

## **Partnership Boards and Engagement Report 2022**

### **Purpose**

1. This report provides an update on Healthwatch Cambridgeshire and Peterborough engagement activities, including the health and care forums and Adult Social Care Partnership Boards for the period November 2021 to April 2022.

### **Key issues**

2. Our programme of face-to-face engagement allows us to hear from people we might be less likely to hear from by other means including those who are digitally excluded. At events attended during this period, our engagement team and volunteers have gathered 567 feedback stories which have been logged by our Information and Signposting team and shared with local health and care providers.
3. The Adult Social Care Partnership Boards have continued to meet online whilst Covid-19 restrictions have remained in place and are planning to trial the use of hybrid meetings to look at meeting formats which best meet the accessibility needs of each Partnership Board. A report will be compiled following this trial to present what we have learned. We can then implement this learning in other meetings.
4. We have launched a campaign to recruit new Independent Members to join our Partnership Boards. This piece of work is ongoing.

### **Action required by the Board**

The Board is asked to:

- Note the report

### **Author**

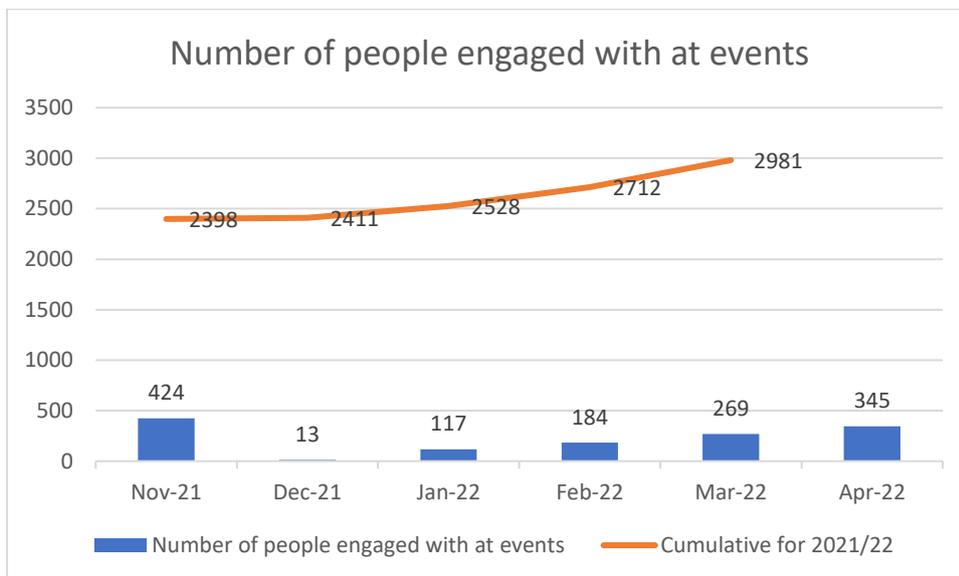
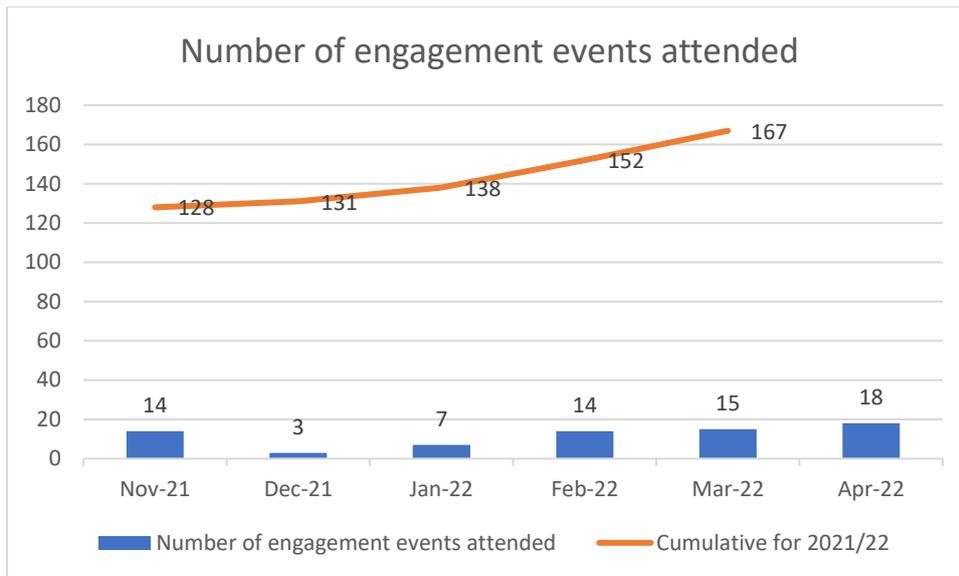
Caroline Tyrrell-Jones – Communities Programme Manager  
29 June 2022

