

CEO Report September and October 2021

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Highlights

1. Our 'Leaving Hospital during Covid' report has been short-listed for Healthwatch award. The winner will be announced during Healthwatch Week. Our local authorities have introduced a number of changes as a result of this report and have commissioned trials for new approaches. We have supported this by designing surveys to assess the impact on patient experience.
2. Healthwatch England continue to recommend that we do not carry out any Enter and View visits. We have therefore designed and launched a survey to gather feedback from residents and their families about living in a care home.
3. We had a good number of applications from people wanting to help with our Health Champions project (South Place-based Partnership of the ICS) and have recruited 15 volunteers. We are now training these volunteers and working with ICS colleagues to plan the first project to take place early next year.
4. We are supporting the Healthwatch England campaign to find out more about people' experiences of waiting for secondary care appointments.
5. We are reviewing working arrangements to make sure everyone is safe and following best practice. Some staff have returned to the office and face to face engagement is taking place. However, all meetings continue to be online. Note that Cambridgeshire and Peterborough has been designated an Enhanced Response Area.
6. The half year progress of our work programme for 2021/22 is attached.

Strategic priorities

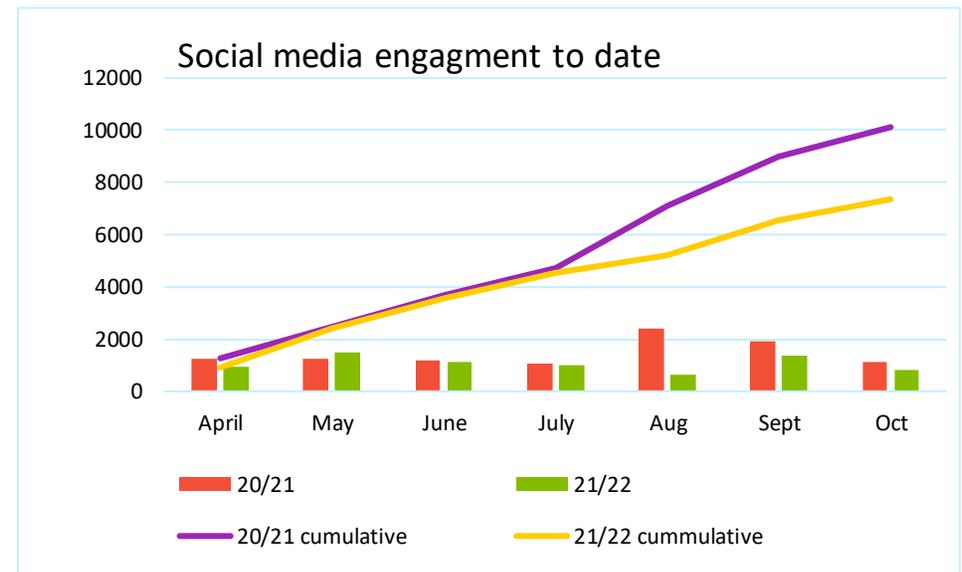
Priority	Current activities
1.Promoting Independence & Self-Care	<ul style="list-style-type: none"> • Information Service delivery • Website information.
2. Access to Primary Care Services	<ul style="list-style-type: none"> • Representation at primary care intelligence sharing groups • Escalating access concerns, particularly access to NHS dentistry and GPs • GP website follow up audit • Contributed to GP winter funds planning.
3. Social Care and Integrated Support Services	<ul style="list-style-type: none"> • Partnership Board activities • Patient experience lead for leaving hospital pilots • Membership of 'Home First' regional group • Influencing and supporting the engagement approach of the ICS.
4. Mental Health Services for Children, Young People and Adults	<ul style="list-style-type: none"> • Working with partners to understand lived experience and share with commissioners and providers • Members of CPFT collaborative group • Work with young people in planning.
5. Involving people in redesigning the services they use	<ul style="list-style-type: none"> • Opportunities to contribute via health and care forums and partnership boards • Health Champions (South Place) project • Promoting involvement and coproduction opportunities.

