

CEO Report November and December 2018

Purpose

1. This report provides an update on Healthwatch Cambridgeshire and Peterborough activities for November and December 2018.

Key issues

2. Our dental services report will be published later in January. The project was undertaken as we received many reports about the difficulties people have finding a dentist in Peterborough and Fenland. Early findings were reported to the County Council Health Committee in December. An item on the Peterborough Overview and Scrutiny agenda has been requested.
3. A workshop for a new Community Forum in Fenland was held in early December. There was good local support for this idea and the first meeting will be held in February. We are making great efforts in reaching diverse parts of the community. See sections 10 to 14 for more details about the Community Forums and the reach of our engagement work.
4. There have been a significant number of impacts at the end of 2018, see sections 16 to 21 for more information.
5. In the spring the CCG will be reviewing their decision regarding the availability of NHS-funded IVF. We are calling for stories from people about their experiences seeking IVF services.

Action required by the Board

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

Author

Sandie Smith, CEO

16th January 2019

Volunteering

7. There are currently 45 active volunteers in Community Listener, Enter and View and Director roles. These break down as:

	Total number of vols inc Directors	No. of Directors	Currently active Community Listeners	Non active/ have indicated will only do E&V	Applications in hand
Cambridge	6	1	4	1	0
S Cambs	10	3	5	2	1
E Cambs	1	0	1	0	0
Hunts	12	1	9	2	0
Fenland	3	0	3	0	0
Peterborough	14	3	3	8	0
Total	45	8	25	13	1

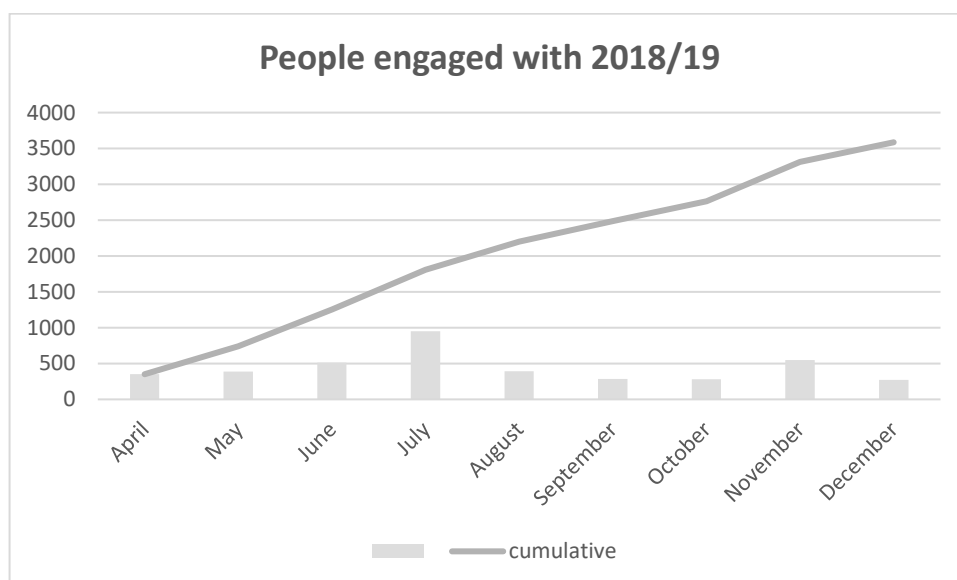
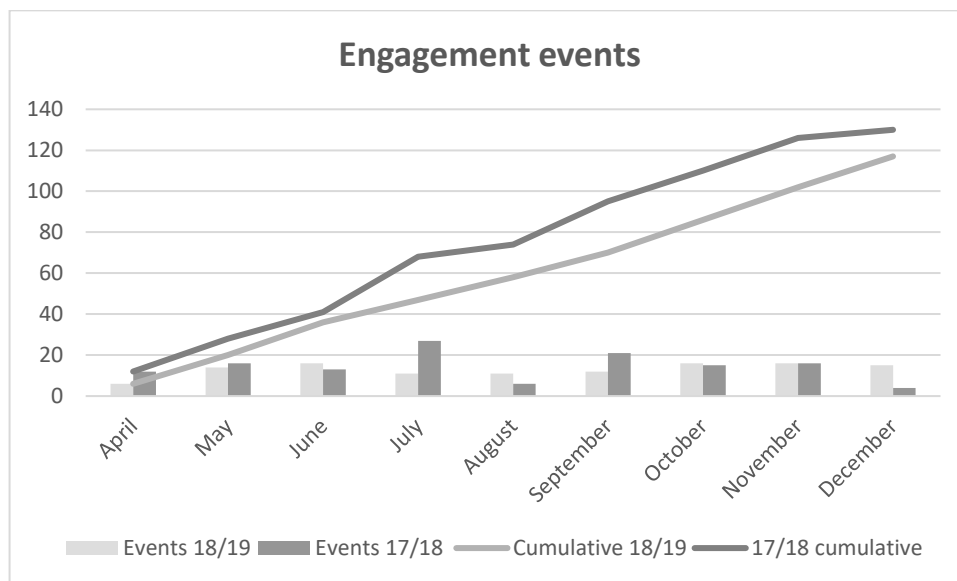
8. All applications are processed quickly, those people interested and suitable are inducted and introduced to the engagement team within five working days. Seven new volunteers have been recruited and inducted since October 2018:

