

CEO Annual Report 2018/19

Purpose

1. This report reviews and summarises Healthwatch Cambridgeshire and Peterborough activities for 2018/19, the second year operating as an organisation delivering two Healthwatch functions.

Key issues

2. Highlights of the year are in sections 8 - 13.
3. Progress against strategic priorities in sections 14 - 19.
4. The KPI summary for the year can be found in sections 20 - 26.
5. A summary of progress against the organisation's work plan is attached as Appendix 1.
6. All of this work will be described in our Annual Report, required to be published by 30th June 2019.

Action required by the Board

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

Author

Sandie Smith, CEO

8th May 2019

Highlights of the year

8. During this year Healthwatch Cambridgeshire and Peterborough has consolidated its position as a key system partner; being asked for advice and input regarding patient and public engagement and invited to contribute the experiences of the public to a range of system-change forums.
9. 'Finding an NHS Dentist in Peterborough and Wisbech' was published in January 2019. This report set out people experiences accessing routine and urgent dental care in the north of the area. There are been significant and continuing media interest in the report. NHS England's progress against the recommendations will be reported to the Board in September.
10. There has been increased awareness and compliance with the NHS England Accessible Information Standard following the publication of our report in November 2017. We are advising organisations on low cost and simple solutions to improve their approach to information for people with additional communications needs.
11. Health and care forums have been set up in both Fenland and Huntingdonshire. These forums are bring together local people and representatives from various organisations to discuss and listen to views and experiences.
12. Our Healthwatch has been invited to be members of the Clare Lodge Stakeholder Group and we have been pleased to see that action has resulted from our advice to increase advocacy provision. The young people living there now have a greater voice and say in decisions about their lives and their environment.
13. The contract to deliver the County Council Adult Social Care engagement work has been fully delivered. The review of Peterborough and Cambridgeshire Partnership Boards has been completed. The local authorities have indicated that Healthwatch will implement the new arrangements.

Progress on strategic priorities

14. Access to primary care particularly in growth areas
Members of the team, including the CEO, have been pleased to give advice on patient engagement to a number of GP practices as they consider merger and federation. This has been an excellent opportunity to promote the Patient Participation Group (PPG) Toolkit that first developed in 2017.

15. Access to social care and integrated support services

Intelligence received regarding social care and integrated services is collated, reported and escalated as part the usual Healthwatch system. The Adult Social Care Forum offers an opportunity to have escalated concerns logged, reported to social care management teams and tracked for progress. Our Healthwatch plays an active part in both children’s and adults’ safeguarding arrangements in Cambridgeshire and Peterborough.

16. Access to, and experience of mental health services for children young people and adults

During 2018/19 Healthwatch has heard an increasing number of stories from individuals and groups who are having extreme trouble in finding help and support. This particularly applies to people in the medium range of risk; those who are too complex for low level help and not high risk enough for statutory care. This issue is now being escalated to the provider and commissioner.

17. The promotion of health, self-care and independence

Discussions held with local practices have included ideas for PPGs to look at activities in the area of self-care and patient education. Good information for the public is a key factor in many conversations we have regarding redesign.

