

CEO Report

April to June 2021

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Highlights

1. The Healthwatch Cambridgeshire and Peterborough annual report was published on 30th June. A summary of the year's activities and achievements will be presented to the Board at the AGM on 21st July 2021.
2. The NHS England commissioned Integrated Index Project has been completed. See the Business Development Programme Group report for more detail and the review of the project.
3. The Autistic Voices report was published in May. This report tells the stories of what it is like for people getting diagnosed and finding and using autism services and support. The report has been shared with local authorities and health commissioners to help shape a new All Age Autism Strategy for our area.
4. Our Peterborough and Cambridgeshire Partnership Boards published a report, Keep on Moving, which describes what it is like for people with disabilities to get around. The report has been shared with the new Mayor for the Combined Authority, who welcomed the recommendations.
5. Our Healthwatch held two workshops as part of NHS England's consultation on new A&E standards. In May we published a report of what people told us.
6. We are making plans for how we can start to do more face to face engagement and how staff can start to return safely to more office working.

Strategic priorities

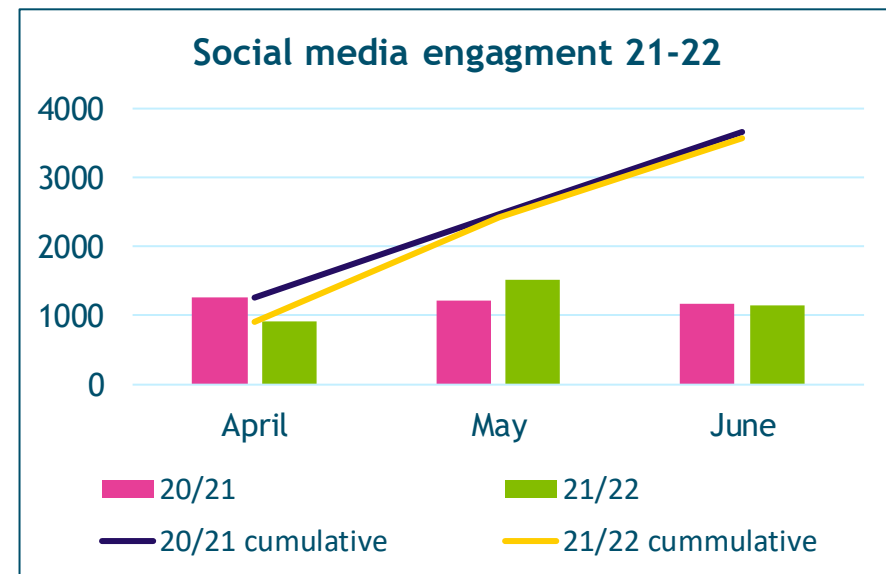
Priority	Current activities
1.Promoting Independence & Self-Care	<ul style="list-style-type: none"> • Information Service delivery • Website information.
2. Access to Primary Care Services	<ul style="list-style-type: none"> • Representation at primary care intelligence sharing groups • Escalating access concerns, particularly NHS dentistry and access to face to face consultations.
3. Social Care and Integrated Support Services	<ul style="list-style-type: none"> • Partnership Board activities • Discharge from hospital transformation board • Membership of ‘Home First’ regional group • Influencing and supporting the engagement approach of the ICS.
4. Mental Health Services for Children, Young People and Adults	<ul style="list-style-type: none"> • Working with partners to understand lived experience and share with commissioners and providers • Members of CPFT collaborative group • Autistic Voices report • Transition experiences as part of Integration Index project • Work with young people in planning.
5. Involving people in redesigning the services they use	<ul style="list-style-type: none"> • Opportunities to contribute via health and care forums and partnership boards • Community research (South Alliance) project • Research opportunities.

