

Partnership Boards and Engagement Report 2023

Purpose

1. This report provides an update on Healthwatch Cambridgeshire and Peterborough engagement activities, including the health and care forums and Adult Social Care Partnership Boards for the period 1 May 2022 to 30 April 2023.

Key issues

2. Our programme of face-to-face engagement allows us to hear from people we might be less likely to hear from by other means including those who are digitally excluded. At events attended during this period, our engagement team and volunteers have gathered 1,338 feedback stories which have been logged by our Information and Signposting team and shared with local health and care providers.
3. Our health and care forums continue to be well attended with an increased presence from local Patient Participation Representatives and a dedicated slot being added to all agendas to hear their feedback.
4. The Adult Social Care Partnership Boards have returned to holding some meetings face-to-face, listening to the needs of Independent Members in deciding the best method for holding meetings to enable more people to attend. The format of the Learning Disability Partnership Board has been changed to make the meeting shorter, with Independent Members being involved in deciding on the changes.

Action required by the Board

The Board is asked to:

- Note the report

Author

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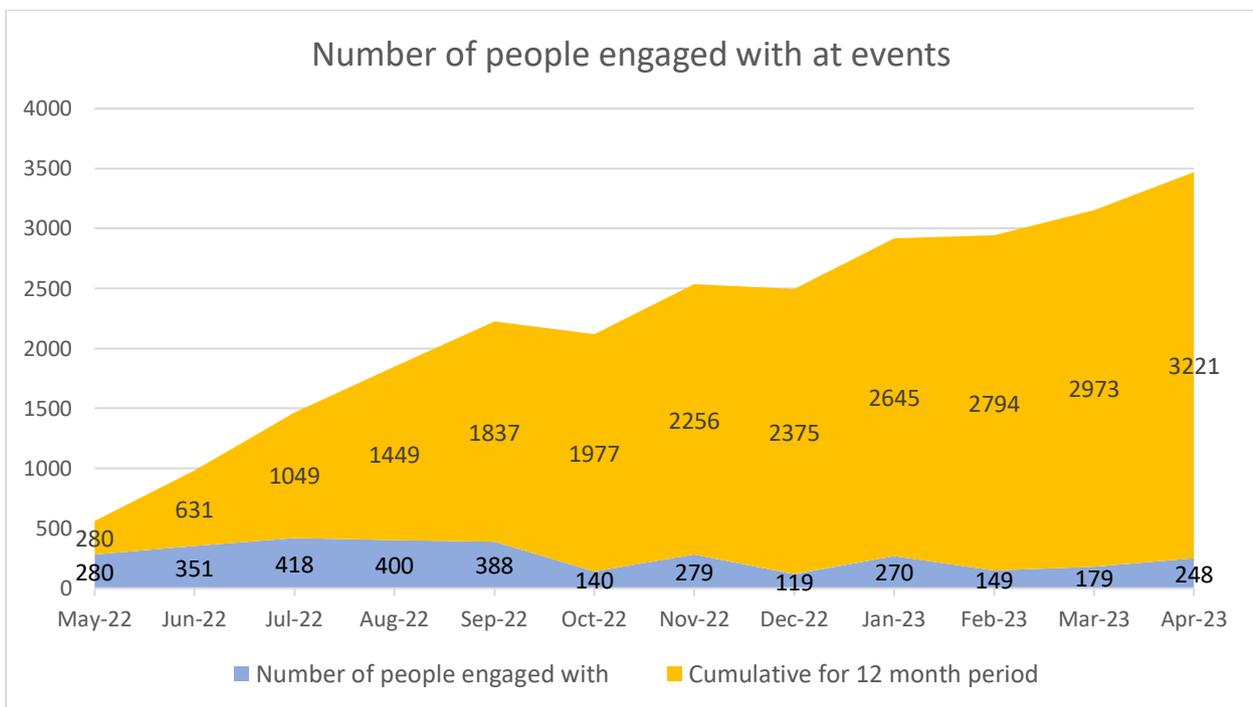
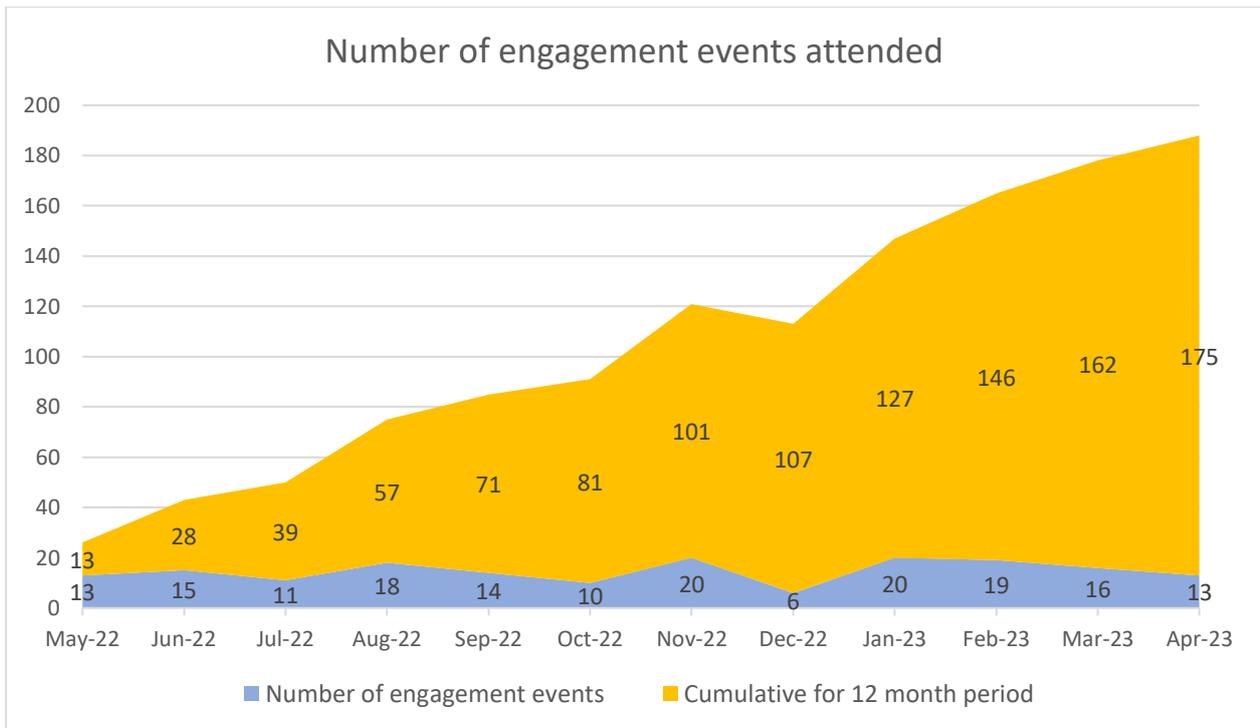
03 July 2023