Hunts - 2
 Cambridge - 2
 Fenland - 3

9. During November and December volunteers contributed 70 hours toward Healthwatch engagement activities. This does not include hours spent assisting with the Enter and View visits, nor Directors' time.

Engagement Activity

10. During November and December, the Engagement Team and volunteers attended 31 events, meetings and groups and spoke to 822 people. Stalls have been held at Hinchingsbrooke Hospital on two occasions and this has significantly increased the feedback we have received. Evidenced by the number of experiences we now receive.



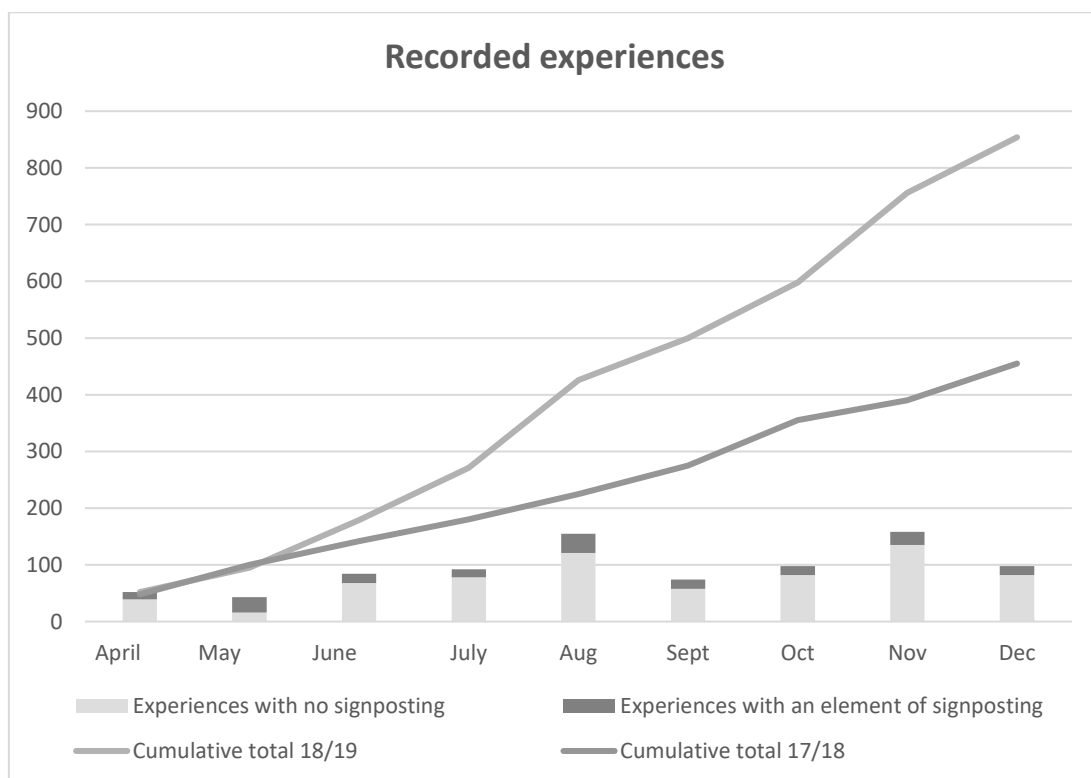
Community Forums

- Our Community Forums are designed to provide an opportunity for people to share their experiences of local health and care services and hear from service providers and commissioners about services and any changes that are planned.
- Following a very successful planning workshop attended by over 30 local people and organisations, the first Fenland Community Forum will be held in February. People at the planning workshop suggested that the Forum should initially be built around local involvement groups and widen its remit as it developed. A number of topics was also suggested. The first meeting will focus on the redevelopment of North Cambs Hospital.

13. The Peterborough Community Forum is meeting monthly and is attended by a growing number of local groups and individuals. At its most recent meeting North West Anglia Trust report back on its Improvement Plan following their recent CQC inspections.
14. The Huntingdonshire Community Forum is looking to increase its membership, particularly to build input from professionals. The agenda is being broadened out to include community and social care.

Experiences and Signposting

15. The work of our Signposting Service, and what we learn from the feedback gathered is reported separately on this agenda.



Escalations

16. Concerns are escalated internally and externally through our escalation process which assesses intelligence and sets out who needs to approve various escalation options.
17. Active escalations with work in hand are:
 - Access to mental health support
 - Gypsy, Romany and Traveller partnership project (grant application submitted)

Impacts and Influencing

16. We are pleased to report a number of changes that have been made during the past two months. These will result in better services for local people.
