

## CEO Report July - August 2017

### Purpose

1. This report sets out the achievements and activities of Healthwatch Cambridgeshire and Peterborough during July and August 2017.

### Key issues

2. Sections 5 - 10 set out progress, achievements and highlights for the quarter.
3. Sections 11 - 19 report on the Key Performance Indicators.

### Action required by the Board

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

### Author

Sandie Smith, CEO (Designate)

13<sup>th</sup> September 2017

### *Achievements and Highlights*

5. For some time we have been working with Pinpoint and the National Autistic Society to highlight the lack of a local Autism Service for young people. We are delighted that the CCG have now commissioned Cambridgeshire and Peterborough NHS Foundation Trust to provide an assessment and intervention service for young people aged 12 - 18 years old.
6. CPFT has also confirmed a new CAMHS 17 service for young people between child and adult services. This is an area of concern frequently highlighted in our feedback. Adult mental health services officially start at 17, but as part of improvements to increase the support available, some young people will be able to continue with children's services until they are 18<sup>1</sup>.
7. The team continue to work hard to maintain a good level of engagement, whilst operational changes are implemented following the merger. A number of areas are being reviewed; ensuring we bring together the best of both previous Healthwatch. Specific areas of change are:
  - A single Signposting Service is already in place
  - Reviewing volunteering and developing a new volunteering offer
  - Developing a single evidence-base of experiences
  - Reviewing communications
  - Compiling an intelligence-led Enter and View schedule
8. A consultation response was submitted to the CCG regarding their proposed suspension of NHS funded IVF. This response highlighted concerns that this would remove availability of a NICE-recommended treatment and inevitably lead to increased inequalities. We stressed the detrimental impact on mental health and that there would be an increased likelihood of multiple births, as more couple go overseas for treatment<sup>2</sup>. The CCG Governing Body meeting on 5<sup>th</sup> September decided to go ahead with suspension of NHS funded IVF until April 2019, in all but a handful of clinical circumstances. We will be looking closely at the review and the evidence gathered to inform this.
9. The team has finalised the PPG Toolkit and this is now available in the Cambridgeshire website. The Toolkit is being promoted to GP Surgeries via the CCG GP News and initially at a presentation to the CCG Patient Reference Group in October. This presentation will then be offered to local practices and PPGs should they wish to access our development support.

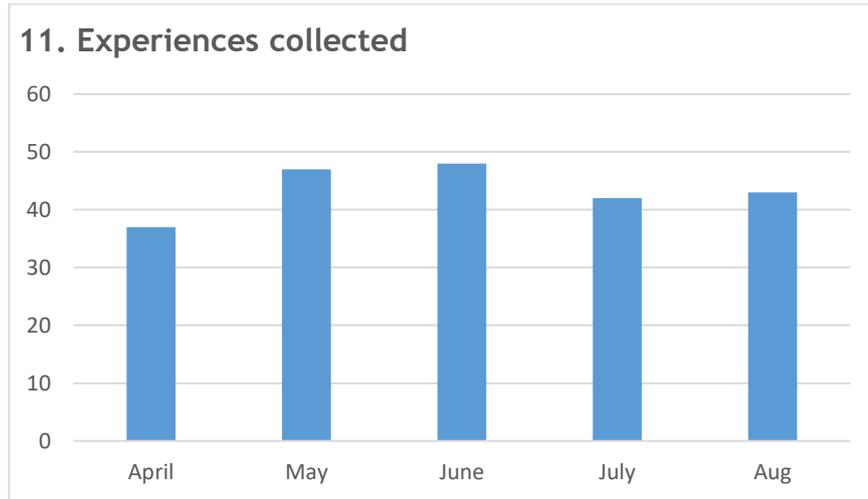
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<sup>1</sup> <http://www.healthwatchcambridgeshire.co.uk/news/new-autism-service-young-people-be-introduced-locally>

