

CEO Report July and August 2018

Purpose

1. This report provides an update on Healthwatch Cambridgeshire and Peterborough activities for July and August 2018.

Key issues

2. 47 people came to our AGM in July, we also had a number of stalls from a range of local organisations. We received very positive feedback about the stories we heard and Jan Thomas' presentation on the CCG's Improvement Plan. We will learn from people told us when we start to think about planning next year's AGM.
3. The Engagement Team have had a very busy summer; recording a large volume of feedback from local people. See section 7.
4. The review of the partnership boards for Peterborough and Cambridgeshire is underway. An initial report of our findings has been submitted to both local authorities and we await direction so that we can formulate options for future delivery.
5. Healthwatch will be represented in a number of discussion groups that will be informing the System-Wide Peer Review later in September. We are also coordinating a patient focus group so that the review team are informed of patient and carer experiences.

Action required by the Board

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

Author

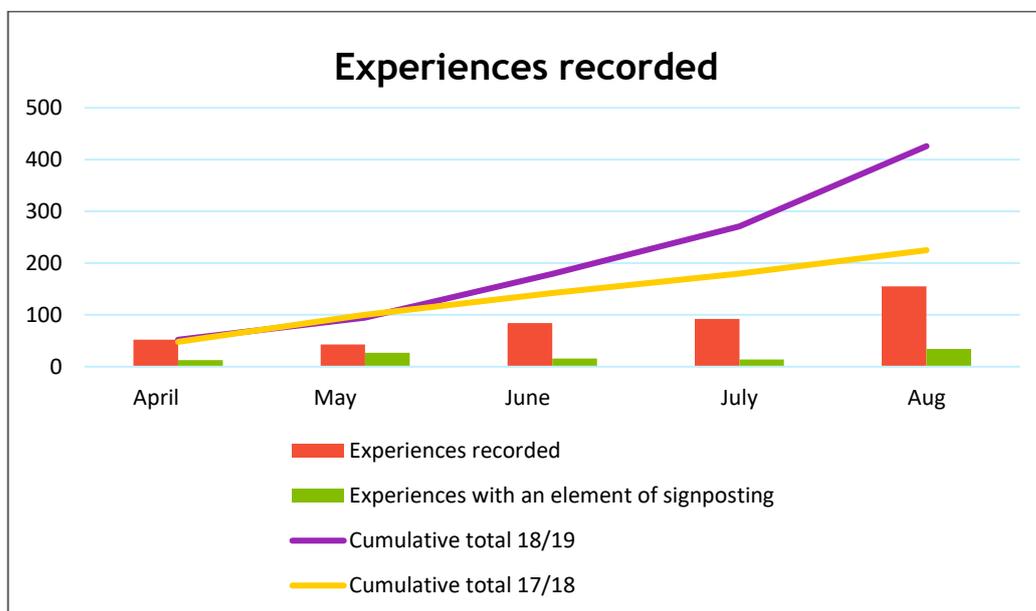
Sandie Smith, CEO

19th September 2018

Experiences and Signposting

- From April to August this year there has been an increase in activity compared to last year.

	April	May	June	July	Aug
Experiences recorded	52	43	84	92	155
Experiences with an element of signposting	13	27	16	14	34
Cumulative total 18/19	52	95	179	271	426



- The Engagement Team used a survey at this year's summer engagement events which proved a useful way of engaging people they spoke to. This is the reason for the large number of experiences being collected. The team will continue to use this.
- It should be noted that people are often signposted to more than one service or direction; on one occasion a person was given seven pieces of information to help with their query.

Engagement Activity

- Community engagement is a separate item on this agenda.

Escalations

11. During July and August there was one concern escalated internally. This concerned the availability of diabetic glucose monitoring equipment. We anticipate that a positive outcome will be reported to the next Board meeting.

12. Active escalations with work in hand are:

- Gypsy, Romany and Traveller partnership project (external funding being sought)
- NHS dental services in Peterborough and Fenland

Impacts and Influencing

13. These impacts are reported during these two months:

- Physio referral letter being reviewed by CCS following issues raised by patients at a Peterborough practice whose first language is not English;
- Healthwatch is now a member of the Clare Lodge (Peterborough) Stakeholder Group and so more able to raise awareness of the benefits of young people having a voice;
- Intelligence is being fed back to NHS England regarding NHS dentistry services to inform commissioning decisions; and
- The MS Society flagged with us that Peterborough City Hospital had foot operated pedal bins in their disabled toilets. After raising via social media they have been changed to hand operated ones.

14. Four consultations were responded to during July and August:

- General Pharmaceutical Council survey on policy changes for online prescribing;
- Cambridgeshire's five District Councils' changes to Housing and Adaptations and Repairs policy;
- Dept of Health and Social Care's GP Partnership Review; and
- NHS England's refugee and asylum seeker service mapping.

Communications Activity

15. The following communications activity took place During July and August:

Websites: Regularly updated both websites, including publishing 4 news stories on each site, with the focus on the It Starts with You campaign. Both sites are regularly accessed by members of the public, with over 9,000 page views in this period.

E-newsletters: Sent monthly e-news in July and August - with segmented editions for people who prefer their news from just Cambridgeshire or Peterborough. Opening rate averages 37%, with 13% clicking on content. The circulation has increased by 9% in the last 2 months.

Media activities: Healthwatch content has been in 15 external publications. This includes 9 community newsletter articles to help promote the It Starts with You Campaign.

Social Media: We have maintained our Twitter and Facebook social media profiles and at the end of June we launched our Instagram profile with the aim of helping us engage with young people. This in the early phase of development and we will be experimenting with different ways of engaging people.

Opportunities: Continue to promote relevant health and care consultations and patient representative opportunities via social media, website, e-news and the monthly hardcopy opportunities bulletin. 10 new opportunities in Cambs and 12 in Peterborough.