Concerns and escalations

7. Getting NHS dental care continues to be our highest volume enquiry. This is now a high-profile national concern. Healthwatch England and the British Dental Association have written to government calling for emergency action. Locally this is being taken up by several decision-making groups including the Children' and Maternity Collaborative and the Health Inequalities Board, with a focus on the group of children and people at most risk of poor oral health.
8. Getting a GP appointment and the types of appointments available is still our second largest volume of feedback. Intelligence is compiled and shared with GPs and system quality groups. And had been used to inform the development of local general practice winter resilience plans.
9. We highlighted incorrect information about eligibility for a third dose of the Covid-19 booster vaccination on the CCG's website and are continuing to receive intelligence regarding vaccinations.
10. We have been promoting the national Non-Emergency Patient Transport Scheme (NEPTS) and, as part of this, have had feedback about local volunteer car schemes who are being asked to convey people to hospital with increasing care needs. We are raising this with the CCG and feeding back to the steering group for the local procurement, of which we are a member.
11. We have made the ambulance service aware that ambulances are not updated with all new road information. We are awaiting a response.

Communications

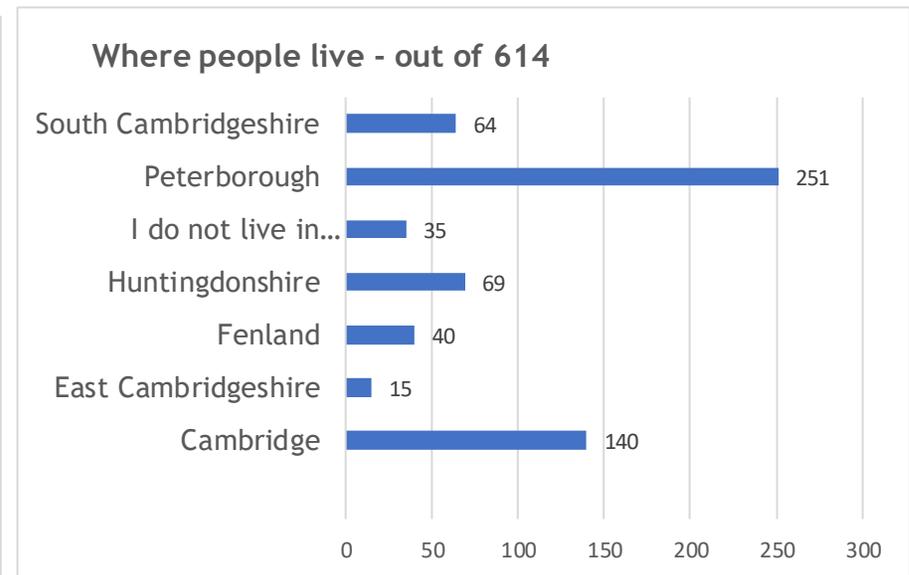
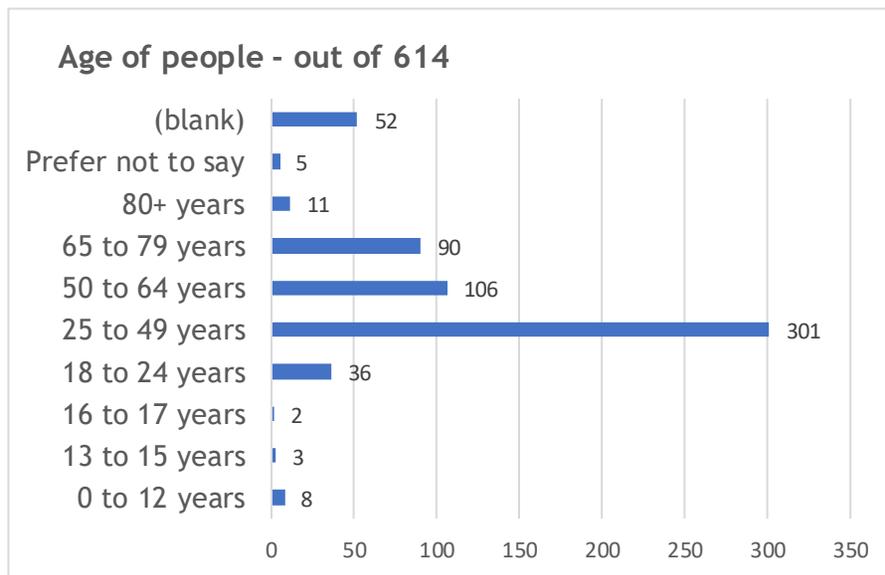
12. **The promotional focus in this period** has been around supporting the national hospital waiting times survey in September, launching our care home survey in October and publishing the Health and Care Experience profiles. We've also continued to promote regular Healthwatch activities, updating information and advice articles, publishing a monthly e-news and staff recruitment.
13. **Websites regularly updated with** news articles, blogs, events and advice articles. There have been 7,876 users during this period, a decrease on the same period last year but they are spending longer on each site. The most popular content continues to be our advice articles, particularly around finding an NHS dentist and coronavirus, with more than 3,000 people being signposted to NHS and other websites after consulting one of our articles.
14. **Public relations** - we've had 10 media articles in external publications, including ITV Anglia, community radio and newspapers.
15. **Social media engagement is down 27%** on the same period last year, but 14% above average for the pre-pandemic period. Working to develop other channels including Instagram to reach a wider audience.



