

Business Development Programme Group Report

Purpose

1. This report updates the Board on the activities of the Business Development Programme Group, first set up in March 2021.

Key issues

2. The purpose of the group is to have oversight of the Healthwatch Cambridgeshire and Peterborough Business Development Strategy and provide assurance to the Board of Directors that the business development programme is balanced and aligns to our Healthwatch strategy, principles and values.
3. The business development strategy was last reviewed by the Board in March 2021. There are no developments to report at this point. The next annual business development report will be presented to the Board in March 2022.
4. The group has received progress reports on projects listed, an update on these is set out in the CEO report on this agenda:
 - Gypsy, Roma and Traveller Project (funded by The Lottery)
 - Integrated Index Project (commissioned by NHS England)
 - Community Research project (commissioned by South Alliance)
 - Experts by Experience (CQC contract)
5. Budget reporting of ring fenced projects is being overseen by the General Purposes Group.
6. The group received a report describing the formal review of the Integrated Index Project. See sections 8 to 11 below for a summary of this review.

Action required by the Board

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

Authors

Val Moore, Chair

Sandie Smith, CEO

21 July 2021

Review of the Integrated Index Project

8. NHS England funded five local Healthwatch to pilot a methodology to compile health and care experience profiles for groups of people who may be experiencing more challenges accessing health services. Our Health piloted personas for young people transitioning to adult mental health services and South Asian people with diabetes.
9. All outcomes of the project were met on time and the end of grant form submitted. We received very positive feedback from Healthwatch England on the quality of the work.
10. The funding received covered the costs incurred and we have learned lessons. These lessons relate to the challenges of carrying out an extensive piece of work during covid. But also reminded us of the many benefits of building and maintaining strong and effective working relationships with professionals, the local voluntary sector and with our colleagues.
11. The reports have been submitted to the Healthwatch England report library and we have shared summaries of the findings with local partners. We plan publication to link in with the publication of the national methodology.