Overview of Engagement activity

5. During the twelve-month period since our last report, our engagement team have attended a total of 175 events, speaking to 3,221 people. This activity enabled us to hear 1,338 feedback stories from local people. Some highlights of our engagement activity during this time are given below.
6. Each year we plan to ensure we have an engagement programme which reaches as many groups and sections of the community as possible, including people from a diversity of backgrounds and age groups. Following on from last year's report we have continued to hear from increased numbers of young people, creating relationships with schools and colleges and other organisations, as well as maintaining focus on hearing from people from ethnically diverse communities.

New Contacts

7. Our Engagement Manager works with the Engagement Team to create an plan for engagement which is reviewed throughout the year. The plan ensures that we are reaching out to groups we may not normally hear from or who may be digitally excluded, meaning they may not respond to our electronic communications. All engagement activity planned and carried out is in line with our strategic objectives. The team work to find and engage with new contacts. New contacts for this period include:
 - Access Migrant Community, Wisbech
 - Access Supporting Migrants in East Anglia
 - Cambridge Refugee Social Committee Group



Engaging with young people

8. Our engagement team have continued to make engaging with an increased number of young people a priority to ensure their views and experiences are heard. During the summer of 2022 our Engagement Manager attended summer residential activities run by the National citizenship Service (NCS). This enabled us to engage with large groups of young people over the course of a whole day on several occasions, hearing experiences on a wide range of health and care services. The Engagement team have also attended annual 'Freshers Fayres' as in previous years. Strong relationships have been built up with local schools and we are planning to pilot a schools project with a small number of local schools starting in Autumn 2023.

Engaging with people from diverse backgrounds

9. Over this period our engagement team have built on their existing contacts and created links to communities we have not previously engaged with. We have also built strong links with groups working with local migrant populations. We intend to develop these relationships over coming months, being able to demonstrate that we are capturing an increased number of experiences from people from different ethnic backgrounds.

Community groups we have engaged with over this period include:

- Peterborough Asylum and Refugee Communities (PARCA)
- Chinese community, Peterborough
- Nigerian Community, Peterborough
- Access Migrant Community Wisbech
- Afghan and Central Asian Association
- Chai and Chat Muslim Womens Group
- Romanian Community
- Cambridge Hindu Association
- Ukranian Hub (Ely)

Events attended include:

- International Roma day
- Cultural Diversity Day, Cambridge
- Ukranian drop-in session

Other work carried out by our Engagement Team

Homelessness

10. We have engaged with a number of groups working with people affected by homelessness and visited local hostels, including one hostel supporting young people, to engage with residents, listening to their views on accessing health services.