16. Demographic data for information service and engagement feedback*¹

Currently only collected for people who submit online but aim to expand to all feedback collected by end of year. Questions are optional. 143 people shared their details in this period, including as part of the care home survey. Year to date - data from 614 people

- 27% male, 59% female, 1% as intersex and 0.5% as non-binary
- Reaching broad range of ages, including 6% 18-24 and 2% under 18. Largest age group 25-49.
- 6% identified as lesbian, gay, bi-sexual, asexual or pansexual, and 3% identified as a different gender to the one assigned at birth
- 22% of people are from a minority ethnic community
- 22% had one or more disability and 34% told us they had one or more long-term conditions.
- We are seeing strong feedback levels in Peterborough and Cambridge but need to do more to reach people in East Cambs and Fenland.



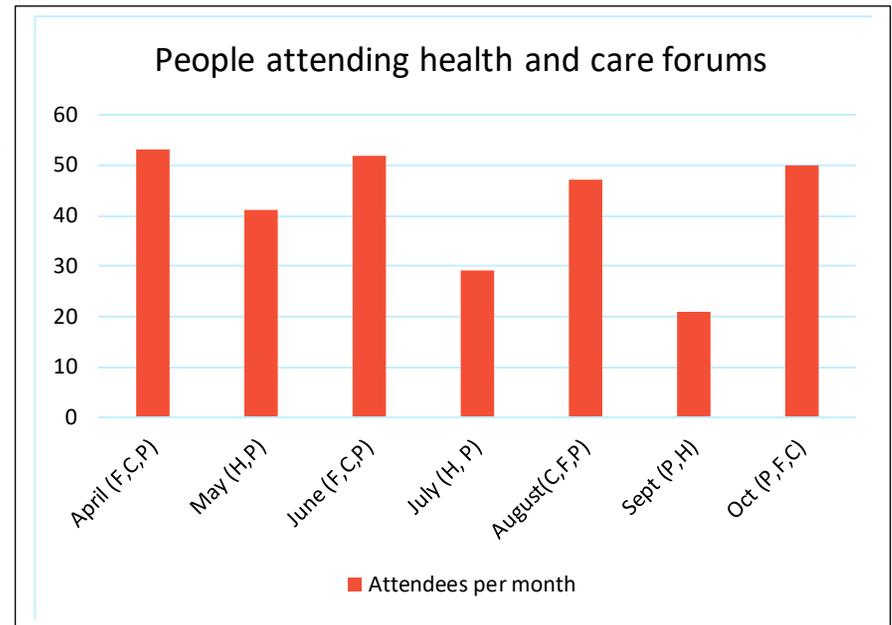
¹ This doesn't include data collected for staff, Director or volunteer recruitment.

Engagement

17. During this period there were five Health and Care forum meetings.

18. Topics covered included:

- ICS update
- Annual physical health checks for people with severe mental health conditions.



[F=Fens&East/C=Cambridge&South/H=Hunts/P=Peterborough]

19. During September and October, we participated in 35 engagement events, speaking to 1,125 people and collecting experiences.