Concerns and escalations

7. We are continuing to hear about problems people are having getting through to their GPs practice by telephone and getting appointments. Some people also report problems with remote consultations. It is highly variable across our area. We are sharing this intelligence with the CCG and NHS England to help with improvements.
8. We have been told about problems people who do not have English as a first language are having using the 111 service. We are helping the provider, Herts Urgent Care, with possible solutions and contributing to the national discussion on this.
9. A number of carers of housebound people have contacted us as they were having problems getting their covid vaccinations arranged. The CCG have been helpful and quickly resolved.
10. People have told us about confusing letters from CUH regarding appointments. The letters are very unclear and people do not know whether they have an appointment or not. CUH are investigating solutions.
11. Problems continue for people trying to use NHS dental services and we continue to contribute our intelligence to regional discussions with NHS England and other Healthwatch.

Communications

12. **Published and promoted four reports:** Annual Report, Keep on Moving – Partnership Board report, Autistic Voices and the Transformation of Urgent and Emergency Care. As well as continuing to promote regular Healthwatch activities, updating information and advice articles, publishing a monthly e-news and supporting the development of upcoming project work.
13. **Websites regularly updated with** news articles, blogs, news, events and advice articles. There have been 25,500+ users during this period, an increase of 74% on the previous year. 356 people have fed back their experiences via the website during this period.
14. **BSL survey launched** during Deaf Awareness week in May to increase accessibility.
15. **Public relations** - 45 articles in external publications, including BBC radio, local press, community newsletters and local NHS and voluntary sector publications. 14% reduction on last year as no proactive press activity during purdah 29 March - 10 May.

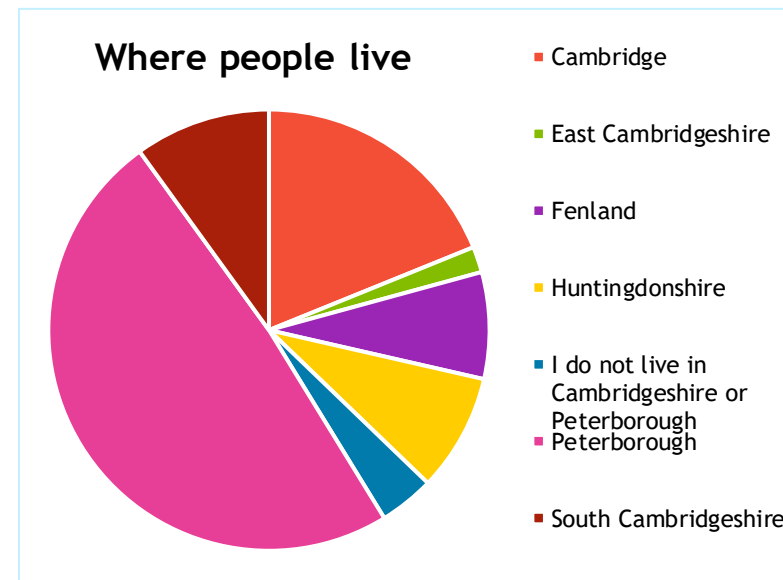
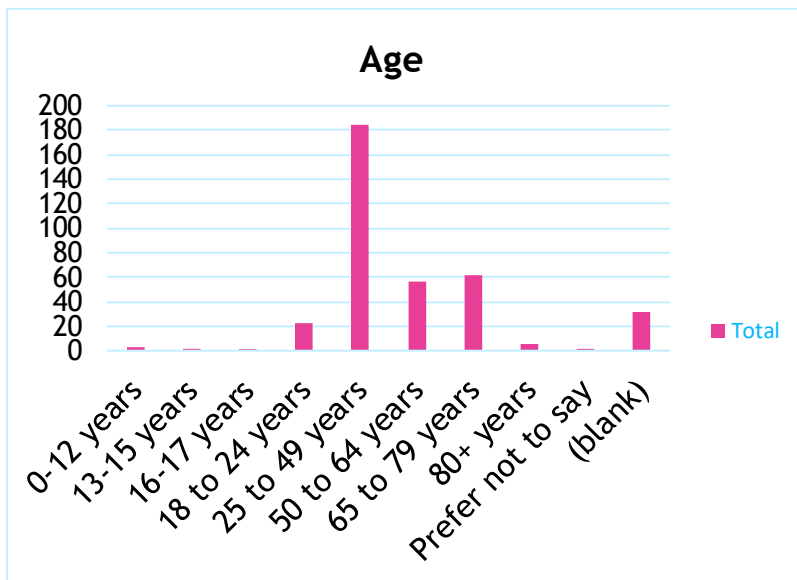


Social media engagement down 2% at 3,570, this is still significantly higher than 'pre-Covid' years.

