about engaging patients on merger proposals
- Work done by our working group on discharge has been used by the CCG as basis for a new leaflet. This has resulted in improved information for patients and carers
- Healthwatch Cambridgeshire work with Healthwatch England on adult social care assessments was included in new Healthwatch England toolkit
- Healthwatch Cambridgeshire input into NHSE work on improving uptake of cervical screening was mentioned in NHSE Annual Report (p254)
- CQC reports on Trusts coming out of Special Measures 'Driving Improvement' for both HHCT and CUH included detail of Healthwatch Cambridgeshire support and acknowledgement of value from the Trusts
- Healthwatch Cambridgeshire and Peterborough Consultation and Engagement Guidance recommended to STP Leads as best practice by Delivery Unit
- Cambridgeshire County Council Fairer Contributions policy not increased as proposed
- We secured agreement from NWAFT to allow female employees time off for cervical screening, as part of signing the Jo's Trust pledge.

Communications Activity

22. Communications activity for 2017/18 is reported separately.