Cost of Living

11. Over the past year cost of living has been a key issue affecting many people. Our team have attended a number of 'cost of living' events across Cambridgeshire and Peterborough, also local 'Warm Hubs'.

Other events attended

12. As part of our engagement programme we aim to attend a wide variety of community events which enable us to speak to local people, improving awareness of Healthwatch and listening to people's views and experiences.

These have included:

- Millfield Festival
- Good Mood Cafés
- Local libraries
- Timebank Coffee Mornings
- St Georges Festival, March

Our volunteers

13. Over the year 128 volunteers have supported the work of our Healthwatch. This includes Independent Members of the Partnership Boards and Health Champions but not Non-Executive Directors.
14. We currently have 36 active Community Listener volunteers, covering Peterborough and all districts of Cambridgeshire. These volunteers carry out the essential work of extending the capacity of our Engagement Programme, attending events and listening to and recording experiences and feedback from members of the public using health and care services. We continue to receive expressions of interest from people wishing to volunteer with us which

are swiftly followed up in line with our established process, before undertaking a structured and thorough induction.

15. Our Volunteer Manager and Engagement Team maintain regular contact with our volunteers to enable them to become involved in many areas of our work.
16. Following the development of the new representation role, which allows some volunteers to represent our Healthwatch at certain meetings, to include attendance at Integrated Neighbourhood Board Meetings, as required as part of our ICS project work. A number of groups of volunteers have now completed our 'Representation training', enabling them to carry out this role.
17. The quality of our work to recruit and manage volunteers, including our Volunteer Policy and Volunteer Handbook which was amended with the involvement of a number of our volunteers, has been recognised by Healthwatch England. Our Healthwatch have been commissioned to deliver two online training sessions later on in 2023 on effective volunteer management for other local Healthwatch.

Partnership Boards and Wheelchair User Forum

18. Following recovery from the pandemic and our learnings from piloting the use of hybrid meetings for the Partnership Boards upon which we created a report of our findings, during this period we have continued to hold many of our meetings in this way in line with the stated preferences of our Independent Members. This method of meeting works particularly well with our Sensory Impairment Partnership Board with Independent Members typically having a strong preference for either meeting online or face-to-face according to their individual communication needs. Our Learning Disability Partnership Board benefits from being held face-to-face to enable Independent Members to have individual support provided in the same room.
19. Recruitment of new Independent Members to all Partnership Boards has remained challenging. We have created a plan for recruitment which will be kept under review over the coming months and includes plans for engagement with local organisations to promote the benefits of involvement.

Activity from each Partnership Board

Carers Partnership Board

20. The Carers Partnership Board have heard updates on the Market Position Statement and also the annual Carers Survey by Cambridgeshire County Council and Peterborough City Council. They were able to provide feedback on this and raised concerns around the deadline for completing the survey which would make it less likely that many carers would be in a position to respond. Following concerns being raised the deadline for completion was extended.

Another issue was raised was that of a carer whose cared-for was funded through Continuing Health Care (CHC). They had been informed by their Local Authority that they were not eligible for support. Raising this issue at the meetings led to the case being reviewed.

The Carers Partnership Board has received presentations from Sue Ryder around encouraging people from black and minority ethnic backgrounds to access the service, from Arthur Rank who spoke about the NHS III option for palliative care and around plans for re-tendering the advocacy contract.

Learning Disability Partnership Board

21. During this period there was a return to meeting face-to-face where possible, which for many Independent Members of the Learning Disability Partnership Board enables them to have better access to in-room support. The structure and arrangements for meetings were reviewed as previously meetings were very long. The amendment to meeting structure was co-produced with Independent Members to take into consideration their views and find solutions collectively. As a result meeting length has been shortened considerably. There was a commitment for people to send out relevant information in plenty of time to allow for support to read and discuss it ahead of meetings, reducing the need for repetition.

The LDPB have received a presentation on a proposed project supporting people with learning disability and/or Autism who face delay in discharge

from hospital due to difficulties in arranging suitable support for their return home.

22. The Health Sub-group have continued to meet during this period, discussing issues such as health services in the community and receiving a presentation from Sue Ryder about improving access to end-of-life services for people from minority ethnic backgrounds.

Older Peoples Partnership Board

23. During this period the Older People's Partnership Board have been involved in discussions around the Aging Well Strategy, the Falls Prevention Strategy, plans to re-commission the advocacy service and older people's mental health.

Presentations have also been received from Sue Ryder (making end-of-life services more accessible for people from minority ethnic backgrounds) and Arthur Rank (NHS III palliative care option).