16. Updated demographic data collection in line with advice from the equalities commission, so we now ask people a wider range of questions so we can monitor how well we are reaching different members of the community. Data is currently only collected for people who submit online, but we will be expanding this to cover face to face and other engagement. Questions are optional, but most people complete them.

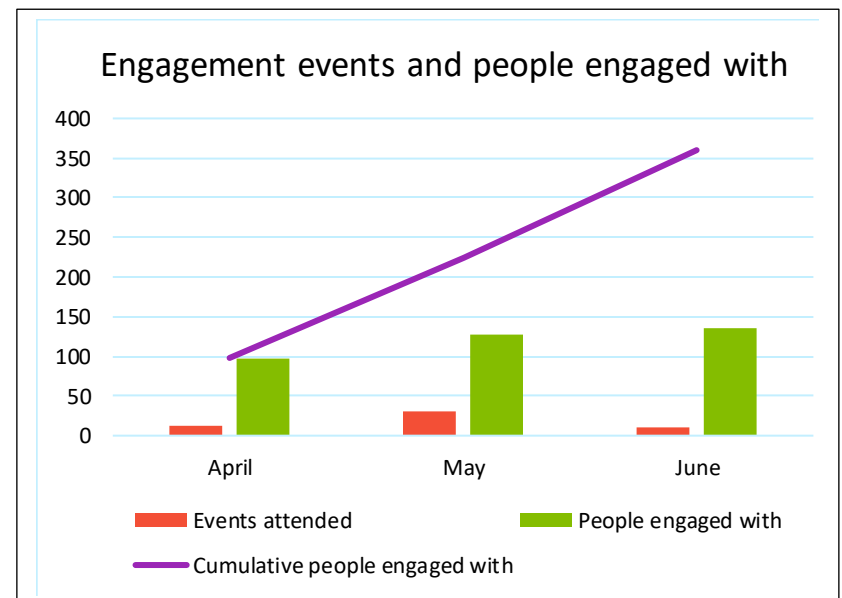
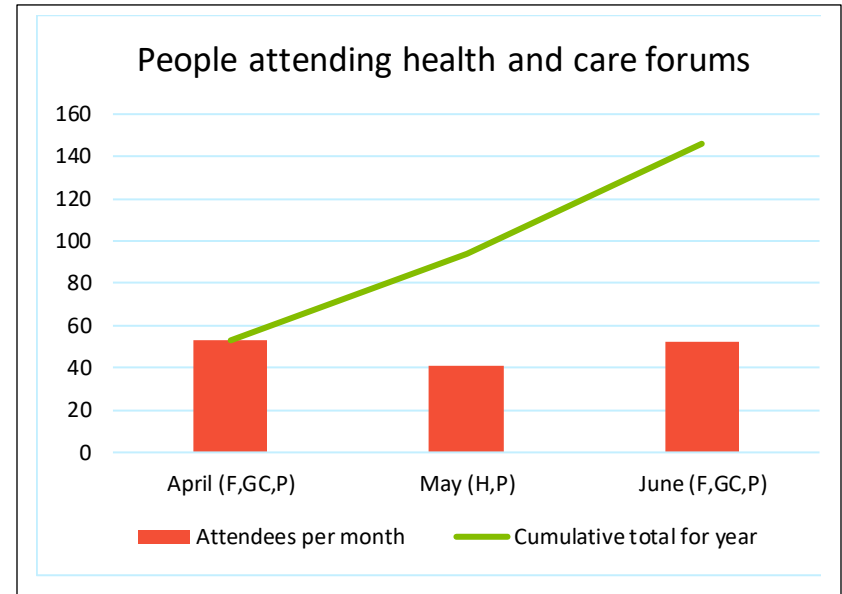
271 people completed the form during this period. Here is a selection of their responses.

