



## Healthwatch Cambridgeshire Work Programme 2015/16

### Update August 2015

#### **Outcome 1**

Local people are aware of Healthwatch Cambridgeshire, understand its purpose and how to access help and support.

By the end of 2015/16 it can be demonstrated that more people know about Healthwatch Cambridgeshire and have used its services.

Activity	Progress	Outcome/impact
Delivery of communications and awareness raising activities	All work supported by comprehensive and high quality comms activity, using mixed social media, online and hard copy.  (See Comms Report)	Increasing public profile of HWC
Ensure embedding of partnership way of working	HWC representation at all 5 Local Health P'ships. Presentations given on our work and opportunities to work together identified.  Cambs Voice strategic network continues to grow and now linking to Children's Participation Group. Joint event planned for October 2015.  Joint project with The Alliance to explore and gather people's experiences of using wheelchair services.  Helped raise awareness of need for common understanding between local	Organisations in Cambridgeshire work together and are informed of what each other are doing Greater impact by combining voice  Dissemination of good practice Identification of poor practice Reduced duplication Increasing the evidence-base

	HWx of cross-border concerns.	
<p><b>Outcome 2</b> Local people are empowered to give their views and influence decisions to improve health and care services.</p> <p>By the end of 2015/16 it can be demonstrated that Healthwatch Cambridgeshire has undertaken a range of different work to engage with communities across the county, with specific attention given to those people who do not usually have their voices heard.</p>		
Activity	Progress	Outcome/impact
Delivery of Engagement Plan	<p>Spring - Library Roadshow display in 4 libraries in the north of the county over period of 10 weeks.</p> <p>Summer - 4 market stalls in the north of the county. Spoke to 234 people.</p> <p>Stalls at community events:</p> <ul style="list-style-type: none"> <li>• Ely Aquafest</li> <li>• Live in the Park</li> <li>• Golden Age</li> <li>• Carers' Week</li> </ul> <p>Talks to community groups:</p> <ul style="list-style-type: none"> <li>• Timebanks</li> <li>• Alzheimer's Society</li> <li>• Dementia Friend session</li> <li>• March Breatheasy group</li> </ul>	Building relationships and increasing the evidence-base
Reaching seldom heard people	<p>Engagement work targeted at marginalised communities and areas of low involvement</p> <p>E&amp;D Project underway to collect Trusts' Policies &amp; Action Plans</p> <p>Call for evidence re Gender Identity Services</p>	<p>Greater insight into minority group experiences enables HWC to focus on relevant issues for marginalised people</p> <p><i>E&amp;D Project - on receipt of survey Hincingbrook Hospital placed the issue on their Risk Register</i></p>

<p>Delivery of Enter &amp; View programme</p>	<p>Gypsy, Romany and Traveller Project underway</p> <p>Completed 11 care home visits</p> <p>2 more planned in September</p> <p>Report production in hand</p> <p>Process review to be held in September</p> <p>Report to Board November 2015</p>	<p>Specific improvements seen:</p> <ul style="list-style-type: none"> <li>• Disabled car parking bay</li> <li>• Cleaning of carpets</li> <li>• Extra entertainment and activities</li> </ul> <p>Relationship building with care home staff and owners</p> <p>Raised awareness of Performance Indicators and CCC targets and results</p>
<p>Delivery of Children &amp; Young People's Engagement Programme</p>	<p>Ely 6<sup>th</sup> Form College Project; My Own Mind. Final report in production.</p> <p>Youth Connect - 68 subscribers receive the monthly newsletter</p> <p>Link to regional young Health Ambassadors forum</p> <p>Raise awareness of HWC with young people's organisations, including:</p> <ul style="list-style-type: none"> <li>• Turtle Doves</li> <li>• Children's Links</li> <li>• Voiceability</li> </ul>	<p>Informs young people about health and social care issues and opportunities to engage around the county</p> <p>Better partnership working and reaching better outcomes for young people</p>
<p>Maintenance of volunteer base</p>	<p>27 volunteers helping with events, outreach, research and E&amp;V (see Volunteer Review)</p> <p>Carer friend/champion training for our volunteers</p>	<p>More volunteers gaining confidence and skills and wanting to take part in more HWC activities</p> <p>Encourage volunteers to be more carer aware and help identify and signpost to support, hidden carers in local communities</p>
<p>Development of Consultation Network (CN)</p>	<p>CN has 130 members who are sent an average of 5</p>	<p>More people are able to give their views and get involved in a</p>

