

Engagement Annual Report

Purpose

1. This report provides an update on Healthwatch Cambridgeshire and Peterborough Engagement activities, including the health and care forums for the period 1 November 2020 to 31 October 2021.

Key issues

2. Following an interruption to face-to-face engagement due to the Covid-19 pandemic it has been possible to resume some face-to-face engagement activity.
3. Our health and care forum and Partnership Board meetings have remained online due to the ongoing pandemic, although we are keeping under review plans to return to holding some of these meetings face-to-face once conditions improve. Holding the meetings online has proved popular for many although not all therefore we are likely to continue to hold some of our meetings in this way. The health and care forums continue to be a successful way of bringing together members of the public with representatives from providers of health and care services.
4. Our volunteers have continued to support our engagement activity where possible. Although some volunteers are not yet comfortable with attending face-to-face events, they have assisted us with a variety of projects which they have been able to contribute to remotely.
5. We have recruited a Digital Engagement Officer to give additional capacity to our engagement team, also to help improve our communications around our engagement activity including our health and care forums.

Action required by the Board

The Board is asked to:

- Note the report

Author

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01 November 2021

Overview of Engagement activity

6. Some highlights of our engagement activity during this time are given below.

New Contacts

7. During this reporting period the Engagement Team, assisted where possible by our volunteers, made many new contacts and met with groups we had not previously engaged with where we were able to explain the role of Healthwatch and hear people's experiences of using health and care services. These included:

- Housing associations in Peterborough including Cross Keys Welland Hub, Axiom Housing, Home Group, Nene Housing
- Futurebright Solutions (Future Park Project)
- The Vine Community Space
- Carers Café, Allama Iqbal centre
- Women's Resource Centres in Cambridge and Peterborough (Sex Workers Project, Dawn Project, Women's Consortium)
- Homelessness hostels across Cambridgeshire and Peterborough including Time Stop, YMCA and Hope House in Peterborough, Wisbech Foyer, Railway House and Jimmys in Cambridge.

Vaccination Centres

8. Our engagement team have attended vaccination centres across Cambridgeshire and Peterborough to speak to people attending for their first or second dose of their Covid-19 vaccine and hear their experiences. This has proved to be very worthwhile as we had the opportunity to speak to a large number of people and many people shared feedback with us.

Mental Health

9. Our Healthwatch continue to hear experiences from people experiencing difficulties in accessing services to help them manage their own mental health. Therefore we continue to plan to engage with groups who work hard to provide support, enabling people to have a voice. Groups we have engaged with during this reporting period include:

