

CEO Report January 2017 (November and December 2016)

Purpose

1. This report sets out Healthwatch Cambridgeshire's Key Performance Indicators for October and November 2016 and gives highlights and progress over those months.

Key issues

2. Sections 5 - 11 describes highlights and progress.
3. Sections 12 - 18 reports on the Key Performance Indicators.

Action required by the Board

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

Author

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18th January 2017

Highlights and Progress

Enter and View

5. Two unannounced Enter and View visits to Hinchingsbrooke A&E were carried out in October. The report was published on 22nd December 2016. The Trust has been very supportive of this work and have supplied an Action Plan in response to the report's findings. The full report is on the HWC website¹.
6. The visits showed that whilst most people were treated within reasonable times, there were delays when the hospital was full. The team also discovered that patients were kept waiting at reception and that privacy could be improved. The team also asked patients about other services they had used and if they would feel comfortable being sent elsewhere for treatment, if assessed as safe to do so. There were mixed responses on the latter question. Nearly a third of patients had been to their GP first.
7. BBC Radio Cambridgeshire picked up this story as part of their reporting of the A&E Critical Incidents over the Christmas period. The CEO gave an interview.
8. Similar unannounced Enter and View visits took place at CUH in early December. This report will be published during January.

MIU Steering Group

9. HWC have been invited to join the CCG Steering Group that will be overseeing improvements of the Minor Injuries Units. We will be asking about patient involvement at all stages of this work and ensuring that local people get a say if services should change.

111 Access to First Response Service

10. We have raised several issues regarding the new route to access crisis mental health services via 111. We have had reported to us that some people living on the border of the county cannot access the new service via 111. We also know that the Wisbech area has a different 111 provider. The CCG have confirmed that eligibility is for their GP members. We have asked for clear public information to reflect this.

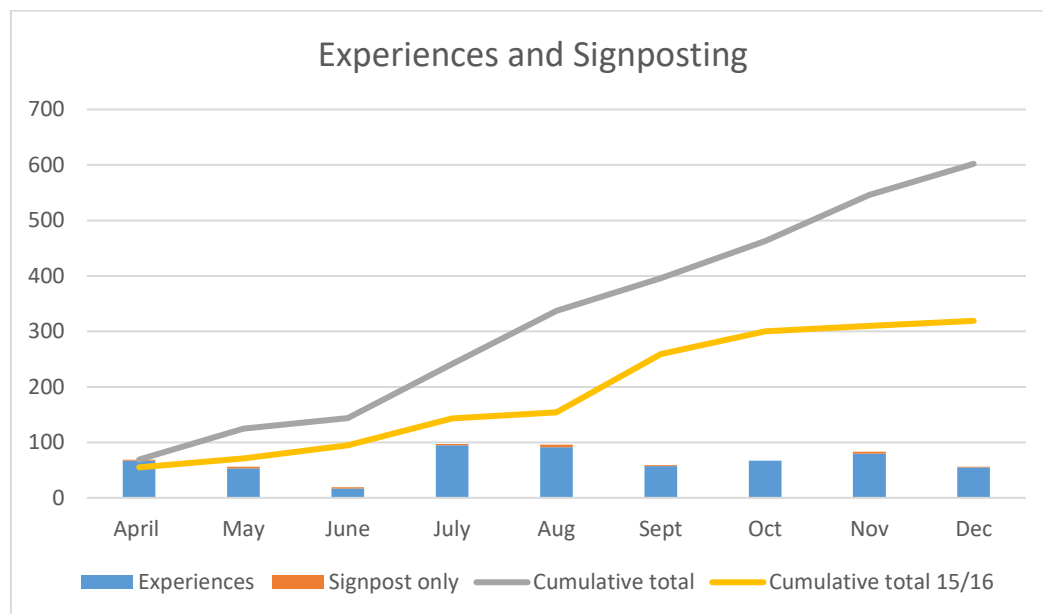
¹ <http://www.healthwatchcambridgeshire.co.uk/news/new-healthwatch-report-hinchingsbrooke-emergency-department>