## Overview of Engagement activity

5. During the six-month period since our last report, our engagement team have attended a total of 71 events, speaking to 1352 people. This activity enabled us to hear 567 feedback stories from local people. Our cumulative totals for the year 2021 to 2022 show we attended 269 events, speaking to 2981 people. Some highlights of our engagement activity during this time are given below.
6. Each year we plan to ensure we have an engagement programme which reaches as many groups and sections of the community as possible, including people from a diversity of backgrounds and age groups. Over this period and for the remainder of the year we have strived to ensure that we are hearing from younger people as well as a continued focus on hearing from people from ethnically diverse communities.

### *New Contacts*

7. During this reporting period the Engagement Team, assisted 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:
  - Cambridge United Community Trust
  - Young parents support group – Romsey Mill
  - Young fathers group – Romsey Mill
  - Huntingdonshire District Council – resettlement of refugees and asylum seekers
  - East Cambs Youth Board
  - Drop in sessions for homeless people across Cambridgeshire and Peterborough
  - Launch of community café at Goldhay Centre
  - NCS programme
  - MS Therapy Centre



*Engaging with people from diverse backgrounds*

8. Due to strong links built with people from ethnically diverse backgrounds, our Engagement Officer Rebwar has been involved in assisting with the following local system issues:

- Huntingdonshire District Council – supporting resettlement of refugees and asylum seekers
- NHS 111 service – supporting HUC to look at accessibility of service for people speaking languages other than English.

9. Over this period our engagement team have utilised our Healthwatch information leaflets which have been produced in different languages, taking them out to events and distributing them to community groups. More recently our Communications Team have also supported developing leaflets in Ukrainian to enable us to reach out to people who have been displaced due to the current ongoing conflict. We have reached out to smaller community groups and initiatives including:

- Tea and Chat with asylum seekers
- Access to Migrant support – Queen Mary Centre (Wisbech)

### **Other work carried out by our Engagement Team**

#### *Vaccination Centres*

10. As noted in our previous report, we have been attending vaccination centres to hear health and care experiences from people receiving either their first or subsequent doses of the Covid-19 vaccines. We have continued to attend further sessions during this period. This has proved to be very worthwhile as we had the opportunity to speak to a large number of people with many people sharing their experiences with us.

#### *Mental Health*

11. 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
- Andy's Man's Club

## **Our volunteers**

12. We currently have 37 active volunteers, covering Peterborough and all districts of Cambridgeshire. We continue to receive expressions of interest from people wishing to volunteer with us which are swiftly followed up in line with our established process, before undertaking a structured and thorough induction.
13. Our Volunteer Manager and Engagement Team maintain regular contact with our volunteers to enable them to become involved in many areas of our work. Some of our volunteers have stated that they do not yet feel confident in resuming face-to-face engagement but have been supported to become involved in our work in other ways.
14. We have made progress over this period in the development of new roles for our volunteers to become involved with, including a 'Representation Role'. Volunteers who are involved in this way would be supported to represent our Healthwatch when attending selected meetings, including opportunities being developed to involve members of the public in the new ICS.
15. Some of our volunteers have been involved in recent work to update our Volunteers Policy and Volunteer Handbook. This is designed to support all of our volunteers, including those working on separate projects including our Health Champions and also the Independent Members of the Partnership Boards.

## **Partnership Boards and Wheelchair User Forum**

16. The Adult Social Care Partnership Boards have continued to meet virtually although we have been looking at ways of utilising learning gathered during the pandemic to see how we can make meetings as accessible as possible for the Independent Members of all 5 Partnership Boards. In doing so we took the decision to trial the use of hybrid meetings to see if this style of meeting is more accessible to more of our Independent Members. A report will be compiled

following this trial to present what we have learned. We will then implement this learning in other meetings when reviewing how we hold other meetings.

17. With support from our Communications Team, we launched a recruitment campaign to encouraging more people with lived experience to become involved in the Partnership Boards as an Independent Member. This effort to recruit remains ongoing. We have an ongoing target for 50 percent of attendees at each Partnership Board to be Independent Members.