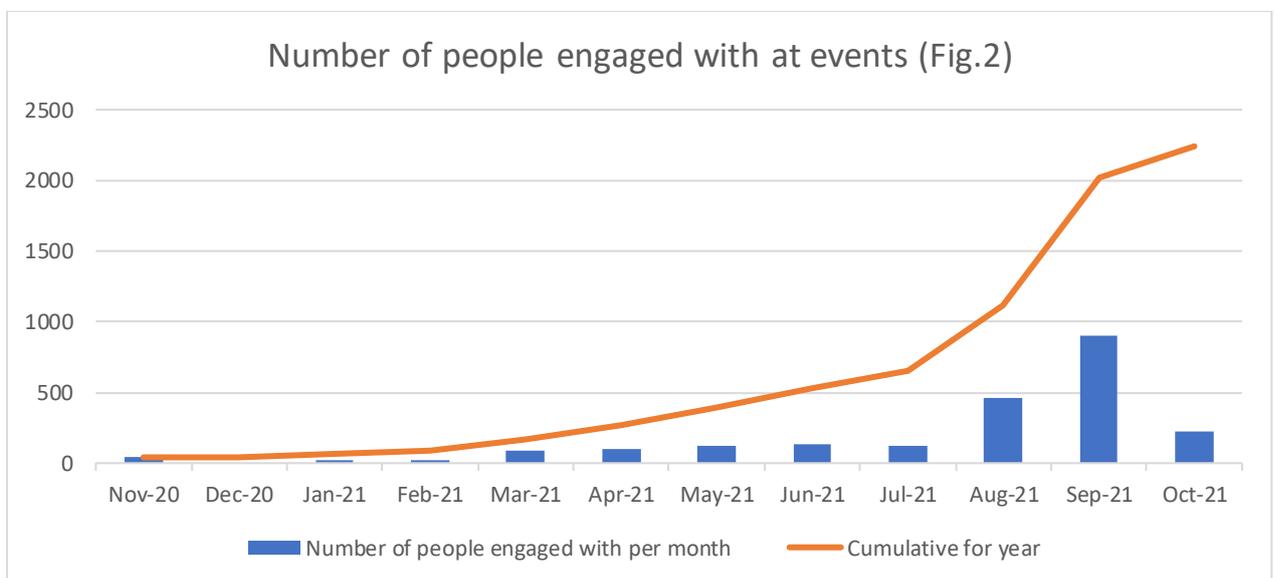
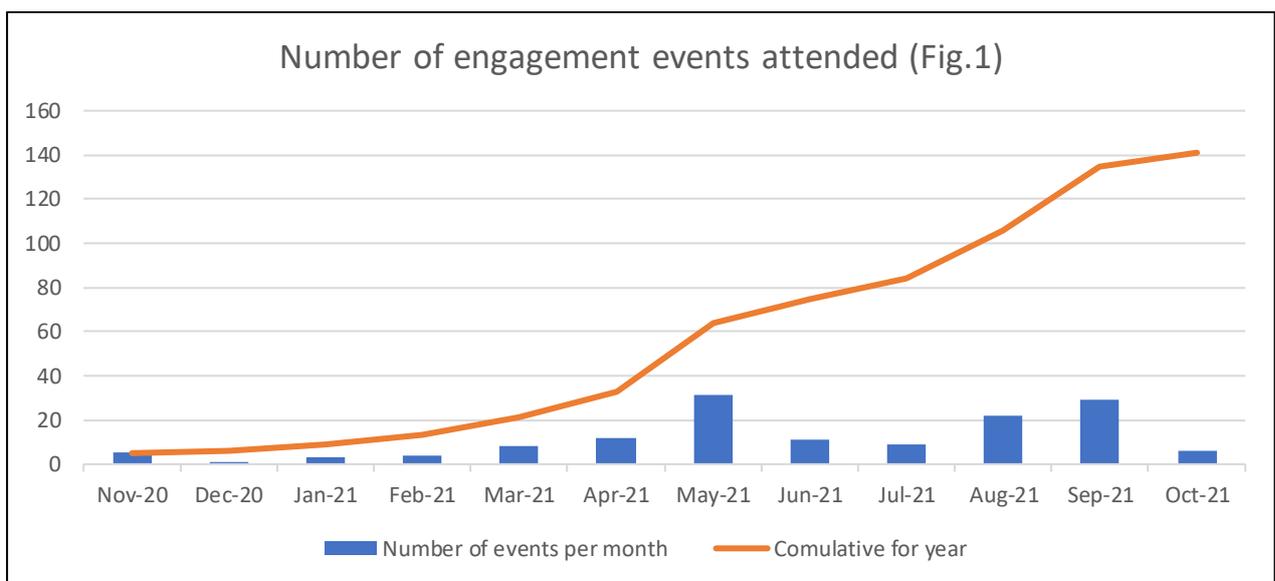
- CPSL Good Mood Cafes
- Cambs Mental Health Network
- Fenland Mental Health
- Art & Soul Café (St Neots)
- Andys Mans Club

Young people or people with LD/Autism

10. We attended the following groups/events to hear experiences from young people or people affected by learning disability or autism:

- Freshers Fairs at Peterborough Regional College, Huntingdon Regional College and Cambridge Regional College
- John Mansfield College Health and Wellbeing Event
- Family voice

11. During this period we also attended larger scale, outdoor engagement events including Paxfest, Peterborough family Fun Day, Peterborough Pride, Picnic in the Park (Hunts) and Oasis Wisbech Family Event.

