Healthwatch Cambridgeshire and Peterborough
Information and Signposting Report

Purpose

1. This report sets out background and themes from the information and signposting service during 2018-19 (to end December 2018) and identifies current challenges.

Action required by the Board

2. The Board is asked to:
   - note the report.

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3. *Experiences and signposting activity during 2018-19*

4. From April 2018 onwards, patient experiences have been recorded on the Healthwatch CiviCRM system. This data is presented in the Chief Executive's report every two months.

5. There has been a marked increase in experiences received, partially due to the focussed use of a survey by the engagement team and volunteers.

6. Directors are sent a regular briefing reflecting themes. Directors, commissioners, providers and regulators also receive regular reports of summarised and anonymised feedback. These new formats has been well received.

7. Several themes can be identified from the data collected so far this year:

   - Gaps in services: People can find they are 'too ill' or 'not ill enough' to access existing services. Particularly a problem in mental health services.
   - Difficulties in seeing GPs. This is either due to a lack of appointments or changes in services where patients are seen by a nurse instead.
   - Lack of NHS dentists, especially in Peterborough and Fenland. This provided evidence for our recent Enter and View project
   - Increase in people facing long waits for treatment in some services, often with poor communication from providers.
   - Lack of capacity in domiciliary services, impacting on peoples' experiences of care.

8. The most common query was from people wishing to make a complaint. Also, people often ask how to get access to medical records. People wanted to understand what information had been recorded in their records and whether that information was correct.

9. From April-Dec 2018, 379 signposts were made to 99 organisations or websites. The five highest number of signposts were to these organisations:

Patient Advice & Liaison Services/ Patient Experience Team from each NHS provider and CCG	61
Total Voice (provide advocacy)	40
NHS website (formerly NHS Choices)	37
Parliamentary & Health Services Ombudsman	12
Action against Medical Accidents	11

Information and signposting service development

10. The General Date Processing Regulation came into effect in May 2018. We have re-examined our processes around consent and retention periods to ensure we are complying.

11. We have also trained volunteers around good practice in obtaining consent when collecting stories from people.

12. Anne Aldred, the Information and Signposting Officer, has been attending a small number of engagement events to trial the benefits of providing information and signposting 'on the spot'.

Challenges

13. Complex commissioning arrangements make it unclear who provides or commissions a service. Patient 'pathways' are often spoken about but finding out the detail is tricky. If we do not know what should happen it can be difficult to judge if a patient's experience is the norm.

14. It can be difficult to capture feedback from group settings such as the Community Forums. Planning for the new Fenland Community Forum offers us an opportunity to try and embed this from the beginning.

15. Providing direct information and signposting support at engagement events or dedicated drop-ins is an area for service development. It is not easy to gauge what demand there will be on the day. However, the evidence from the events Anne has attended will inform further developments.

16. It is not always clear how much of a direct impact on service change we can legitimately claim.