

CEO Report September 2016 July and August 2016

Purpose

1. This report sets out Healthwatch Cambridgeshire's activities and Key Performance Indicators for the past two months.

Key issues

2. Sections 6 - 15 summarises key activity undertaken by the Healthwatch Cambridgeshire team during July and August 2016.
3. Section 16 - 19 reports on the Key Performance Indicators.
4. Communications activity is set out in the six monthly Communications Report as a separate item on this meeting's agenda.

Action required by the Board

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

Author

Sandie Smith, CEO

14th September 2016

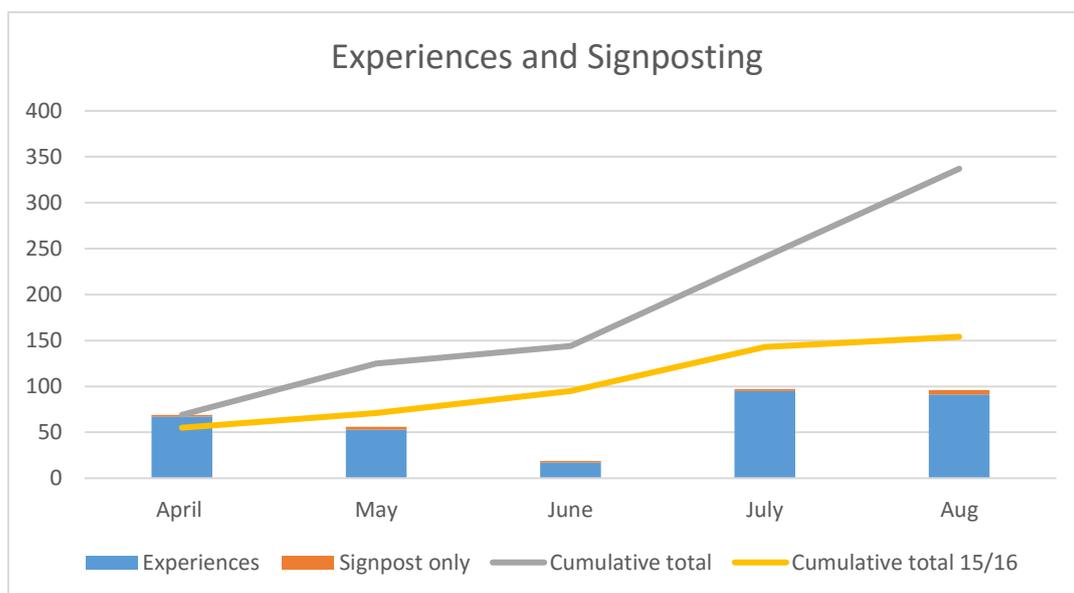
Highlights & Impacts

6. 'Sitting Comfortably' was published in early August. This report gathered together experiences and feedback from people using wheelchair services and was undertaken in partnership with Pinpoint, Cambridgeshire Alliance for Independent Living, Healthwatch Peterborough and Peterborough Family Voice. 40% of respondents said they found the service to be poor or very poor. The report has been posted on the website and responses invited from the providers and the commissioner. The findings of the report will also be discussed by the Children and Young People's Joint Commissioning Unit. The CCG are still planning to retender the service.
7. At its Governing Body meeting in July, the CCG agreed to 'support GPs in limiting their prescription' of gluten-free products. We have since been contacted by people affected by this decision and Coeliac UK who have concerns regarding the management of people's conditions and the impact on people on low incomes or who may be vulnerable in other ways. This has been raised with the CCG, who have confirmed that arrangements to support patients will be put in place. We will monitor the situation and review in light of the NICE Guidance being published in October. We are liaising with Coeliac UK, the Local Medical Committee and Healthwatch England, and have discussed with other Healthwatch in the East of England.
8. At the end of June, the CCG submitted its Sustainability and Transformation Plan to NHS England. Plans are now in hand to develop the delivery mechanisms. We are discussing with the CCG how patients, the public and the voluntary sector are meaningfully engaged in the delivery groups. We have helped the CCG design a survey of patient and public reps on the previous work stream groups to find out what it was like for them and how their involvement can be improved. We will compile the findings from this survey and feed into the development process.
9. A confidential document regarding the future of the Minor Injuries Unit in Fenland and East Cambs was leaked to a local MP. The CCG are now holding a series of meetings to explain the actual situation to local people. HWC reps are attending these meetings to listen to local concerns and encourage people to feedback to us as the local independent patient and public voice.
10. HWC reps are also attending all of the public meetings being held regarding the proposed merger of Hinchingsbrooke and Peterborough Hospitals. Again, we are listening to local views and pressing for meaningful consultation. Pleasingly Hinchingsbrooke Hospital received a 'Good' rating in its recent CQC inspection and has been removed from Special Measures.

