

# Healthwatch Cambridgeshire and Peterborough

## NHS England Long Term Plan Report

### Purpose

1. Funding has been secured by Healthwatch England to support NHS England's Long Term Plan. This report sets out the work being undertaken to engage local people and gather their views on how this plan should be implemented in Cambridgeshire and Peterborough.

### Key issues

2. A set amount of funding is being offered to all local Healthwatch to engage with their local people and find out what matters to them. Our Healthwatch will receive three sets of funding; two for Healthwatch engagement and one to coordinate the work at an STP level.
3. The survey is now live on the Healthwatch England website<sup>1</sup>. Further information is still being released by Healthwatch England and we are seeking clarification regarding hosting the survey and how we are kept informed of the completion rates.
4. The work is being coordinated by the Business Development Manager, with the Quality Assurance framework being developed and overseen by the CEO. The Engagement Team are scheduling in additional specific opportunities. See sections 15 to 17 for the communications plan.
5. The engagement will take place during March and April, with final reports being published in June. NHS England have directed STPs to use these reports for their local implementation plans. CCG and STP colleagues are informed of our plans.

### Action required by the Board

6. The Board is asked to:
  - act as a champion for the work in their local area
  - note the report.

### Author

Sandie Smith, CEO

13<sup>th</sup> March 2019

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<sup>1</sup> <https://www.healthwatch.co.uk/what-would-you-do>

*Requirements, priorities and resources*

7. We are expected to compile our existing intelligence, complete 250 surveys and hold two focus groups per Healthwatch. We will make the surveys available in hard copy as well as using the Healthwatch England link to the online version. The Healthwatch Team will have to input paper surveys so we are encouraging as many people as possible to complete the survey online.
8. We are required to agree engagement priorities with our STP. The STP Head of Engagement has agreed that our priority groups to engage with are frequent users of health and care and seldom heard groups. This includes:
  - Carers
  - LGBT plus communities
  - Children and young people
  - Refugees and asylum seekers
  - Gypsy, Romany and Travellers
  - People with disabilities including sensory impairment
  - Newly settled migrant groups
  - Older people who are housebound
  - Working adults and commuters, particularly men
  - Settled ethnic minority communities.
9. Some of these groups will be very difficult to reach but our engagement plan will include as many voluntary and community groups and public events where these groups of people are likely to be. Our Partnership Boards will be very helpful in reaching a diversity of service users, carers and patients.
10. Healthwatch England are using the campaign slogan 'What would you do?' and have developed a range of resources to assist local Healthwatch, including:
  - A general survey
  - A specific long-term conditions survey
  - Communications resources
  - Focus Group toolkit
  - Quality assurance guide
  - Reporting template.

### *Quality assurance and reporting*

11. Healthwatch England require those Healthwatch with the STP coordinating role to have agreed plans and reporting mechanisms in place with the other Healthwatch in their STP that they are working with. As Healthwatch Cambridgeshire and Peterborough is delivering two engagement elements and the coordinating role this can be set out in our internal plans.
12. The first reporting return was submitted on 8<sup>th</sup> March 2019. These are required on a monthly basis.
13. Healthwatch England have provided a template and guidance to help us develop a Research Plan and so be assured of quality standards. The plan will include:
  - Research objectives
  - Timetables for delivery
  - Engagement methods, priority groups and plan
  - Data management
  - Ethics, consent and safeguarding of research participants
  - Resources
  - Collaboration
  - Conflicts of interest
  - Intellectual rights and publishing standards
  - Evaluation

### *Communications plan*

14. We will use these local key messages which have been adapted from the suggestions provided by Healthwatch England:
  - The NHS in Cambridgeshire and Peterborough is developing a local plan and needs your help.
  - Help your local NHS invest in the right support by sharing your ideas with us.
  - What would you do to improve local health services in Cambridgeshire and Peterborough?
  - How would you make it easier for people to look after their own health and wellbeing?

15. We will be promoting the survey and the focus groups through our usual communications routes; our website, social media, press releases, news stories and newsletter articles. We will also produce flyers.
16. We will work closely with voluntary, community and statutory partners to promote the survey and the focus groups, particularly those working with seldom heard groups of people.

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