18. Transforming pathways for urgent and emergency care services

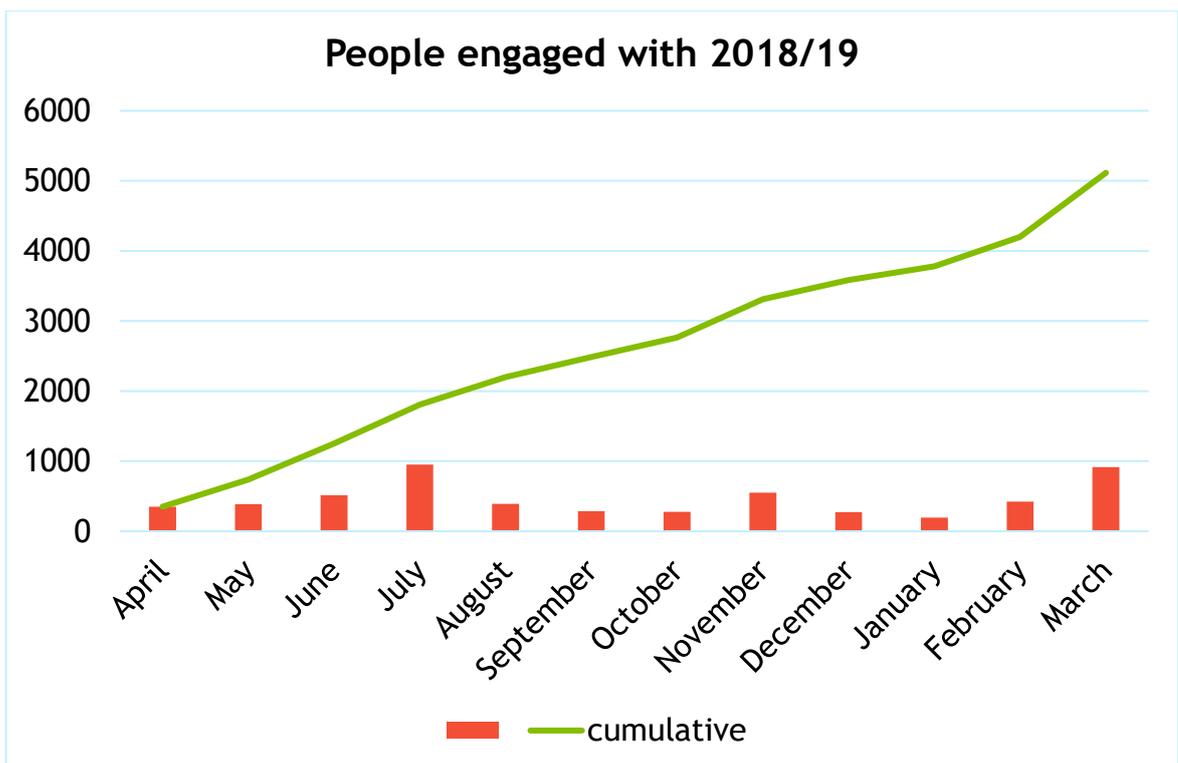
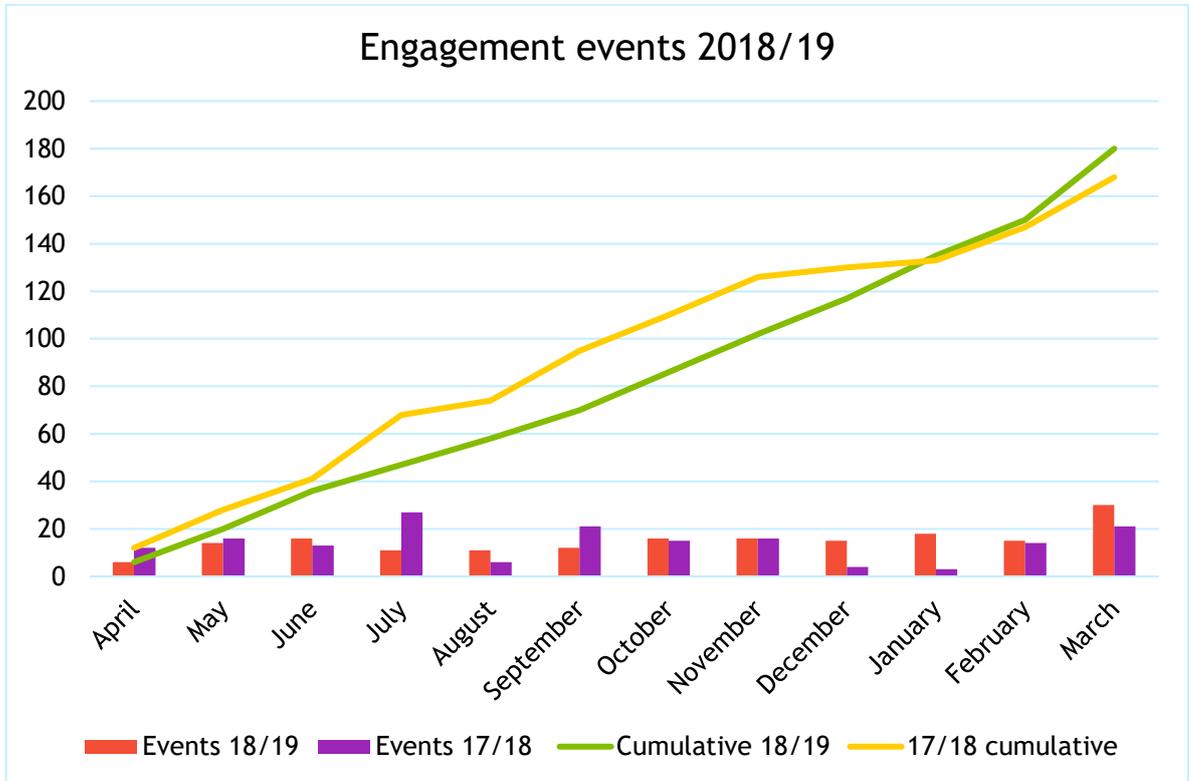
We receive a significant number of enquiries and feedback about urgent and emergency care services. This is collated and fed back as part of the usual system. Healthwatch is represented on the STP North and South Alliance Delivery Groups where this a priority topic. Feedback on the complexity of the system and confusion for people about where to go for what help is acknowledged and understood. There is major redesign work now in hand to look at simplification. Healthwatch will ensure that patient voice is central to this redesign.