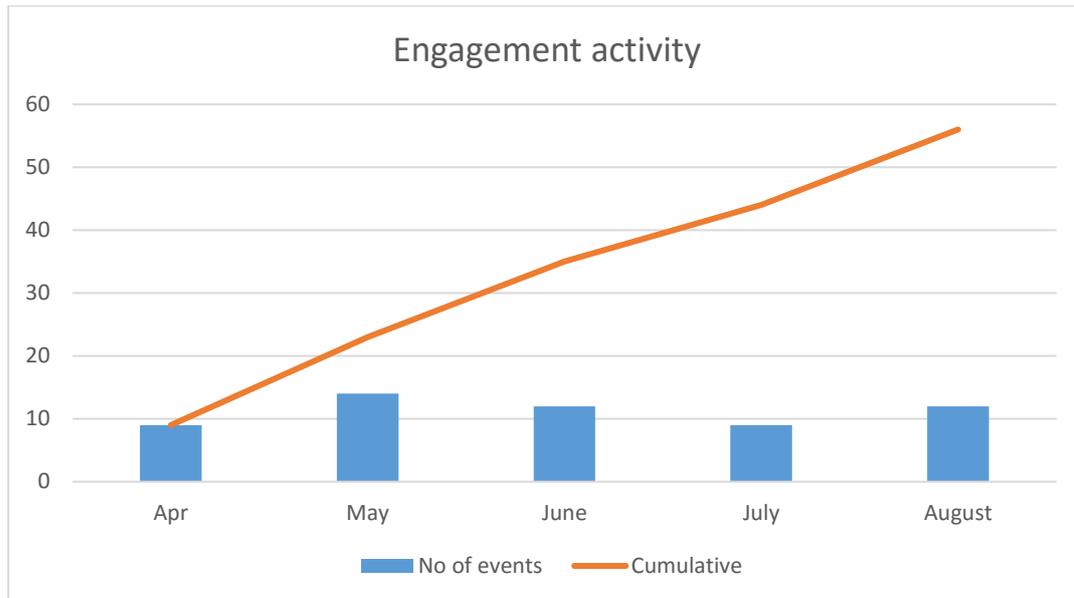
11. HWC has been promoting a call for evidence to inform the CQC inspection of Cambridge University Hospitals in September. As CUH provides a significant range of regional services, we have liaised with the Healthwatch network, many of whom have helpfully promoted in their own area.
12. Our Project Worker, Emma Amez, is organising a series of Focus Groups with young people to inform the redesign of CAMH Services. Emma will be targeting those young people who do not usually get their voices heard, such as young offenders and looked after children. This project is across Cambridgeshire and Peterborough.
13. Following the question asked at our AGM, we have revisited the recommendations of our Maternity Services report, published in 2014. We have established that the Maternity Services Liaison Committee (MSLC) at Hinchingsbrooke Hospital is functioning well but that the MSLC at The Rosie is struggling as it has no funding or support. The CCG has repeated that this is not its responsibility. We have approached the Patient Experience lead at CUH to ascertain their position.
14. We are compiling evidence to show that Tongue Tie Services in Cambridge are difficult to access and below the standard offered in other areas of the country.
15. All Appraisals have been completed for this annual cycle.

Key Performance Indicators

16. Collecting Experiences & Signposting



17. Engagement Activity



17.1 The team spoke to a total of 491 people during July and August such as:

- The Cambridge Big Weekend
- Huntingdon Carnival
- Three Dementia Friends sessions
- Talks to community groups and organisations such as Hunts Diabetes Group and CIAS Advocates

17.2 During June, July and August 35 hours were contributed by volunteers solely on engagement activities.

18. Impacts and Influencing Activity

18.1 Escalations, consultations and submissions of evidence:

- NHS Data Dictionary does not include a Gypsy, Romany & Traveller category - escalated to Healthwatch England;
- Evidence submitted to Parliamentary Select Committee on Adult Social Care; and
- Report submitted to support the Public Accounts Committee enquiry into the failure of the CCG Older People's Contract.

18.2 Summary of resolved issues and impacts:

Issue	Action	Impact
38 Degrees online petition stating Hinchingbrooke Hospital will close as a result of the proposed merger with Peterborough Hospital	Contacted 38 Degrees and informed them this was incorrect	Petition closed
Cambridge University Welfare Unit reported that CPFT's ADHD support services list is closed	Raised with CCG who are aware of the inadequacy of the whole county-wide service and confirmed it is being recommissioned	University informed and put in touch with the Commissioner to undertake some local support work for students
Sexual Health and Contraception Services consultation not publicised sufficiently by CCC Public Health	Raised with Public Health	Consultation period extended by 2 weeks and promoted to contacts

19. 'Your Voice' Consultation Network

