

CEO REPORT

January & February 2015

1. Outcomes & Impacts

- 1.1 Following CQC report which gave Hinchingsbrooke Hospital an 'Inadequate' rating and placed the Trust in special measures, HWC is pleased to be fully involved in the Improvement Plan. There is extra support being provided to the Trust with regard to patient experience. This includes advising on how the Patient Experience Group might be re-invigorated through, for example, widening its membership, and how a work plan for this group could support the Improvement Plan. The Healthwatch 'Call for feedback' was widely promoted and 28 (19 positive, 6 negative, 3 mixed) pieces of feedback have been sent to the Trust, TDA and CCG.
- 1.2 A mini-summit has been called by health commissioners to discuss issues related to the local Children and Adolescent Mental Health Services (CAMHS). Pinpoint and Healthwatch have received significant levels of concerns from parents and have been pressing hard for some time to have this service reviewed. Waiting lists are unacceptably long and parents tell us that the problems have not been addressed.
- 1.3 The format of Healthwatch intelligence is being aligned with the CCG Patient Experience Team reporting formats. This will enable greater clarity and allow more triangulation of issues.
- 1.4 Healthwatch have had concerns raised regarding choice and cervical screening. As a result of highlighting with NHS England Area Team, there is an investigation taking place.
- 1.5 Public Health are drafting a Mental Health Strategy and have consulted Healthwatch early in its production. It has been flagged up with colleagues working on this that there are multiple mental health strategies and JSNAs relating to different age groups and services, and by various providers and commissioners. It has been stressed that different voices get lost in this fragmentation and that it is almost impossible for people to understand the approach to improving services. These comments have been welcomed and additions and amendments made accordingly.
- 1.6 Healthwatch have been assisting Public Health colleagues with the procurement of the vision screening service. Very positive feedback has been received, we have been told that suggestions regarding engaging with parents have been very useful.

- 1.7 Full engagement with CQC colleagues from all three local teams; hospital, primary care and social care, now takes place on a regular basis. Healthwatch intelligence is being used to inform inspections undertaken by all three teams.
- 1.8 Issues of access to podiatry and the Fenland Anti-Coagulation Service provision have been raised with the CCG. A report on the position is awaited.
- 1.9 The waiting times for older people's social care assessments are being monitored. Healthwatch will continue to monitor this. The system is rather opaque and it is not clear what the current position is.

2. Engagement Events

- 2.1 During January and February Healthwatch staff and volunteers have taken the Healthwatch Cambridgeshire stall to all of the county's hospitals, promoting the First Steps to Health Survey (FSTH) and Healthwatch in general.
- 2.2 Staff and volunteers have also had stands at the Cambridge International Women's Day Event and the Volunteer for Cambridge Day. Talks have been given to a number of community groups including Bottisham WEA and a Stretham coffee morning.
- 2.3 A new volunteer has good links with the Gypsy and Traveller Community and has helped get a significant number of FSTH surveys completed.
- 2.4 A 'Library Roadshow' has been organised for April and May, targeting the north of the county. In June Healthwatch will be playing a key role, working with The Carers Trust, on Carers Week activities. In the summer there will be a programme of visiting market stalls across the county.

3. 'Youth Connect'

- 3.1 There was a competition to name the new Youth Consultation Network, the winner being Louise Kirby with the suggestion 'Youth Connect'. Our Youth Worker is developing this network, currently 40 young people have signed up, and designing the first Youth News.
- 3.2 Talks about Healthwatch have been given to a number of schools, colleges and groups, including Cottenham Village College, Ely 6th form college and the Young Carers Group. Staff also took FSTH surveys for the students to complete.

4. Equalities and Experiences Project

- 4.1 A new Healthwatch Research volunteer is working on collating the various approaches to equality and diversity of our various providers and commissioners, with particular regard to training and information. A report is expected late spring.

5. Volunteering

Volunteer applications have significantly increased during January and February, there has been a good response to the Enter and View volunteer role and the Research role. We have temporarily suspended recruitment to the Research role to ensure that the volunteers we do have are adequately trained, supported and undertake meaningful and structured work. There are currently 19 volunteers with more applications arriving.

6. Future Plans

- 6.1 Discussions are taking place with Uniting Care to ensure Healthwatch has full sight of engagement plans and how the new service will measure impact and experience.
- 6.2 There has been an excellent response to the FSTH survey, over 1,200 at the time of writing this report. Analysis has started on the data and a report will be available by mid-April.
- 6.3 The Enter and View programme is now fully developed. Liaison with the County Council and the CQC has been excellent. The initial six care homes to be visited have been notified and dates are being arranged. There will be a good pool of Authorised Representatives to undertake visits in the future. To release staff time it is hoped that a volunteer can take on the report writing in future.
- 6.4 Healthwatch are working with CPFT and some of the District Councils to produce a wellbeing engagement event aimed at BME communities, called Celebrating Diversity. It is anticipated that this will roll out as part of Black History Month activities in the City, Wisbech and Huntingdon.
- 6.5 A pilot session of the 'Collecting People's Stories' training was delivered to Red2Green staff with very positive feedback. We are considering how this will be rolled out in future.
- 6.6 An event to promote good practice in engagement is being planned for the autumn. This will be in conjunction with other Cambs Voice members, eg Carers Trust, the Alliance and SUN.