

CEO Report for November & December 2015

Purpose

1. This report summarises Healthwatch Cambridgeshire's key activities and outcomes since the last Board meeting.

Key issues

2. Sections 6-12 sets out the key strands of work undertaken by Healthwatch Cambridgeshire staff during November and December.
3. Section 13-17 presents the Key Performance Indicators.

Action required by the Board

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

Author

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20 January 2016

Highlights & Impacts

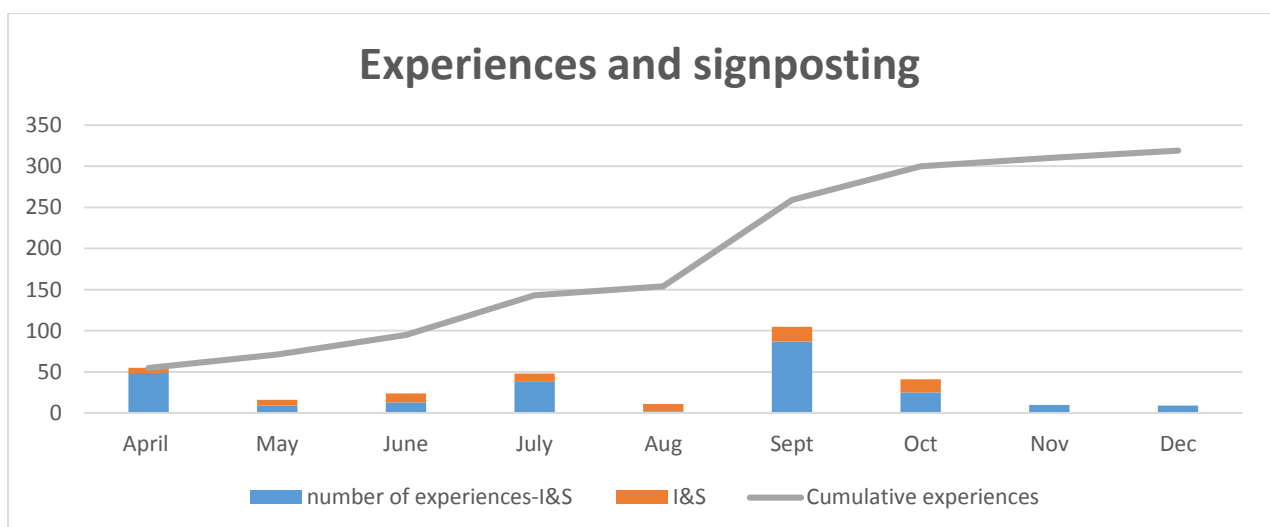
5. Following the collapse of the UnitingCare contract, Healthwatch Cambridgeshire has played a key role in driving forward the media profile of the issue. The Chair, the CEO and the Communications Manager have worked together to formulate questions, promote consistent key messages, negotiate with other Healthwatch affected to give a consistent response and kept the CCG and affected providers informed of our activity. Many media enquiries have been responded to, nationally and locally.
6. The CEO continues to represent Healthwatch Cambridgeshire in a number of key strategic programmes, including the Cambs Executive Partnership (which oversees the Better Care Fund) and the CCG's Joint Commissioning Board for Primary Care, their Patient Safety and Quality Committee and the Monitor-led CUH Stakeholder Assurance Group which oversees progress against their Improvement Plan. She also represents all Eastern Healthwatch on the regional Urgent & Emergency Care Network.
7. Healthwatch Cambridgeshire has been leading the call for evidence from the Healthwatch Network regarding Adult Social Care experiences. The escalation regarding the length of waiting times for older people's assessments is the longest open Healthwatch England escalation. With further Local Authority budget cuts looming this is unlikely to change. The local position continues to be monitored and experiences sought from the public and partner organisations. The County Council have welcomed our monitoring as this has caused them to review their waiting lists and associated processes.
8. The final Care Home Enter & View Reports are now being finalised. Following the Board's recommendation at the November meeting, joint visits with the CCG and focussed visits to providers are being planned. A Memorandum of Understanding is being drafted to support this new joint working.
9. Public Health have commissioned a series of Focus Groups to inform the development of the Drug & Alcohol JSNA. Unfortunately it has proved hard to recruit members of the public to these groups. Less groups have been held than anticipated. Once this work is complete there will be a full debrief to ensure lessons are learnt for any further work of this nature. The time of year has undoubtedly been a complicating factor.
10. Public Health have also provided a small amount of funding to survey the general public regarding perceptions and experiences of using preventative Sexual Health Services. The findings will be used to inform the commissioning of a new service. The survey closes on 21st January 2016.