	items/week. All of which are posted on our website	range of opportunities to have their say
<b>Outcome 3</b> Individuals are able to make informed choices about their health and social care as a result of the information provided by Healthwatch Cambridgeshire. By the end of 2015/16 an increasing number of people will have used this service.  There will be six-monthly reports to the Board of Directors.		
Activity	Progress	Outcome/impact
Information & Signposting Service	Summarised in report to Board May 15	People are able to find the service, information and support they need  Feedback gathered for the evidence-base
Promoting accessible and quality information	Care Act implementation  Accessible Information (see E&D Project above)  Feedback on individual issues where identified, eg Continuing Health Care concern	
<b>Outcome 4</b> The views and experiences of local people influence commissioning decisions to improve health and social care services. By the end of 2015/16 Healthwatch Cambridgeshire will be able to demonstrate concerns raised and impact achieved.  There will be bi-monthly reports to the Board of Directors.		
Activity	Progress	Outcome/impact
Promote the value of lived experience	Person's Story agenda item at Health & Wellbeing Board as from July 2015  Input into JSNA Programme and asking questions at all strategic meetings.	Film made by HWC shown at July HWB meeting. Greater awareness of decision-makers of how people experience services and the impact on their lives.  JSNAs and strategy reflect the reality of people's needs and explores solutions based on experience.

<p>Building and using the evidence-base</p>	<p>Support the development of Hinchbrook Hospital's patient engagement plan</p> <p>Advice given to partners on how to run effective consultations</p> <p>Consultations responded to:</p> <ul style="list-style-type: none"> <li>• Mental Health Strategy (CCC)</li> <li>• Delegated Commissioning of Primary Care (CCG)</li> </ul> <p>New quarterly summaries designed and being sent to providers and commissioners.</p> <p>Involvement in QSG and CQC/CCC/CCG Intelligence-sharing meeting.</p> <p>HWC intelligence supporting all CQC inspections.</p> <p>Supporting Hinchbrook and Addenbrookes Oversight Groups.</p>	<p>The hospital's patient engagement work reflects a wider view of patient experience and more opportunities to get involved</p>
	<p><u>Individual concerns/projects:</u></p> <p><b>New</b> - Access to MH crisis services - gathering evidence with partners</p> <p>Waiting times for Older People's Social care Assessments- CEO met with DH and working with HW England to gather feedback</p>	<p>CQC inspections informed by the reality of experience</p> <p>LGA/ADASS support offered to Local Authority</p>

	<p>from the rest of the HW network. (Escalated)</p> <p>CAMHS (Escalated)</p> <p>Podiatry - CCG Policy change due. Lack of service in Fenland raised with Uniting Care.</p> <p>Access to breast and cervical screening</p> <p>Continuing Health Care - documentation being re-written as part of wider review.</p> <p>First Steps to Health (see Progress Report to Board)</p> <p>MSLC Report submitted to National maternity Review Body</p> <p><b>Closed</b> Low take-up of LD Health Checks</p>	<p>Redesign underway</p> <p>NHSE working group established.</p> <p>Review is now including patient views</p> <p>Linked up local, regional and national data and good practice</p>
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## Outcomes 5 & 6

Healthwatch Cambridgeshire is an independent and transparent organisation accountable to the people it serves and provides good value for money.

By the end of 2015/16 Healthwatch Cambridgeshire will have confirmed a financial sustainability strategy and successfully started to attract supplementary funding. There will be bi-monthly reports to the Board of Directors.

Activity	Progress	Outcome/impact
Delivery of work programme	As reported	
Consider and design a balanced and efficient staff structure that maximises use of resources and suitable to take the organisation to the next stage	Dependent on funding	
Develop a financially sustainable mixed income stream	<p>Successful quotes/proposals for commissioned work: Health &amp; Wellbeing Network (Work starts Sept15)</p> <p>Others pending: CPFT re Complaints Audit CQC Experts by Experience</p> <p>Unsuccessful: CCG Public Assemblies</p> <p>Stage 1 applications submitted to: Tudor Trust (awaited) Comic Relief (unsuccessful)</p>	
Induction and embedding of new Chair	Appointed September 2015	