20. The total number of people we have engaged with in face-to-face activities so far this year is 2,196.

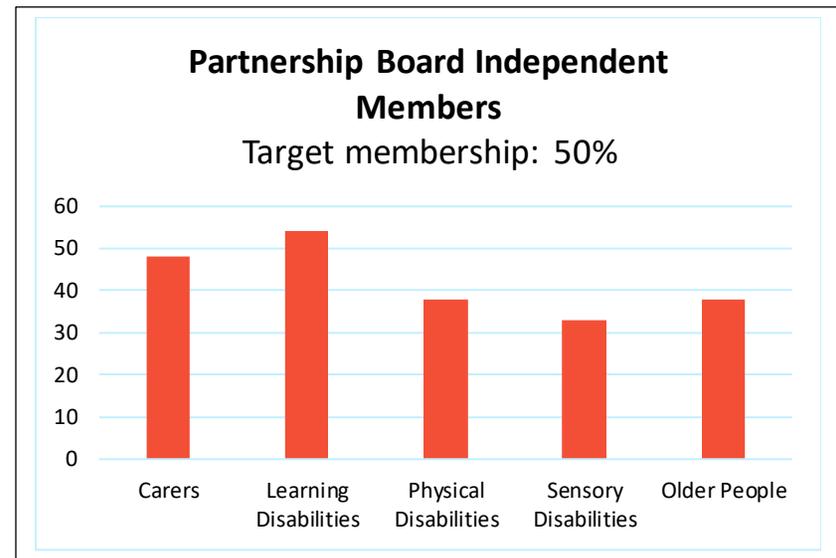
21. Groups and organisations contacted during this period included:

- Covid-19 vaccination centres
- Happy at Home event (Littleport)
- Freshers Fairs at Peterborough, Huntingdon and Cambridge Regional Colleges.



Partnership Boards

22. The Cambridgeshire County Council and Peterborough City Council Partnership Boards are facilitated by our Healthwatch. Four of these Boards met during September and October 2021. The Wheelchair User Forum did not meet during this period.
23. Topics covered included:
- Care suites
 - Community Catalyst Micro enterprises



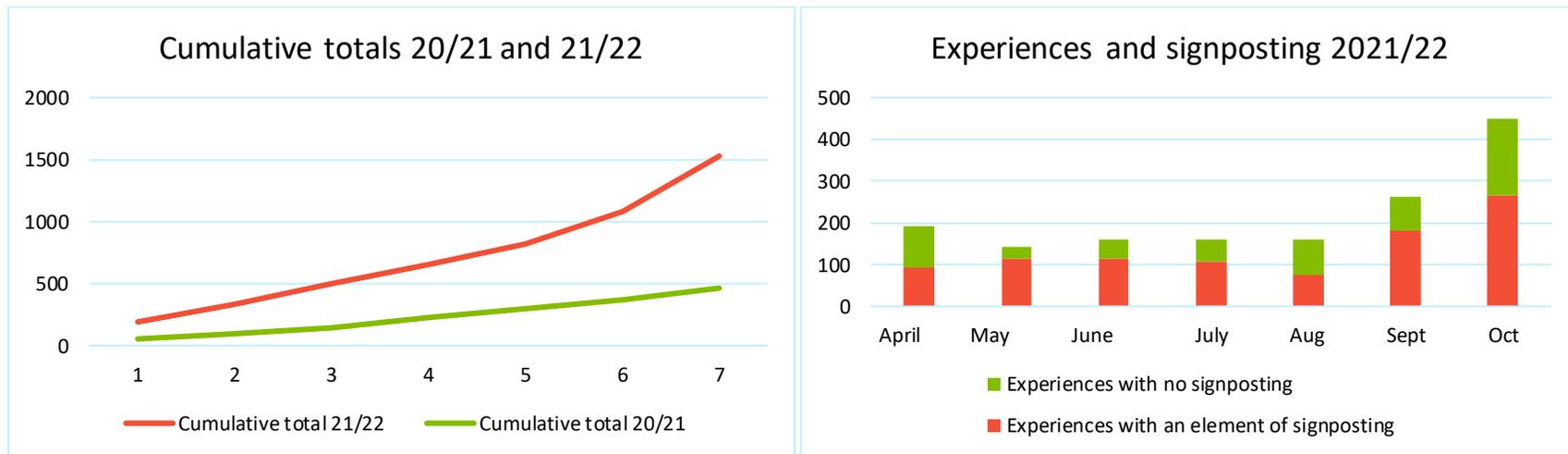
24. The target for the membership of the Partnership Boards is to have 50% of independent members. The graph shows progress against this target. Recruitment to increase this number is continual.