- 26% respondents identify as male, 60% female and 1% as non-binary.
- 6% identify as lesbian, gay, bi-sexual, asexual
- 26% of people are from a minority ethnic community



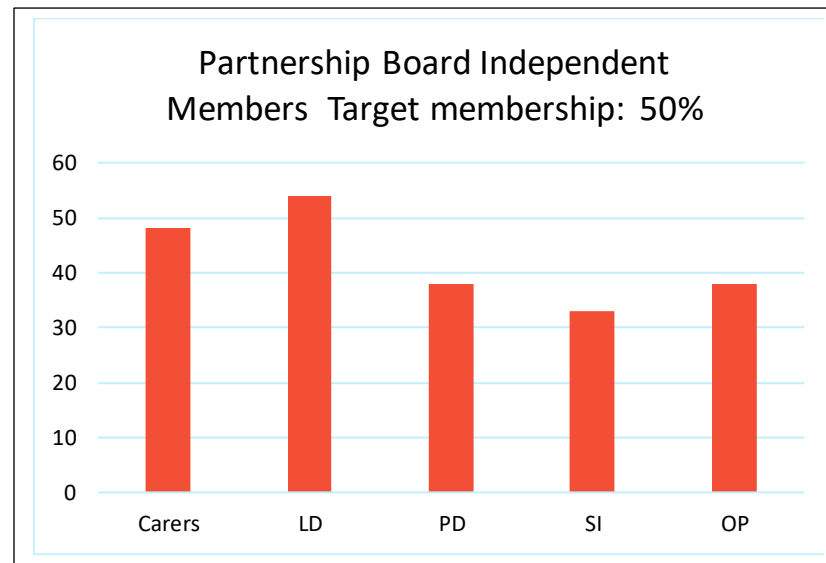
Engagement

17. During this period there were eight health and care forum meetings.
18. Topics covered included:
 - Update from East of England Ambulance Services Trust
 - Discharge support and admission prevention.
19. We participated in 54 online engagement events, speaking to 360 people and collecting their experiences.
20. Groups and organisations contacted during this period included:
 - Homeless hostels in Cambridgeshire and Peterborough
 - CPSL Mind Good Mood Cafes
 - Futurebright Solutions (Future Parks Project).



Partnership Boards

21. All five Partnership Boards met during April - June 2021, there was also one meeting of the Wheelchair Users' Forum
22. Topics covered included:
 - Direct Payments support services
 - Co-production at North West Anglia NHSFT
 - Discharge to Assess update.



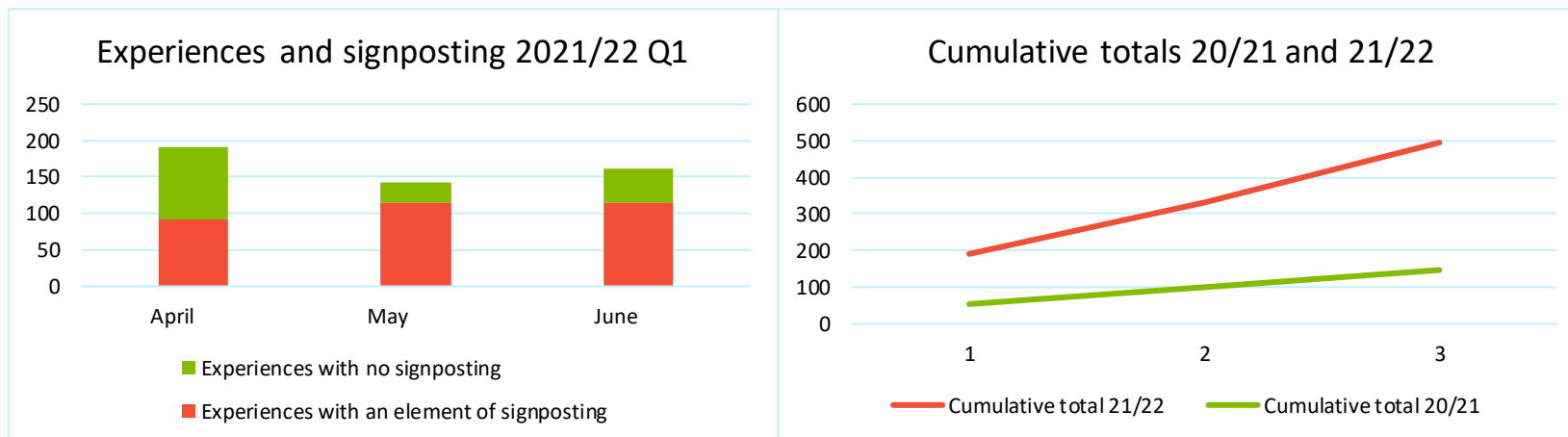
23. The target for the membership of the partnership boards is to have 50% of independent members. The graph shows progress against this target. Recruitment to increase this number is continual.
24. 'Keep on Moving' report published, highlighting people's experiences and issues in moving around the county.
25. Two 'scam awareness' workshops have been held.
26. Planned developments: Meeting with Future Parks - to ensure Independent Members input is considered in looking at making parks and public spaces accessible.