19. Engaging patients and the public with the Sustainability and Transformation Partnership

Our Healthwatch is represented at a wide range of STP meetings and programme boards, including the two key oversight groups; the North and South Delivery Alliance Groups. The STP Board now meet in public and our Healthwatch always submits a question. Further information about the STP is reported in each Chair’s report to Board.

Engagement Activity

20. During 2018/19 the team spoke to 5,115 people at 180 engagement opportunities across Peterborough and Cambridgeshire. This included community meetings and events and conferences. We also hold stalls at Hinchingbrooke, Peterborough and Addenbrookes hospitals.

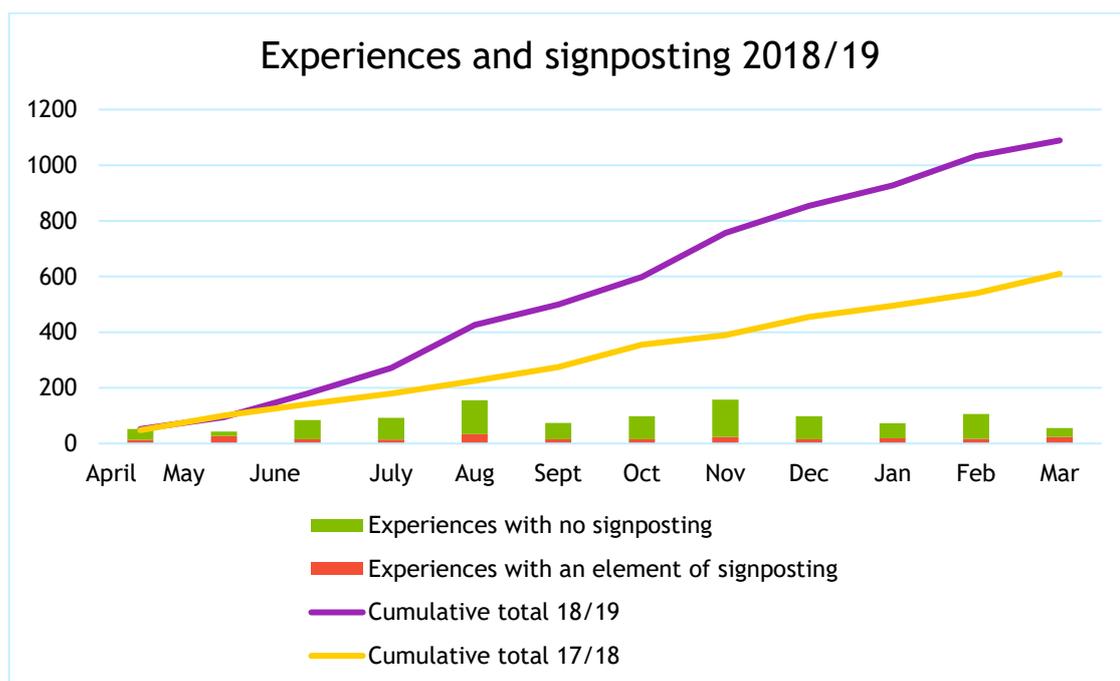


21. At the end of March 2019 there were 41 Healthwatch Cambridgeshire and Peterborough volunteers who contributed almost 800 hours to the work of the organisation. There were 12 new volunteers recruited during 2018/19.

Volunteers by area 2018/19				
District	No. of volunteers	No. of Directors	New volunteers recruited	Current expressions of interest
Cambridge	6	2	3	0
South Cambs	7	3	0	0
E. Cambs	1	1	0	0
Huntingdonshire	11	0	2	0
Fenland	3	0	3	0
Peterborough	13	4	3	2
TOTAL	41	10	12	2

Experiences and Signposting

22. During 2018/19 1,089 people told us about their experiences of health and social care services. Most of these people also asked for information. 234 people contacted us solely for signposting.