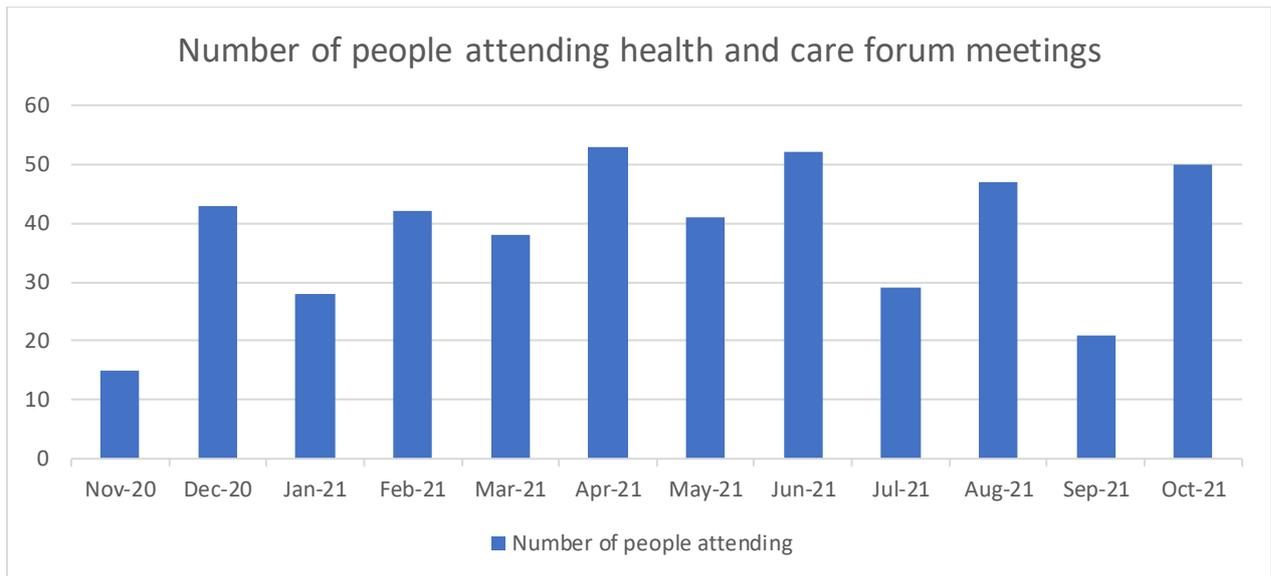


Our volunteers

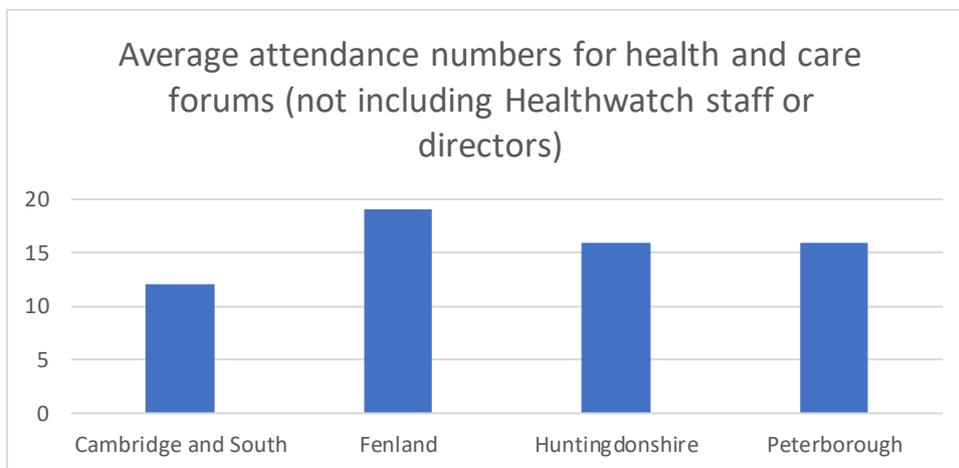
12. We currently have 41 active volunteers, covering Peterborough and all districts of Cambridgeshire.
13. Our Volunteer Manager and Engagement Team have continued to maintain regular contact with our volunteers throughout the pandemic with regular calls and online meetings. Although face-to-face engagement is starting to resume not all of our volunteers yet feel confident to working in this way. We are discussing opportunities and ideas with all of our volunteers and many of them have remained actively involved remotely, assisting us with projects such as our hospital discharge work and our review of GP websites.
14. We are working to develop a number of new volunteer roles, including a Volunteer Representation role and roles to assist us with areas of work such as digital communication using social media platforms. This will provide our volunteers with a range of challenging and interesting opportunities for development, as well as providing additional capacity for our Healthwatch.
15. We continue to strive to recruit volunteers who are representative of our diverse population, including younger volunteers.