CAMHS Focus Groups

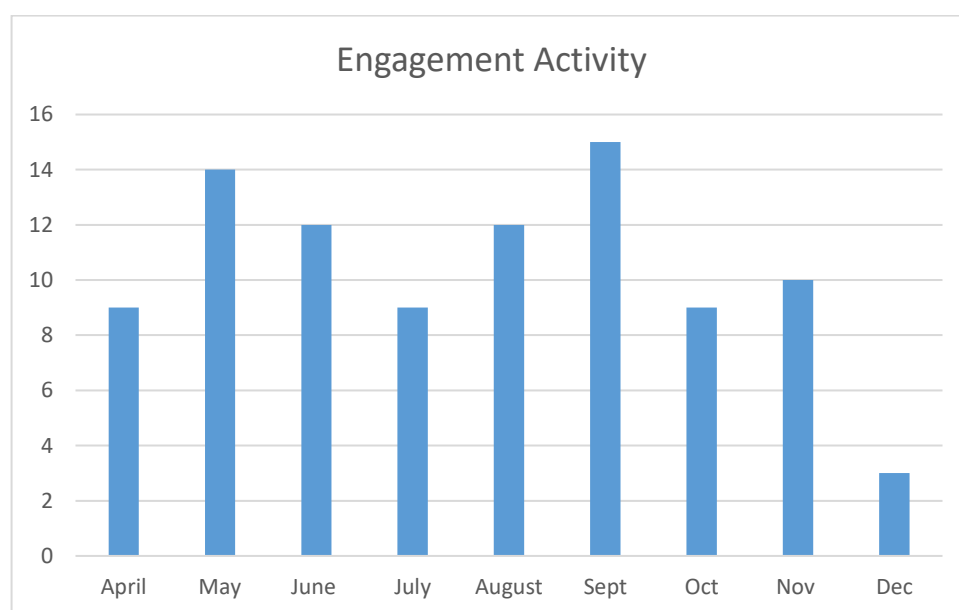
11. Two groups, one with LGBT young people and one with young people with learning disabilities, have been held and the reports submitted to the CCG. A survey is being carried out with Peterborough Young Offenders. Plans being developed to run groups with other vulnerable young people, including looked after children and Gypsies and Travellers.

Key Performance Indicators

Collecting Experiences



Engagement Activity



12. Staff and volunteers delivered a range of engagement activities during November and December and spoke to at least 230 people at a range of events including:

- Huntingdon Breath Easy Group
- Headway Team Meeting
- Dementia Conference

13. During these two months 106 hours were contributed by volunteers on engagement and Enter and View activities. This does not include hours contributed by Non-Executive Directors.

Influencing Opportunities and Activity

Issue	Action	Impact
14. Confusion regarding audiology services and access to hearing aids at Hinchbrook Hospital. GPs appear to have been given wrong information by Specsavers.	CCG informed and forwarded letter that had been sent to a GP from Specsavers.	CCG investigated and clarified for GPs the correct service availability.
15. Complexity of physio services identified. Different providers, different access routes, inequality of access. CCS identified capacity issues.	Compiled list and details of various services and forwarded to the CCG.	CCG agree this is confusing. MSK moved into STP so that the service can be simplified and more equitable.
16. Inconsistent approaches to involvement women in maternity service provision. First highlighted in our report in 2014.	Liaised with CCG and CUH Managers. Investigated national and regional best practice. Acted as mediator with local groups of women.	The Rosie have agreed to establish a group to follow on from the Maternity Services Liaison Committee.
17. CCC Corporate Review	Written submission in response to review, welcoming more consistent approaches but highlighting concerns if there were any loss of capacity.	Concerns noted by CCC.

Communications

18. Facebook average each month Nov & Dec	Totals
Posts	51
Engaged users (link clicks, shares, comments)	201
New page followers	5
Total followers 31/12/2016	271
19. Twitter average each month for Nov & Dec	Totals
Tweets	112
Interactions (link clicks, RT, likes, mentions)	362
New followers	43
Total followers 31/12/2016	2367
20. Your Voice e-news 5 editions in Nov & Dec	Totals
Recipients	1028
Read by	256
Engaged with - links clicked	57

21. In November and December three questions were sent to 7,587 Streetlife readers across Cambridgeshire with a very good response level.

Subject	number comments	number individuals commenting
Home care support	44	22
NHS 111 & Out of Hours GP Service	57	30
Please tell us about your experience of support to feed your baby	20	11

Streetlife has been a very effective way of getting feedback from people about very precise subjects. We always encourage people to share their story in a safe way - offline and do regular reminders that places like Streetlife and Facebook can be read by anyone. We plan to continue to use this forum with a regular question most weeks

22. Engagement levels on Facebook -5% of all people who see our messages interact with them in some way. Consistently remain higher on Facebook where the majority of our followers are local people.

23. Engagement levels on Twitter - 0.8% of all people who see our message interact with them in some way. Lots of interaction with professional organisations.

24. Engagement with the press and other media:

- 7 parish / community newsletter articles
- 9 newspaper articles - Hunts Post, Cambridge News, Ely Standard, Wisbech Standard, Cambs Times
- 3 TV interviews on Health committee report into Uniting Care contract, STP publication and Black Alerts.
- 4 voluntary and community newsletters, e.g. Carers Trust latest newsletter sent out to carers across Cambridgeshire