11. The ‘Wheelchair for You’ survey has been designed, working with Healthwatch Peterborough, Pinpoint and Family Voice, and will be open until the end of January. Significant concerns have been raised regarding the provision of wheelchair services for both children and adults. The survey findings will feed into the forthcoming procurement of these services.

12. In December the CAMH service was re-opened to take referrals from people with ADHD and Autism. We await reassurance that services are in place to prevent the waiting list building up again. Healthwatch Cambridgeshire has been commissioned by the CCG to undertake a series of discussion groups to inform the CAMH redesign, this will include Peterborough. A Steering Group has been set up to lead this work.

Key Performance Indicators

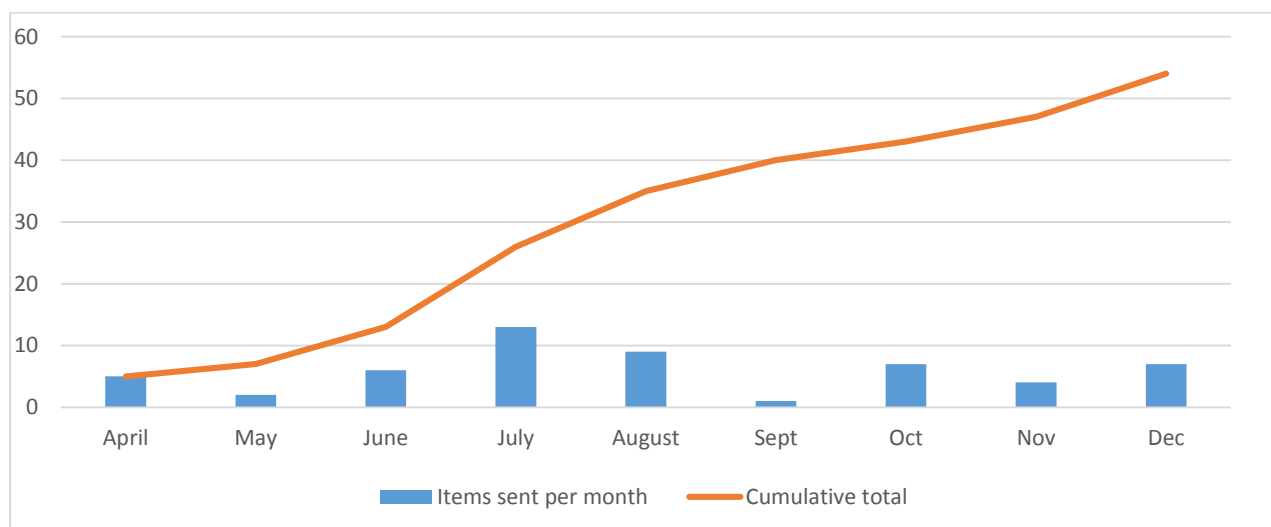
13. Collecting Experiences & Signposting



14. Influencing Activity

- Co-ordination of responses after the collapse of the UnitingCare contract
- Healthwatch England:
 - Gathering national experiences of Adult Social Care
 - Pressing for clarity regarding cross-boundary working
- Changes influenced:
 - Contacts for Community Matrons
 - Carers' Charter on CPFT website
 - CCC review of social care assessment waiting lists
 - CCG review of Patient Experience - to report in February 2015
- Consultations responded to:
 - CQC Hospital Inspection Review
 - NICE consultation on involvement

15. Consultation Network



16. Engagement Activity

- Community meetings & public events:
November - 8
December - 3
- Consultation Network members: 179 (up 17)
- Youth Connect members: 66 (up 10)

17. Reach

E-news :

	No of recipients	No of opens	Clicks to website
Nov	600	136 (22.8%)	31 (5.2%)
Dec	608	149 (24.6%)	41 (6.8%)

Media:

Nov 5 articles (1 vol org, 2 radio, 1 newspaper, 1 specialist publication)

Dec 11 articles (3 local TV, 2 community TV, 1 newspaper, 4 radio inc Radio 4 mention)

Website:

Average daily number of users 36

Average page views per session 2.4

% of new visitors 57.5%

Twitter:

	Nov	Dec
Tweets	46	69
Interactions (link clicks, RT, likes, replies.)	192	314
New followers	44	141

Facebook:

	Nov	Dec
Posts	16	33
Interactions (link clicks, shares, comments/clicks)	8	17.4
New page followers	15	6