Health and care forums and Wheelchair User Forum

16. The health and care forums are well attended by both members of the public and representatives from health and care providers who provide valuable updates on their services. All meetings now benefit from regular updates from their local healthcare Trusts, with opportunities to ask questions and raise issues which are then followed up at future meetings via an action log. At the meetings we hear valuable feedback from people using health and care services, also updates from local patient groups. The health and care forums have been successful in connecting people with organisations, also connecting different organisations together.
17. Topics discussed/updates provided at the health and care forum meetings over the past year include:
 - NHS 111 update
 - Pharmacy update - Cambridgeshire and Peterborough CCG
 - GP website update
 - Hospice at Home - Arthur Rank
 - Good Neighbours Rural Peterborough Scheme
 - East of England Ambulance Services Trust update



18. Please note most of the forums meet bi-monthly with the exception of the Peterborough meetings which are monthly. This accounts for the variation in the figures. Average attendances for each of the meetings is as follows:



19. The Wheelchair User Forum has continued to meet on a regular basis. This is attended by AJM Healthcare who are currently the Wheelchair Service provider the Forum and respond to concerns raised during the meetings. Topics discussed at the Wheelchair User Forum include:

- Direct Payments Support Service
- Co-production at NWAFT
- Discharge to Assess update

Enter and View

20. Although we are currently still unable to resume Enter and View visits, we are closely following guidance from Healthwatch England and other local Healthwatch in planning our future activity. We have recently organised and delivered refresher training for some of our volunteer Authorised Representatives so that we are able to resume Enter and View activity as soon as we are able.
21. We are currently following up on our previous visits, seeking updates to planned works set out in action plans we had been provided with in response to the recommendations we had made in our published reports.

Partnership Boards

22. The Adult Social Care Partnership Boards continue to meet regularly as planned. Although meetings are still being held virtually, we are making arrangements for a small number of Independent Members who would otherwise be digitally excluded to utilise office space and IT equipment, allowing them to participate in meetings.
23. A full update of the work of the Partnership Boards will be provided in a separate report presented to a Board meeting early in 2022.

Future plans

24. We plan to build on our new-found digital engagement skills to ensure none of this learning is lost as and when we are able to resume face-to-face engagement. We continue to explore possible solutions which allow people to join our meetings either digitally or face-to-face.
25. Ongoing work to on mapping our engagement contacts will assist with future planning for engagement work.
26. We continue to explore opportunities to engage with young people and hear their health and care experiences. We have met with a number of our young volunteers to discuss ideas which we plan to pursue over the following months.
27. We continue in our efforts to engage with less heard from communities, pursuing new contacts and making increased use of leaflets we now have available in a number of languages to ensure we are hearing a wide range of experiences of using health and care services. We are also looking to engage with a greater number of men's groups.