### **Activity from each Partnership Board**

#### *Carers Partnership Board*

18. The Carers Partnership Board has selected the following as issues it wishes to monitor over in 2022; Healthcare records (NHS 10-year plan), communications from Cambridgeshire County Council and Peterborough City Council, changes to contribution to care as a result of government changes to adult social care funding, Carers strategy review and the impact of Covid-19 on Carers. Independent members account for 46% of this Board.

#### *Learning Disability Partnership Board*

19. The Learning Disability Partnership Board raised that they felt 'Locality Networks' should be re-instated. As part of discussions to explore this, the Board had a presentation and discussion with the Think Communities Team to explore how they may work together.

The LDPB has been involved in task and finish meetings to look at an Independent Living service in Peterborough which will be going out to tender later this year.

The LDPB set a priority for the re-establishment of the Health Subgroup. The group explore issues such as the impact of Covid-19, annual health checks and outcomes from LeDeR. Following concerns raised about low uptake of annual health checks the CCG has written

to each GP surgery advising them of the number of people with learning disability registered with them, reminding them of the importance of annual health checks being completed. Independent members account for 49 percent of this Board.

*Older Peoples Partnership Board*

20. The Older Peoples Partnership Board has heard presentations from Think Communities, Discharge to Assessment and the Cambridge Cancer Research Hospital.

The Older Peoples Partnership Board has recently raised a concern at the Adult Social Care Forum, following hearing about a considerable difference in referral to assessment waiting times between Cambridgeshire and Peterborough. Independent Members account for 36 percent of this Board.

*Physical Disability Partnership Board*

21. The Physical Disability Partnership Board has heard presentations on Individual Service Funds, Care Together in East Cambs and Living Sport. As well as recruiting new Independent Members the PDPB is also looking to appoint a new Chair, following the former longstanding Chair very sadly passing away last year. Chairing responsibilities are currently being shared amongst other Independent Members, who currently account for 41 percent of this Board.

*Sensory Impairment Partnership Board*

22. The Sensory Impairment Partnership Board has had presentations from Living Sport and Think Communities. Commissioners have consulted with the SIPB about the Carers Strategy and the needs of carers for people with sensory impairment, or where a carer has sensory impairment.

Members of the SIPB continue to be included in a stakeholder group set up by the Combined Authority and Voi (the company delivering a pilot on E-Scooters).

Independent members account for 38 percent of this Board.

#### *Wheelchair User Forum*

23. The Wheelchair User Forum has continued to meet on a quarterly basis. This is attended by AJM Healthcare, the wheelchair service provider. They have brought issues such as Personal Wheelchair Budgets to the Forum, also responded to concerns raised by service users. A key issue which has been discussed is an ongoing supply issue from the European Union. This is due to issues relating to the pandemic in relation to production of wheelchairs and replacement parts. The issue has been further complicated following UK exiting the European Union.

#### *Cross-Board events*

24. During December 2021 our Healthwatch hosted a cross-board meeting to enable all of our Independent Members to hear plans for the proposed Shared Care Record. There was also an opportunity to ask questions and give feedback.

25. Once a year our Healthwatch host a cross-board event, with each of the Partnership Boards being involved in discussions regarding suitable topics to be the focus for the event. This year it was felt that health inequalities were the most pressing issue. This is being planned as a large event involving all staff and directors from our Healthwatch and is being widely promoted to ensure local people from the wider population can benefit in addition to our Independent Members.

## Health and care forums

26. All four health and care forums continue to be well attended by members of the public and representatives from local health and care services. Local large healthcare trusts attend to give service updates, as well as other local health and care providers including local voluntary and community sector organisations, to answer queries and respond to feedback. Trusts in regular attendance are as follows:

- Cambridge University Hospitals Trust (CUH) – Cambridge and South Cambs Health and Care Forum
- Cambridgeshire and Peterborough NHS Foundation Trust (CPFT) – all forums
- Queen Elizabeth Hospital – Fenland and East Cambs Health and Care Forum
- North West Anglia Foundation Trust – Huntingdonshire Health and Care Forum, Peterborough Health and Care Forum

27. Healthwatch Health and Care forums form part of our model for the running of the Adult Social Care Partnership Boards. They allow issues and updates discussed at the Partnership Board meetings to be shared with a wider audience and for the Independent Members of the Partnership Boards to benefit from hearing how other members of the public experience similar issues. Currently several Partnership Board Independent Members regularly attend health and care forum meetings.