Physical Disability Partnership Board

24. During this period the Physical disability Partnership Board have discussed issues including Disability Facility Grants, the launch of stop Hate UK's helpline in Cambridgeshire and Peterborough (hate crime is a priority concern for the PDPB. There have also been discussions around concern about hospital discharge.

The PDPB has also been involved in a task and finish event looking at the planning of developments, understanding the planning process and regulations relating to disability. Greater Cambridge Shared Planning Service spoke about processes and the Disability Panel which looks at applications, making recommendations for buildings and developments.

Sensory Impairment Partnership Board

25. The Sensory Impairment Partnership Board have continued to discuss the impact of new technologies for people who are deaf or blind. E-scooters remain an issue of concern and the SIPB are involved in the E-scooter

Stakeholder Group. They have also had a presentation and discussion with Starship, who provide a robot delivery service in areas of Cambridge and South Cambridgeshire.

The group have also discussed issues with getting and accessing GP appointments which may involve use of technology which presents a barrier to the accessing the services.

Wheelchair User Forum

26. The Wheelchair User Forum has continued to meet on a quarterly basis. This is attended by AJM Healthcare, the wheelchair service provider. They have brought issues such as Personal Wheelchair Budgets to the Forum, also responded to concerns raised by service users.

Cross-Board events

27. Once a year our Healthwatch host a cross-board event, with each of the Partnership Boards being involved in discussions regarding suitable topics to be the focus for the event. This year's event, 'Championing Access' focused on the accessibility of services and the work being done around this. The event was opened by our Chair, Stewart Francis, and the audience were addressed by Louise Ansari, National Director for Healthwatch England. People of lived experience shared their stories and there were a number of workshop sessions inviting participation from attendees. The event was widely promoted to ensure local people from the wider population can benefit in addition to our Independent Members.

Health and care forums

28. Our four health and care forums continue to be well attended by members of the public and representatives from local health and care services. Local large healthcare trusts attend to give service updates, as well as other local health and care providers including local voluntary and community sector organisations, to answer queries and respond to feedback. We also receive regular updates about local Integrated Neighbourhoods work from local teams. Trusts who attend or give regular updates are as follows:

- Cambridge University Hospitals Trust (CUH) – Cambridge and South Cambs Health and Care Forum
- Cambridgeshire and Peterborough NHS Foundation Trust (CPFT) – all forums
- Queen Elizabeth Hospital – Fenland and East Cambs Health and Care Forum
- North West Anglia Foundation Trust – Huntingdonshire Health and Care Forum, Peterborough Health and Care Forum

29. During this period we have seen an increased attendance at our health and care forums by local Patient Participation Group (PPG) representatives. We have created a dedicated slot at all meetings to hear their feedback and are able to escalate any issues they raise via our escalation process. This is a key aspect of our meetings we are keen to continue to develop over coming months.

30. Healthwatch Health and Care forums form part of our model for the running of the Adult Social Care Partnership Boards. They allow issues and updates discussed at the Partnership Board meetings to be shared with a wider audience and for the Independent Members of the Partnership Boards to benefit from hearing how other members of the public experience similar issues. Currently several Partnership Board Independent Members regularly attend health and care forum meetings.

31. The health and care forums use an action log to ensure we record issues raised and requests from the forums, providing feedback as appropriate to future meetings. Examples of matters we have followed up during this period include:

- Issues raised around what to expect from the Continence Service run by CPFT. Reports of issues with supplies or a deterioration in products supplied causing leakage and people lacking confidence to leave the house. CPFT contacted us for clarification on issues reported and will attend a future meeting to give a full update.
- Concerns raised about impacts of new developments on local health infrastructure and whether developers were contributing promised funds. NHS Estates team attended to give an update on estates.

- People reported that they did not understand who provided which services at North Cambs Hospital. Cambridgeshire Community Services agreed to attend a future meeting to give an update and answer questions.

32. Topics discussed/updates provided at the health and care forum meetings during this period include:

- Primary Care estates update
- The JET Team
- SUN Network – addiction support
- YANA – improving agricultural and rural mental health in East Anglia
- HDC Armed Forces Covenant

Enter and View

33. Following the Covid-19 pandemic we have not resumed our Enter and View activity as yet, but plan to do so towards the end of 2023. We are currently in the process of ensuring our Authorised Representative volunteers are suitably prepared ahead of planning a new programme of visits.

Future plans

34. We plan to begin our pilot of a Schools Project in Autumn 2023, which will involve young people acting as ambassadors to encourage their peers to share their views on health and care services and their experiences of accessing them.

35. We will continue efforts to develop our Partnership Boards, with continued focus on recruiting new Independent Members.

36. We will work towards renewing our Investment in Volunteers quality mark, following our initial award in 2020.