

## Chair's Report

### Purpose

1. This report sets out public activities carried out by the Chair since the last Board meeting. Directors representative activities are maintained in a strategic engagement log.

### Key issues

2. Appendix 1 lists the Chair's external meetings from 1<sup>st</sup> July to 31st August 2018.
3. Section 5-6 updates on recent outputs from a workshop from the Healthwatch facilitated Peterborough Community Forum. Section 7 updates on the Sustainable Transformation Partnership (STP) leadership.

### Action required by the Board

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

### Author

Val Moore, Chair

19<sup>th</sup> September 2018

## Local engagement to improve health and care services

5. The Healthwatch Board welcomes the first update from our Communities Programme Manager, Caroline Tyrrell Jones. The programme includes the development of community forums such as the one in Peterborough, plus a range of other methods and projects to bring peoples experience of their care to the fore of what we do.
6. The Peterborough Community Forum provides a regular opportunity for local residents and representatives from community groups to hear about topical care related issues, ask questions of people making decisions about their care, and tell their experiences of using services. The most recent meeting attracted 14 people, supported by Healthwatch staff and directors.

In May, after a presentation on the Forward View for General Practice, the Forum addressed the questions:

**How should primary care services look after chronically ill patients (e.g. cardiac/ respiratory) during winter? And**

**What does good primary care look like?**

Discussion group outputs:

- Called for a greater sense of personal responsibility for own health. Providers and commissioners need to examine what they need to do to help people to 'self-care'. Supporting carers and giving good information is important, but sometimes people don't use it
- Acknowledged that technology offers many potential solutions such as skype consultations, although there are still lots of older people and people with chronic conditions who do not feel comfortable with technology. Urinary tract infection testing at home was an example of an innovation. Still, people experienced delays in getting test results back and starting treatments
- Supported a wider range of care solutions, such as equipment at home
- Described good care as easy access and continuity of care - transport and costs are barriers for older people and those with chronic conditions
- Supported the Joint Emergency Team was, especially if it is used properly by GPs and others. It was felt that GPs generally are very aware of their patients that are additionally vulnerable over winter.

Future workshops will discuss the new NWAFT clinical strategy, and social care. Healthwatch is hearing more stories directly and indirectly from people attending the meetings, thus strengthening the evidence base from experience.

## Sustainable Transformation Partnership leadership

7. The STP, has appointed Dr Mike More, Chair of CUH as interim Chair. Roland Sinker, CEO at CUH is confirmed as STP Accountable Officer the next 6-9 months. I am delighted Dr More is speaking at this September Healthwatch Board meeting about STP developments, including the role of public and patient participation.

Healthwatch wants to know, and has consistently asked:

- When will the STP Board meetings be held in public
- When will the STP working-groups be fully populated with patient and public representatives
- Do clinicians and managers identify patient preferences in pathway redesign
- When will the public be asked about their values in relation to decisions about priorities?

Appendix 1- Meetings attended by the Chair 1<sup>st</sup> July to 31st August 2018

Meeting	Purpose	Date
East of England Healthwatch regional conference	Member	03/07
CUH Board meeting	Observer	11/07
Ageing Well Strategy Board	Member	17/07
Joann Leeding, Patient and public participation manager, THIS Institute, CUH	One to one	19/07
Gary Jones/ Karen Berkley PCC and CCC Healthwatch commissioners	Annual contract review	23/07
Cambridgeshire Health and Wellbeing Board	Member	26/07

Plus:

1-1 meetings with three Healthwatch directors  
 Healthwatch Public Board meeting and AGM  
 Staff and volunteers NHS 70 celebration  
 Healthwatch Board development meeting