

CEO Report for January & February 2016

Purpose

1. This report summarises Healthwatch Cambridgeshire's key activities and outcomes since the last Board meeting.

Key issues

2. Sections 5-10 sets out the key strands of work undertaken by Healthwatch Cambridgeshire staff during November and December.
3. Section 11-15 presents the Key Performance Indicators.

Action required by the Board

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

Author

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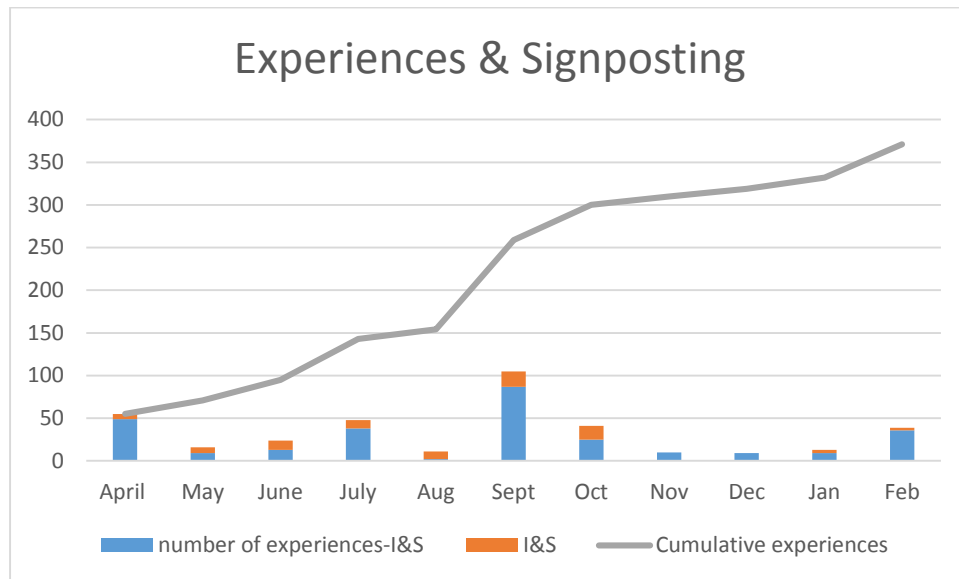
16th March 2016

Highlights & Impacts

5. A Stakeholder Perception Survey has been circulated to all partners and individuals interested in the work of Healthwatch Cambridgeshire. The survey will gather feedback on our work and views about what should be priority areas. The responses will be compiled and considered by the whole organisation in April. The outcome of this session will inform the new Strategic Plan, which will be ready for the board to consider at the May meeting.
6. A summary report about Gypsy, Romany and Traveller Health has just been published setting out the work undertaken by volunteer, Dr Kate D'Arcy. Working with the Traveller Health Team Kate visited several Traveller Sites in the county and listened to their experiences of using health and care services. As part of launching this report, providers, commissioners and members of the Gypsy and Traveller community came to a workshop and discussed ways on which organisations can make improvements. Many organisations committed to making change and an Action Plan is being compiled. Progress against this will be reported at the AGM in July.
7. The CEO is a member of the CCG and NHS England's Joint Primary Care Commissioning Board and has been able to highlight local people worries regarding primary care provision in areas of rapid growth. There is growing awareness of this issue which will be discussed at a future development session. There is also better awareness of the need to involve District Councils.
8. Healthwatch Cambridgeshire is contributing to NHS England's review of the Alternative Medical Scheme (was known as the Violent Patient Scheme). There has been a number of callers to the Signposting Service regarding this scheme and consequently much insight to share.
9. Caldecot School invited Healthwatch Cambridgeshire to deliver a Dementia Friends session to Year 6 children. The children were very engaged by this session and decided to have a cake bake to fundraise for The Alzheimers Society. Requests to repeat this session in other schools are expected.
10. The My Own Mind project at Ely School has resulted in a much greater understanding of the emotional wellbeing issues faced by young people and the school has commissioned Centre 33 to provide student counselling.

Key Performance Indicators

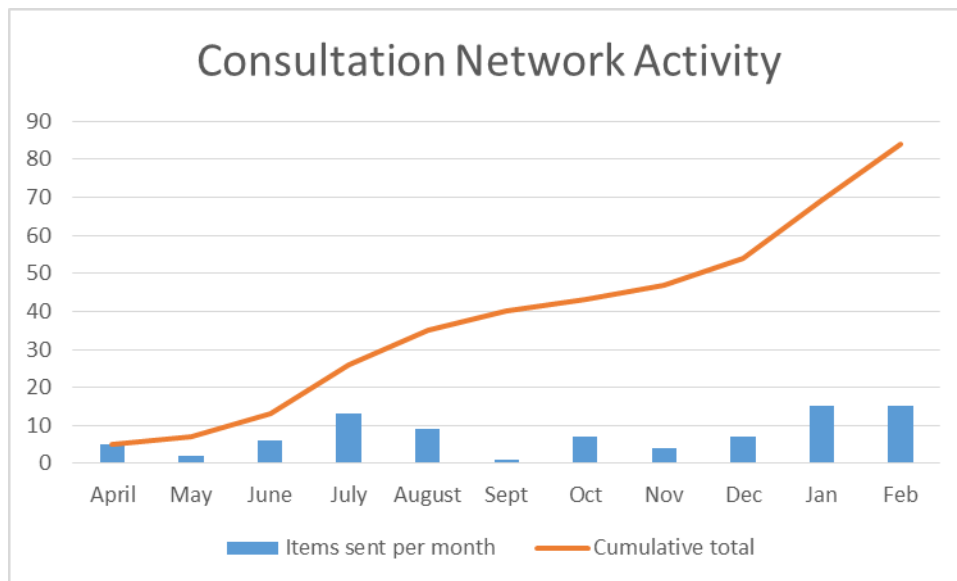
11. Collecting Experiences & Signposting



12. Influencing Activity

- Agreement received for Healthwatch to lead on an OPACs Community Learning event which will pull together the findings of the multiple reviews announced to date
- Development of Community Safeguarding Network advising Safeguarding Adults Board
- Non-Exec Director proving patient and public input into 111 and Out of Hours procurement process
- Presentation to South Cambs DC Councillors
- Member of Healthwatch England's Network Advisory Group
- Consultations responded to:
 - Integrated Local Advocacy Service Tender
 - CQC Strategy 2016-21

13. Consultation Network



14. Engagement Activity

- Community meetings & public events:
January - 5
February - 8
- Consultation Network members: 207 (up 28)
- Youth Connect members: 77 (up 10)

15. Reach

E-news

	No of recipients	No of opens	Clicks to website
Feb	623	203 (33%)	59 (9.6%)

Media

- Jan 6 articles (2 VCS, 1 radio, 1 newspaper, 1 community newsletter)
- Feb 27 articles (23 community newsletter, 2 newspaper, 1 radio, 1 VCS)

Website engagement

- Average daily number of users 27.5
- Average page views per session 2.47
- % of new visitors 46.3%

	Jan	Feb
Facebook Posts	38	37
Seen by	4,533	4,280
Interactions (link clicks, shares, comments/clicks)	98	123
New page followers	6	15
Total followers on 29/2/16	145	

	Jan	Feb
Tweets	72	51
Seen by	36K	22.3K
Interactions (link clicks, RT, likes, replies.)	183	175
New followers	116	50
Total followers on 29/2/16	2,182	