

## Chair's Report

### Purpose

1. Chair's report describes the public activities carried out by the Chair since the last Board meeting, and lists them in appendix 1. This period included more local radio appearances than usual, indicating an appetite for commentary on the public perspective of our health services performance and changes. Whilst Healthwatch is sometimes well placed to do this we are keen to encourage proactive contributions from local health and care commissioners and providers as well.
2. Winter pressures - this means the increase in demand for health services over winter, and the impact on services and patient experience - have been a public concern over the Christmas period and into the New Year.
3. On internal matters, I welcome new staff to the Healthwatch team, and draw attention to the outputs from the first All Purposes Group meeting to be considered in this Board meeting elsewhere on the agenda.

### Action required by the Board

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

### Author

Val Moore, Chair

17th January 2018

## Comment on winter pressures in Cambridgeshire and Peterborough

5. Our local hospitals are under huge pressure. Some non-urgent elective operations may be cancelled following recommendations from NHS England to try and reduce emergency pressures. Healthwatch have disseminated the messages from the Cambridgeshire and Peterborough CCG Choosewell campaign to help people use the best service to meet needs for urgent and emergency care. See <http://www.cambsandpeterboroughchoosewell.co.uk/>
6. In my last report, I highlighted that A&E Delivery Boards are in place to report on and improve services focussed around each hospital Trust. Directors (Mike Hewins for Addenbrookes, Nik Patten for Peterborough) have joined the Boards to represent us. The first impression is that there are a lot of initiatives being put in place. We are concerned that patients and the public should be involved in the development of these service changes. The issues and responses are different for the north of our patch and the south. Discussions can vary from strategy to arranging detailed solutions for individuals in need. A second concern is that the public will not automatically know how to access new services, and who is coordinating their care. It's important that we encourage this feedback to be hard-wired into the plans and activities of these Boards.
7. Paul Marshall, our guest from East of England Ambulance Services NHS Trust will provide us with a welcome insight into the winter pressure issues and enable further discussion about the role of Healthwatch during a difficult spell for the health services and about how we can support public engagement with service change in the future.

## Healthwatch Cambridgeshire and Peterborough developments

8. The contract is agreed with our commissioners Peterborough City Council (PCC) and Cambridgeshire County Council (CCC) joint commissioning unit. This confirms our budget to March 2019. Please see the Finance report for an update.
9. Four unfilled posts following the merger have been recruited to. I'm sure the Board will join me in welcoming our new colleagues to Healthwatch. Recruitment for a Communications Officer is in progress.
10. Our policies continue to be updated, and thanks are due to all those who have contributed. The All Purposes Group has developed a systematic approach to risk assessment and management for consideration.

- 11.** The Healthwatch Community Forum in Peterborough met in December and plans to extend its reach to new groups and faces over the coming months.

## Appendix 1

Chair's external meetings, 1<sup>st</sup> November to 31<sup>st</sup> December 2017

See Glossary on the Agenda for abbreviations.

Meeting	Purpose	Date
Julie Spence, Chair, CPFT	Chair to Chair	01/11
STP Care Advisory Group	Member	09/11
CPFT Non-Executive Director interviews	External panel member	10/11
Cambridgeshire Health and Wellbeing Board	Member	23/11
STP Care Advisory Group	Member	30/11
Cllr. Peter Topping - CCC Health and Wellbeing Strategy priorities	One to one	05/12

**Media interviews:**

BBC Radio Cambridgeshire Health Panel, 15 November.

Accessible Information Standard report and other issues of the day

BBC Radio Cambridgeshire news, 7 December.

Comment on waiting times

BBC Radio Cambridgeshire Health Panel, 13 December.

Comment on primary care services and other issues of the day