Volunteering

27. There are currently 38 active volunteers.
28. In quarter 1 of this year we have recruited three new volunteers.
29. During this period we held three volunteer team meetings online including a meeting to say 'Thank you' to our volunteers during Volunteers Week.
30. We have continued to maintain frequent contact with our volunteers either online or over the telephone to check on their wellbeing as well as discuss opportunities coming up which they may wish to be involved in. These include involvement in the South Alliance project and forthcoming planned Enter and View visits.
31. Refresher training is being planned to enable Enter and View visits to resume in the autumn.

Experiences

32. Finding NHS dentists and access to GP care are the two highest topics that we are receiving feedback and enquiries about. 93% of the contacts regarding NHS dentists are about booking appointments. 73% of GP contacts relate to booking appointments.
33. The Information Service is receiving significantly more enquiries and feedback than in previous years, with a much higher proportion of people asking for signposting help. The end of year total is projected to be double that of previous years.
34. In the coming months we are planning to resume the collation and distribution of experiences summaries to commissioners and providers.



Impacts and influencing

35. We were made aware of worries people had about the lack of public information about a proposal for primary care to share people's data. We contributed to national discussion and locally liaised with our LMC. We highlighted to the LMC one practice who sent out blanket text to patients to opt out. The LMC have taken action.
36. Consultations responses submitted:
- Making vaccination a condition of deployment in older adult care homes (DHSC)
 - Shared decision-making guideline (NICE)
 - Consultation on remote local authority meetings (DHCLG)
 - Survey about support for adults with learning disabilities (local authority)
37. Our new Impact Tracker records feedback from people who have found our services useful. In this period, we have had compliments relating to our Information Service, social media, local health and care forums and partnership boards in particular:

"I'm sure it's as frustrating to you as it is to me that so few [dentists] seem to be taking on NHS patients, but you've been most helpful indeed and that's much appreciated."

"Thank you for your support I'm sure I would of still been getting same reply if you hadn't come to our assistance."

Projects

Project name	Description	Status	Comment
South Alliance	Two-year project to recruit and train volunteers to undertake engagement projects.	Green	Recruitment to start July 21. Training package in development.
Gypsy, Roma and Traveller project	Lottery funded three-year engagement project to develop a network of volunteer listeners and provide a series of cultural competency training sessions for NHS and local authority staff.	Green	September start date. Recruitment underway for project manager.
Healthwatch England Quality Framework case study	Case study to demonstrate the benefits of the quality framework	Green	Small, funded project, to complete by end July 21.
CQC Experts by Experience	Sub-contract to recruit, train and maintain a pool of Experts by Experience to support CQC inspections.	Amber	Delayed start due to Covid. Aiming to commence Q2/3 201/22.

Further information

[Autistic Voices Report captures local people's lived experiences | Healthwatch Peterborough](#)

[Keep on Moving: a "transport for all" report | Healthwatch Cambridgeshire](#)

[Thinking about end-of-life care for you and your family | Healthwatch Peterborough](#)

[Transforming urgent and emergency care | Healthwatch Cambridgeshire](#)