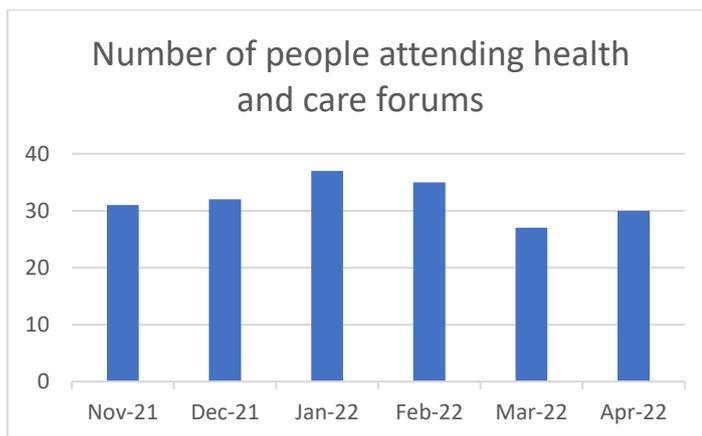
28. The health and care forums use an action log to ensure we record issues raised and requests from the forums, providing feedback as appropriate to future meetings. Examples of matters we have followed up during this period include:

- Feedback shared regarding limited menu choices for person being treated as an inpatient with specific dietary needs. This resulted in the catering team providing information to ward staff to ensure appropriate menu choices were made available.

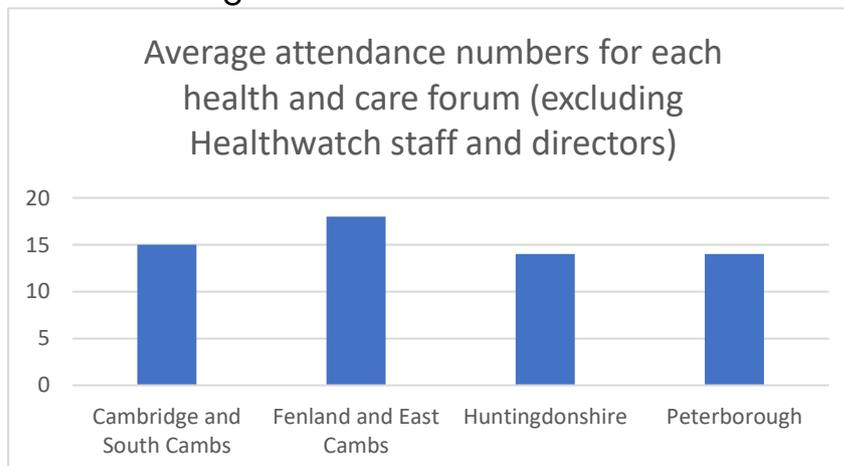
- Request for information about services provided by the JET team. An approach was made to the JET team who agreed to attend future forum meetings to give an update.
- Issue of inaccurate lab results leading to delayed cancer diagnosis. Issues raised logged with the Care Quality Commission.

29. Topics discussed/updates provided at the health and care forum meetings during this period include:

- The National over-prescribing review – Chief Pharmacist, C&P CCG
- Shared Care Record – CPFT
- Diversity of public involvement – designing a new Cambridge Cancer Research Hospital
- Cancer rapid diagnostic service – Macmillan Cancer Care – NWAFT
- End of life care – Sue Ryder



30. Please note all forums meet bi-monthly. Average attendances for each of the meetings is as follows:



### **Enter and View**

31. During this period due to ongoing issues linked to the pandemic, we have been unable to carry out Enter and View visits, utilising our power of entry. We are planning to resume activity towards the end of 2022 and have provided refresher training to our volunteers, enabling them to carry out the Authorised Representative role and ensuring appropriate DBS checks are up to date.

### **Future plans**

32. We will pursue new contacts made to allow us to engage with more young people to hear their views and experiences of using or accessing health and care services.
33. We will continue efforts to recruit new Independent Members for our Partnership Boards
34. We will follow up our trial of the use of hybrid meetings with our Partnership Boards, producing a report to show our findings.
35. We will develop our volunteer representative role to allow our volunteers to effectively represent our Healthwatch at selected meetings, including becoming involved in local Independent Neighbourhood work as well as involvement in local ICS work at various levels.