17. The Special Allocation Scheme is a GP service for patients who have been threatening or violent toward staff at GP practices. Healthwatch has heard from people who say they cannot get any care. We have contributed to the CCG group reviewing this service and are very pleased that a new service will be in place early in 2019. Healthwatch will continue to be involved and offer support in producing information for people and ensure there is a robust review process in place.
18. An easy read version of the GP Care Navigation leaflets is being produced, following feedback we gathered from the Learning Disability Access Champions in Peterborough.
19. We were told that local people wanted to be able to get Flash Glucose; a new type of diabetes monitoring equipment. We asked the CCG why people could not access this as it is recommended by NICE guidelines as effective. A local trial has now been agreed¹. Our Healthwatch has been working with local Diabetes UK groups and are promoting the availability of this new equipment.
20. People have very long waits at Addenbrookes Hospital pharmacy. Healthwatch has queried this with the hospital who have explained that they are aware of the problem. Due to the location of the pharmacy there is little opportunity to expand, but solutions are being investigated. Healthwatch will continue to ask about progress on these solutions.
21. We were told that the information about Cambridge University Hospital's IVF service was confusing; that it was not clear that it is a private service. The hospital is reviewing the accuracy of the information and how it reads to people.

¹ <http://www.healthwatchcambridgeshire.co.uk/news/flash-glucose-monitoring-funding-agreed-locally>

Communications Activity

22. The following communications activity took place during November and December:

Websites: Regularly updated both websites, including publishing 3 news stories plus other updates on each site. Both sites are regularly accessed by members of the public, with 7,624 page views in this period by 2466 active users.

E-newsletters: Sent the monthly e-news in November and December, plus an additional Christmas edition. Opening rate averages 35%, with 9% clicking on content. The circulation has increased by 6% in the last 2 months.

Media activities: 4 articles in traditional media including radio, local papers and TV, and 5 in community or other newsletters.

Opportunities: Continue to promote relevant health and care consultations and patient representative opportunities via social media, website, e-news. 5 new opportunities in Cambs and 5 in Peterborough.

Social Media: Maintained our social media channels with regular posts on Twitter, Facebook and social media. We are looking at a change in strategy towards engaging with people through different Facebook groups, rather than directly through our page.

