

CEO Report September and October 2018

Purpose

1. This report provides an update on Healthwatch Cambridgeshire and Peterborough activities for September and October 2018.

Key issues

2. We are pleased that we are receiving large numbers of feedback as described in sections 7 and 8.
3. The Healthwatch team are actively involved in many areas of the change work being undertaken by the CCG and STP. We have agreed to support the discharge from hospital work through supplying intelligence and helping develop accurate and useful information for patients, families and carers.
4. An audit of our compliance with General Data Protection Regulations was carried out in September by our Data Protection Officer. We have received assurance that we meet all core requirements of the Regulations. An action plan is in place with a range of improvements that will ensure we maintain high quality data protection standards.
5. We continue to review the Partnership Board arrangements for both Local Authorities and are developing options for a future consistent approach.

Action required by the Board

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

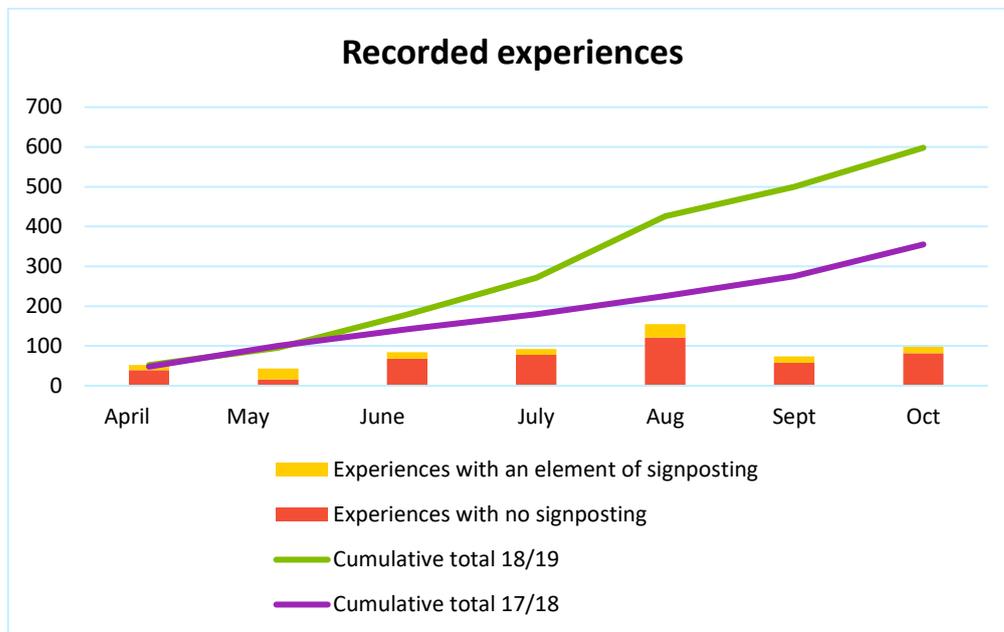
Author

Sandie Smith, CEO

14th November 2018

Experiences and Signposting

7. The number of experiences we are collecting is increasing as shown by the graph below. As is the number of experiences we are recording that have an element of signposting.