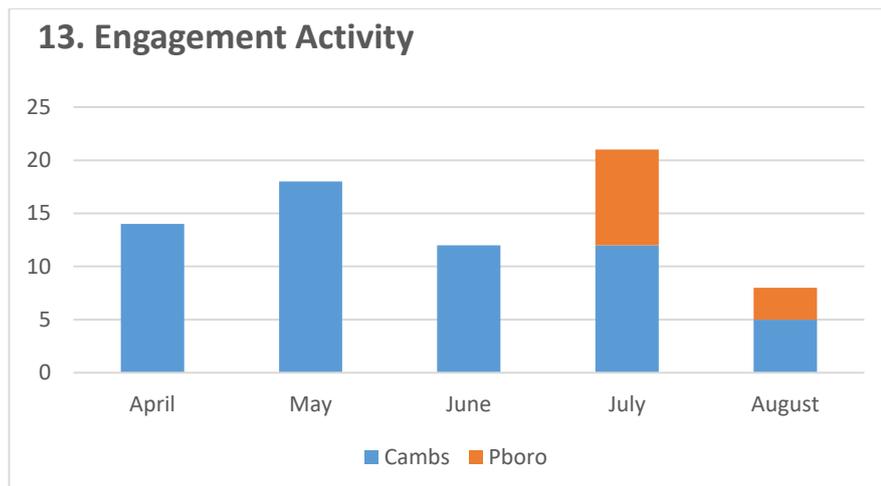
<sup>2</sup> <http://www.healthwatchcambridgeshire.co.uk/news/healthwatch-raises-concerns-about-proposed-fertility-service-cuts>

10. Enter and View teams are carrying out a series of three visits to local care homes in Cambridgeshire to look at nutrition<sup>3</sup>. Volunteers also undertook a 15 Steps visit to CUH. Reports have been sent back to CUH who have welcomed the findings and are making improvements as a result. We are awaiting confirmation of these. We are pleased to have had a report back from CUH on the improvements made as a result of our Enter and View visit to their A&E Department last year (see section 19).

*Key Performance Indicators*



12. At the end of August 2017 a total of 217 experiences had been collected in Cambridgeshire. Work to develop a common Experiences Log for the whole of Peterborough and Cambridgeshire is in hand.



14. During July and August the team spoke to just under 600 people at 29 events, in Peterborough and Cambridgeshire.

<sup>3</sup> <http://www.healthwatchcambridgeshire.co.uk/news/first-our-care-home-food-and-drink-reports-published>

15. During this quarter 1,260 volunteer hours were contributed in engagement activity in Cambridgeshire. Peterborough volunteer hours are now being recorded and will be reported in future.

### *Impacts and Influencing Activity*

16. During July and August we responded to 3 consultations:
- CCG Changes to IVF Policy
  - CQC Consultation 'Our next phase of regulation'
  - Better Births Plan
17. We also informally commented on the STP Guide to Effective Communication and Involvement.
18. We have received an updated Action Plan from CUH Hospitals confirming that they have taken the following action following our Enter and View visit to their A&E Department last year:
- Funding received for further screens
  - Training given to triage nurses to enable them to update boards with waiting times
  - Awareness campaign run on patient dignity and care
  - Reviewing use of hospital gowns
  - Put in place a system of key checks to run seven days a week
  - Re-allocation of hand gels to appropriate locations and Trust-wide promotion of hand hygiene
  - New large sign at main entrance being installed
  - All bins in A&E and CDU replaced with hands free bins
  - Focus on refreshing all signage. The emergency department has completely replaced all of its directional signage around the department. There is work underway to look at the external signage.
19. These are the impacts directly from our work, reported during July and August:
- CQC reports on Trusts coming out of Special Measures 'Driving Improvement' for both HHCT and CUH includes detail of HWC support, acknowledgement of value from the Trusts and quotes from the CEO
  - Launch of national Quality Matters initiative, CEO represented LHW at the national workshops
  - New 11-17 Autism Service to be launched following lobbying by Pinpoint, HWC and the National Autistic Society
  - HWC work with HW England on adult social care assessments included in new HW England toolkit
  - HWCP Consultation and Engagement Guidance recommended to STP Leads as best practice by STP Delivery Unit
  - HWC input into NHS England work in 2015 on improving uptake of cervical screening mentioned in NHS England Annual Report (p254)
  - Feedback on usability of Cambs LSCB website, well received and changes made as a result.