

## Chair's Report

### Purpose

1. Chair's report describes the public activities carried out by the Chair since the last Board meeting, and lists them in appendix 1. This period has concluded the annual round of Chair to Chair meetings with our main local providers, where the Sustainability and Transformation Partnership (STP) was a focus for discussion.
2. The report updates on the Healthwatch Cambridgeshire and Peterborough merger activities. I welcome the final staff structure - most posts, now filled, and the new Peterborough Community Forum.
3. I am pleased to announce that Gordon Smith is Vice-Chair, a role described in the Healthwatch Cambridgeshire and Peterborough governance policy document. His first task is to establish a group of directors and senior staff to develop the thinking on how we work as an organisation, and give a focus to strategic projects. Initial terms of reference about how the Group will work is included in appendix 2.

### Action required by the Board

4. The Board is asked to:
  - Note the report
  - Approve the terms of reference for the General Purposes Group.

### Author

Val Moore, Chair  
15th November 2017

## Comment on health and social care public engagement in Cambridgeshire and Peterborough

5. Much of my recent conversations with Chairs from our local provider organisations was about the STP. It is recognised that the new Board, involving the Chairs directly for the first time, will help with oversight and partnership working. Healthwatch is concerned that the process, and the involvement of stakeholders, is not transparent to the public after a full year since the Fit for the Future launch.

Healthwatch wants to know, and has kept on asking:

- When will the STP meetings be held in public
- When will the STP working-groups be fully populated with patient and public representatives, and
- When will the public be asked about their values in relation to decisions about priorities.

6. Healthwatch spoke about the potential confusion with cuts (e.g. to fertility services) led by the Clinical Commissioning Group (CCG), and plans being developed through the STP. Why this service, and what will be next? I also spoke on BBC Radio about the surprise CCG intentions to delay hip and knee surgery up to the maximum waiting time of 18 weeks. It seems that this plan has been abandoned for now.
7. Healthwatch is now fully embedded in the groups that oversee and assure safeguarding for children and adults, with representation split between myself and Sandie Smith.
8. A&E Delivery Boards are in place to improve services focussed around each hospital. Directors (Mike Hewins for Addenbrookes, Nik Patten for Peterborough) have joined the Boards to represent us. The first impression is that there are a lot of initiatives being put in place, but we are concerned that patients and the public should be involved in the development of these service changes. A second concern is that the public will not automatically know how to access new services, and who is coordinating their care.
9. As we develop our intelligence and contribution from these and other groups meeting in Cambridgeshire and Peterborough, directors can use this report space to highlight the main concerns and opportunities relating to patient experience and public involvement.

## Healthwatch Cambridgeshire and Peterborough developments

10. A draft contract is agreed in principle with our commissioners Peterborough City Council (PCC) and Cambridgeshire County Council (CCC) joint commissioning unit. This confirms our budget to March 2019. Please see the Finance report for an update.
11. Sandie Smith has filled the new staff structure with experienced team members from the previous Healthwatch Cambridgeshire and Healthwatch Peterborough staff groups. Two unfilled posts will now be advertised externally.
12. Following local discussions, the renamed Peterborough Community Forum has emerged from the previous Healthwatch Peterborough Community Meeting featured in my last Chair's report. This is one way that a healthy feedback loop between local people and local service providers can be used by Healthwatch to also influence for bigger changes across the whole of Cambridgeshire and Peterborough. Improved ways of listening to local communities will be developed across other locations and communities in Cambridgeshire during 2018.

### Peterborough Community Forum role:

- Offer a community perspective on the provision of health and social care services in Peterborough
- Consider the impact of service changes on people's experience, and make recommendations to the Healthwatch Cambridgeshire and Peterborough Board
- Contribute a wide range of views from a diverse range of perspectives on the quality of local patient and public engagement
- Support and challenge Healthwatch Cambridgeshire and Peterborough management to respond effectively to local needs.

The Forum meets at The Fleet, Fleet Way, Peterborough.

13. Directors have nominated Gordon Smith as Vice-Chair. His first task is to establish a small group of directors and senior staff, drawing on Board experience when it is relevant, to enhance our capacity to develop the workforce, finance and strategic planning.
14. I would like to thank all staff, volunteers and directors for their expertise and energy for our Healthwatch mission, and particularly for their patience, good ideas and support during the merger period. We should expect a lot from ourselves and see great successes in the future.

15. The Accessible Information as Standard launch illustrates a very real concern for patient experience, and through its two reports and one summary tells a story about our effective joint working and merger too.

Appendix 1

Chair's external meetings, 1<sup>st</sup> September to 31<sup>st</sup> October 2017  
See Glossary on the Agenda for abbreviations.

Meeting	Purpose	Date
Nicola Scrivings, Chair, CCS	Chair to Chair	12/09
CAPCCG AGM	Observer	19/09
CCC Cambridgeshire Health and Wellbeing Board	Member	21/09
CCC Cambridgeshire Health and Wellbeing Board - Stakeholder event	Participant	21/09
Institute of Directors, Cambridgeshire, networking and fundraising dinner	Guest of Papworth Trust	21/09
CUH Annual Public Meeting	Observer	25/09
CCC and PCC Joint Safeguarding Partnership Board	Member	27/09
STP Care Advisory Group	Member	28/09
CCC Ageing Well Strategy Board	Member	10/10
Aidan Fallon, STP Delivery Unit	Member	11/10
STP Clinical Advisory Group	Member	19/10
Rob Hughes, Chair, NWA	Chair to Chair	24/10
Dr Mike More, Chair, CUH	Chair to Chair	25/10
Julia Loudon, Patient Governor and Lead Governor, CUH	Introductions	25/10

Media interviews:

BBC Radio Cambridgeshire, 26 September.

Comment on CCG press statement about capped budgets for the local health system, and plans to extend waiting for elective surgery.

## Healthwatch Cambridgeshire and Peterborough General Purposes Group

### Terms of Reference

#### Purpose

The main responsibility of the General Purposes Group is to develop the organisational approaches to workforce, finance and strategic planning.

#### Objectives

The Group will:

- Report to the Board of Directors on decisions made for operational improvements
- Make recommendations to the Board of Directors on strategic matters
- Provide support to the Board of Directors in the development of the Strategic Plan and matters that underpin the achievement of strategic objectives, for example: accommodation, income generation
- Review these Terms of Reference annually.

#### Membership

The members of the Group will be:

- The Vice-Chair
- The CEO
- Two/three Directors
- Co-opted staff and Directors as required

#### Administration

The Group will meet bi-monthly (in alternate months to Board Meetings) and be chaired by the Vice-Chair.

Approved by ..... Date .....

For review November 2018