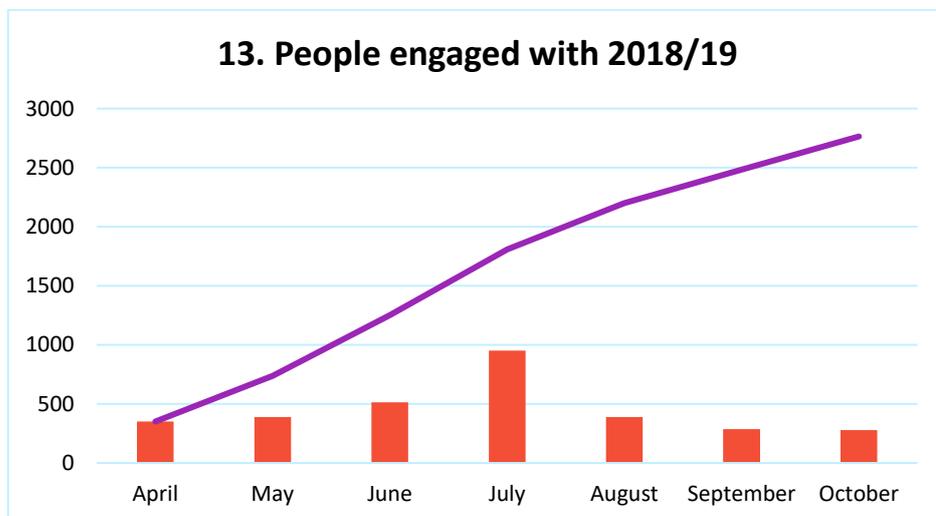
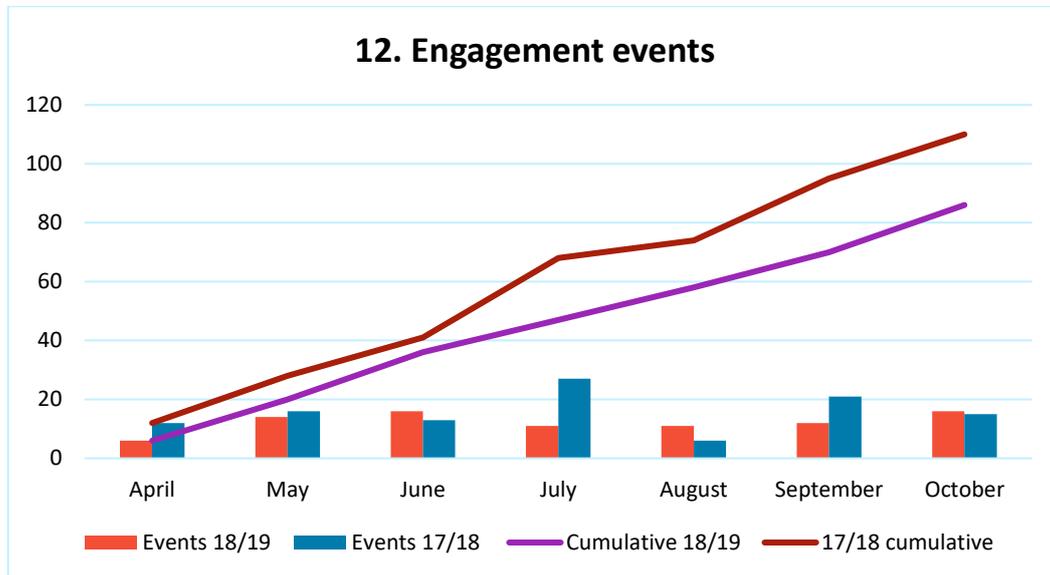


8. The themes that we hear most about are:
- Access to mental health services
 - Poor experiences of being discharged from hospital
 - Increasing waits for treatment and appointments
 - Difficulty getting GP appointments
 - Long waits for less urgent ambulance calls such as falls
 - Specsavers audiology services

Engagement Activity

9. Engagement activity is steadily increasing. During September and October, the team spoke to over 565 people at 28 events, meetings and groups. Whilst the numbers of events have decreased compared to last year, the team are targeting events more accurately and speaking to more people
10. The events attended included:
- Diwali Festival
 - Littleport Community Hub
 - The Low Vision Forum
 - Healthy Lifestyle launch
 - CCG staff development day

11. There are currently 30 active volunteers in Community Listener and Enter and View roles.



Escalations

14. Active escalations with work in hand are:

- Equality of access to diabetes monitoring equipment
- Gypsy, Romany and Traveller partnership project (external funding being applied for)
- NHS dental services in Peterborough and Fenland

Impacts and Influencing

15. These impacts are reported during these two months:

- Timely messages from the CCG regarding flu vaccinations for over 65 year olds as a result of Healthwatch questioning what advice is going to surgeries and to the public about shortages of vaccine
- Public Health in Peterborough extended their consultation period for changes to sexual health services as a result of Healthwatch highlighting this as too short to get meaningful community responses

16. Healthwatch Directors and staff attend a wide range of meetings and use the intelligence we gather to inform decision-maker of people's experiences of accessing and using services.

17. During these two months, we responded to three consultations:

- NHS England Evidence-based interventions
- Parliamentary Select Committee call of evidence about LGBT health issues
- Community First: The CCG's consultation regarding the closure of inpatient beds for people with learning disability and increased community provision

Communications Activity

18. Communications activities have been ongoing throughout this period. Work has focussed on developing new channels, primarily Instagram and the hardcopy newsletters, as well as maintaining traditional channels.

Hardcopy newsletter - Your Voice - We have published our first hardcopy newsletter as a combined organisation and aim to circulate 2,000 copies in the next 5 months.

Websites: Regularly updated both websites, including publishing 6 news stories on each site, and adding an opportunities page on the Peterborough website. Both sites are regularly accessed by members of the public, with over 7,800 page views in this period by more than 2,300 active users.

E-newsletters: Sent monthly e-news in September and October. Opening rate averages 36%, with 12% clicking on content. The circulation has increased by 9% in the last 2 months.

Media activities: Six articles in traditional media including radio and local papers, and five community or other newsletters.

Opportunities: Continue to promote relevant health and care consultations and patient representative opportunities. 10 new opportunities in Cambs and nine in Peterborough.

Social Media: We have maintained our Twitter and Facebook social media profiles and started to develop our Instagram profile. We are reaching a different audience via Instagram with stories from audiences who may not otherwise share their experiences. Overall there is a 57% increase in social media engagement across all platforms compared to the same period last year.