23. We summarise the experiences that people tell us about and feed back to commissioners, providers and regulators.
24. During this past year we have developed an internal escalation process so that concerns are fully assessed and action planned. The Board is briefed on these concerns and actions. A scatter graph of the year's escalations are included below. A table of the year's escalations by severity and our ability to respond is included below, showing how we made those decisions.

Impacts and Influencing

25. 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.
23. During the year we responded to 10 consultations including:
 - The GP Partnership Review
 - NHS England's Evidence-based Interventions consultation
 - The CCG's proposals to change the provision of inpatient beds for people with a learning disability
24. We also worked with Encompass to submit a joint response to the Equalities Select Committee regarding their call for evidence around LGBT health.
25. Healthwatch Cambridgeshire and Peterborough contributed to the Healthwatch England response to Government regarding the development of the Social Care Green Paper.
26. The impact of our work is reported to the Board in each report. These are some of the highlights in 2018/19:
 - As a result of our advice there is now improved information for people using Continuing Health Care services and their families.
 - Following our promotional work, 26 people attended the first community meeting about the re-development of the Princess of Wales site in Ely. This was well received by local residents and the CCG now have plans to involve this group in the ongoing planning.
 - There will be increased advocacy provision for the young women living in Clare Lodge Peterborough, following our recommendations.
 - Sodexo are organising a drop in for Healthwatch to listen to prisoners in HMP Peterborough following concerns regarding prisoners' health and care.

- The Special Allocation Scheme is a GP service for patients who have been threatening or violent toward staff at GP practices. Healthwatch has heard from people who say they cannot get any care. We have contributed to the CCG group reviewing this service and are very pleased that a new service will be in place early in 2019. Healthwatch will continue to be involved and offer support in producing information for people and ensure there is a robust review process in place.
- An easy read version of the GP Care Navigation leaflets is being produced, following feedback we gathered from the Learning Disability Access Champions in Peterborough.
- We were told that local people wanted to be able to get Flash Glucose; a new type of diabetes monitoring equipment. We asked the CCG why people could not access this as it is recommended by NICE guidelines as effective. A local trial has now been agreed. Our Healthwatch has been working with local Diabetes UK groups and are promoting the availability of this new equipment.
- 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

ESCALATIONS BY SEVERITY AND ABILITY TO RESPOND, 2018/19

SEVERITY	Large numbers impacted	<p>Question</p> <p><u>CEO Decision</u></p> <p>111 option2 in Wisbech</p> <p>Development and public engagement in Local Urgent Care Hubs (was MIUs).</p> <p>Extended access overlap with Out of Hours</p>	<p>Concern</p> <p><u>Chair decision</u></p> <p>Availability of 65+ flu vaccine</p> <p>Discharge from hospital</p>	<p>Project</p> <p><u>Panel/Board decision</u></p> <p>Access to mental health services</p> <p>Access to NHS dentists in Peterborough and Wisbech</p>
	Medium numbers impacted	<p>Question</p> <p><u>Line Manager</u></p> <p>CCG Tongue Tie policy</p> <p>Pharmacy waits at CUH</p> <p>Non-emergency patient transport</p> <p>Access to pathology in the community</p>	<p>Concern</p> <p><u>CEO Decision</u></p> <p>Availability of glucose monitoring equipment</p> <p>Continuing Health Care: processes, contact routes and public information</p> <p>Access to community audiology services</p>	<p>Project</p> <p><u>Chair decision</u></p>
	Low or negligible numbers impacted	<p>Question</p> <p><u>Staff decision</u></p> <p>Many and various questions raised by staff, including:</p> <p>Long waits for various services, including pain clinic, rheumatology, Cambs.</p> <p>Comment and feedback on information materials.</p>	<p>Concern</p> <p><u>Line Manager</u></p> <p>Clare Lodge advocacy support</p> <p>Care navigation leaflet feedback</p> <p>Collecting feedback re NHS funded IVF</p> <p>Special Allocation Service</p> <p>Wheelchair Forum in Peterborough</p>	<p>Project</p> <p><u>CEO Decision</u></p> <p>Peterborough prison regular engagement activities to gather feedback</p>
		<p>Quick and easy for individual staff to deliver</p>	<p>Involves a number of staff and a significant time</p>	<p>Long term projects / significant resources</p>
	COST			