Volunteering

25. There are currently 41 active volunteers.
26. Several of our volunteers completed refresher training during this period to enable them to be involved in our Enter and View visits once they are able to resume.
27. Our volunteers have continued to attend regular monthly volunteer team meetings attended by some of our team. During this period the meetings have included guest speakers from Centre 33 and Turtle Dove.

Experiences

28. The volume of experiences collected and signposting enquiries is unsurprisingly higher than last year, when Healthwatch work was impacted by Covid-19 restrictions. The increased volume of feedback is due to the increasing number of face to face engagement activities. In September only 25% of our feedback came from these activities, in October this rose to 59%.
29. Enquiries regarding NHS dental care continue to be the highest volume. We have also heard from people who have had emergency dental treatment and have been told to find an NHS dentist to finish the work. This is often not possible especially if they cannot travel or afford private care.
30. We are still hearing from a high number of people, 120 in these two months, about problems getting a GP appointments and/or the type of appointment. We are starting to get a few enquiries about vaccinations (third dose/boosters) and also feedback about people’s experience of vaccinations, but these are not high volume.



Impacts and influencing

31. Our health and care experience profile reports are now starting to have an impact. We are pleased to see that Diabetes UK are tailoring their online course for South Asian Communities and that a Cambridge PCN is developing an information video on their website for South Asian people with diabetes, rather than the previous text-only format.
32. We responded to two consultations during September and October:
 - DHSC: Extending free PPE
 - NHSE/I: Principles of advanced care planning consultation
33. We have supported the recruitment for patient representatives for a long-Covid steering group.
34. We are supporting the CCG with the community engagement aspects of a change of GP at a South Cambs practice.
35. Our Healthwatch is supporting the CCG 'Digital Inclusion Award' by offering half a day's engagement advice to the five finalists.
36. Our CEO is delivering a workshop at Healthwatch Week about our experience of adopting the Healthwatch England quality framework.
37. We have received a number of compliments. Particularly about the kindness of our staff who take calls from member so the public:

'Thank you so much for your kindness and taking the time to listen to me.
You have been really helpful and I am very thankful for that.'

Projects

Project name	Description	Status	Comment
Health Champions (South ICP)	Two-year project to recruit and train volunteers to undertake engagement projects.	Green	Good volume and quality of volunteers recruited. Training package developed. First project from Jan 22 Urgent Care at CUH.
Gypsy, Roma and Traveller project	Lottery funded three-year engagement project to develop a network of volunteer listeners and provide cultural competency training for NHS and local authority.	Green	New Project Manager started 1/11/21. Design of training programme and volunteer recruitment Dec -Feb 22.
Healthwatch England quality framework webinar and resources	Development of training resources to promote the value of using the Healthwatch England quality framework	Blue	Completed. Workshop at Healthwatch Week and training module to be available.
VCS mapping	Desktop research to support VCS ICS engagement	Green	In planning.
GP Winter funds	Production of an intelligence report to inform CCG bid for GP winter funds. Representatives to attend GP round table.	Blue	Completed.

Further information and glossary

Links:

[Our Leaving Hospital work is shortlisted for a national award | Healthwatch Peterborough](#)

[Tell us your care home experiences | Healthwatch Peterborough](#)

[Government action demanded on NHS dentistry | Healthwatch Cambridgeshire](#)

The agenda for this meeting has a list of acronyms used in health and social care. Other acronyms used in this report are:

ICP - Place-based North and South Integrated Care Partnerships (was North/South Alliances)

PCN - Primary Care Network

DHSC - Department of Health and Social Care

VCS - Voluntary and community sector