

**SUMMARY OF ISSUES, ESCALATIONS, AND INVESTMENTS IN PROJECTS 2019/20**

Issues arise from public feedback for routine response by Healthwatch. These, taken together, may develop into larger concerns, prioritised within budget and resources by the CEO. Projects are developed through a formalised process which includes appropriate approval for investment.

|                 |                                    |   |   |   |
|-----------------|------------------------------------|---|---|---|
| <b>SEVERITY</b> | Large numbers impacted             | <p><b>Issues / summary actions</b></p> <p>Liaised with NWAFT to highlight issues arising from the introduction of their new IT system and improve information for patients</p> <p>Contributions to strategies and engagement advice to partners, eg diabetes strategy and GP mergers</p> <p>Enabled awareness of availability of 'Improving Access' GP appointments</p> | <p><b>Escalation to a Concern</b></p> <p>Challenge to CPFT about access to mental health services</p>   | <p><b>Project</b></p> <p>Developed the second stage Gypsy, Roma and Traveller project</p> <p>Formed a Community Values Panel model</p> <p>Continued to take up issues on access to NHS dentists in Peterborough and Wisbech</p> |
|                 | Medium numbers impacted            | <p><b>Issues / summary actions</b></p> <p>Brought attention to CUH regarding long waits at hospital pharmacy</p> <p>Highlighted confidentiality concerns at the new Royal Papworth Hospital</p> <p>Clarified CCG ear irrigation policy and contract requirements. Working with VCS to identify any ongoing confusion</p>  | <p><b>Escalation to a Concern</b></p> <p>Assisted NWAFT recruit members for its Black, Asian and Minority Ethnic Group</p>                    | <p><b>Project</b></p>   |
|                 | Low or negligible numbers impacted | <p><b>Issues / summary actions</b></p> <p>Many and various questions raised including:</p> <p>Appointments and waiting times</p> <p>Comment and feedback on information materials</p> <p>Highlighted inaccuracies in information, written and online</p>  | <p><b>Escalation to a Concern</b></p> <p>Successfully pressed for extended access to advocacy for young people at Clare Lodge secure unit</p> | <p><b>Project</b></p> <p>Completed actions from care homes following Enter and View visits</p>  |
|                 |                                    | Quick and easy for individual staff to deliver  | Involves a number of staff and a significant time   | Long term work / significant resources  |
| <b>COST</b>     |                                    |   |   |   |