

## CEO Report January and February 2018

### Purpose

1. This report provides an update on Healthwatch Cambridgeshire and Peterborough activities for January and February 2018.

### Key issues

2. All staff vacancies have been filled and new members of the team are in post. The new Communications Officer starts in April.
3. A small amount of funding has been secured for a partnership project in Peterborough to follow on from the Accessible Information as Standard report. The Access Champions based at the City College are auditing Peterborough GP information and offering feedback on how practices can improve and be compliant with the Standard. We are developing a resource pack to support the work.
4. The STP Delivery Unit is funding a Patient Representative workshop. This is being held on 29<sup>th</sup> March. Healthwatch Directors, all STP Patient Reps and the CCG Patient Reference Group members have been invited. The workshop's aim is to give people more information about the STP workstreams and seek feedback on experiences of being a representative and how this can be improved.
5. Healthwatch is committed to the highest standards of quality and is looking to introduce a quality assurance system. More information regarding the Practical Quality Assurance System for Small Organisations (PQASSO) system is in sections 7 to 9.
6. All of our larger Trusts are being inspected by the CQC currently or in the near future. We are in contact with the Inspection Managers and submit intelligence prior to any inspection. The CEO has been invited to join the Steering Group preparing for the CQC System-wide inspection, expected in the next six months, to offer constructive challenge.

## Action required by the Board

7. The Board is asked to:
  - Approve PQASSO as the Healthwatch Cambridgeshire and Peterborough quality assurance system, and
  - Note the report.

## Author

Sandie Smith, CEO

14<sup>th</sup> March 2018

## *PQASSO Assessment and Costs*

8. PQASSO is a quality assurance accreditation designed and managed by the National Council of Voluntary Organisations. It is appropriate for voluntary organisations and social enterprises of any size. PQASSO sets out what organisations need to have in place to be legally and financially compliant and designs in continuous improvement. The areas covered are:
  1. Governance
  2. Planning
  3. Leadership and management
  4. User-centred service
  5. Managing people
  6. Learning and development
  7. Managing money
  8. Managing resources
  9. External communications
  10. Working with others
  11. Assessing outcomes and impact
9. The first stage is self-assessment which costs £125. Once organisations have self-assessed their systems, they can apply for accreditation at level one or level two, depending on the organisation's current quality level. The accreditation costs are:
  - £1,750 - Level 1
  - £2,500 - Level 2
10. Accreditation is valid for three years.

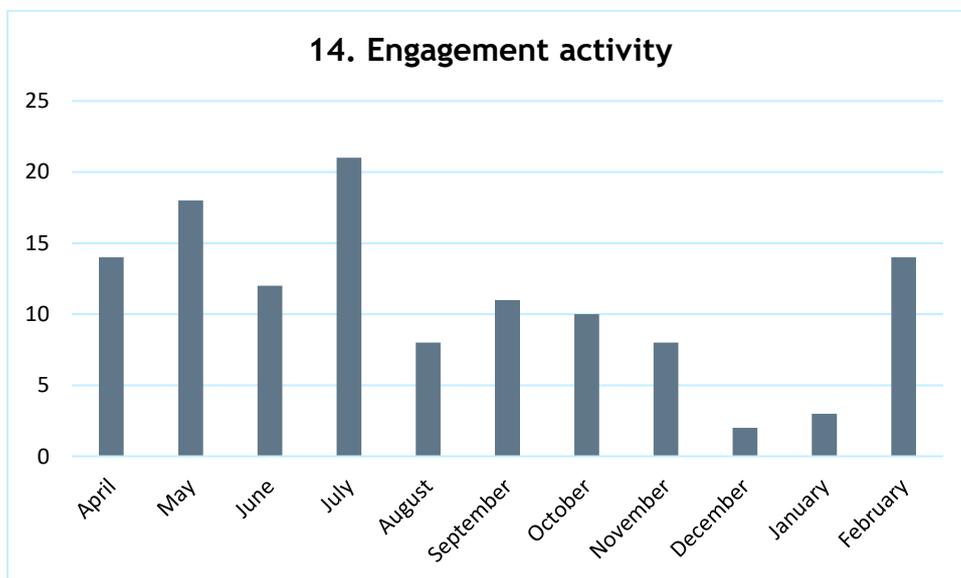
*Experiences and Signposting*

11. Information and Signposting is a specific item on this agenda.

*Engagement Activity*

12. In January and February, the team spoke to 622 people at 17 events across Peterborough and Cambridgeshire.

13. During this period 660 volunteer hours were contributed in engagement activities.



*Impacts and Influencing*

15. In February we responded to two consultations:

- CCC Fairer Contributions Policy
  - Transforming children and young people's mental health provision: a green paper

16. These are the impacts reported during these two months:

- 'Informing families and carers' to be included in police mental health escalation process as a result of our advice.
- Buckden/Little Paxton Surgery to stock 'deaf cards' and to discuss placing sensory/learning disability information into referral letters

- Since the creation of the new Assistant Director Patients and Partner Engagement post, the development of which we supported, CPFT have made steady progress towards creating a Service User Council and have strengthened their Carers Board, prompted in part by Healthwatch.
- 70% of CPFT service users have been asked about communication support. Referral letters will include information about communications needs.
- CPFT staff will have AIS training as standard and annual mandatory review training.
- CPFT will provide ‘deaf cards’.

*Communications Activity*

17. The table below summarises communications activity for January and February:

<b>Facebook averages per month</b>	<b>Totals</b>
Number of posts	26
Interactions (link clicks, shares, comments)	147
Number of followers by 31/12 inc 3%	443
<b>Twitter @HWPeterborough average per month</b>	<b>Totals</b>
Tweets	37
Interactions (link clicks, RT, likes, mentions)	81
Total followers on 28/02/18	1,863
<b>Twitter @HW_Cambs average per month</b>	<b>Totals</b>
Tweets	39
Interactions (link clicks, RT, likes, mentions)	114
Total followers 28/02/18	3,022
<b>E-news</b>	
During this period, we sent Jan and Feb e-newsletters segmented as follows: combined edition, Healthwatch Peterborough edition, Healthwatch Cambridgeshire edition.	
<b>E-newsletters average engagement</b>	<b>Totals</b>
Mailing list as of 28/02/18	1757
Opened by average of	23%
Engagement (links clicked by an average of)	8%

18. There were eight media articles during January and February:

- 29/01/2018 BBC RADIO CAMBS Radio interview - ambulance service delays
- 01/02/2018 BBC RADIO CAMBS Radio interview - CEO on older people's experiences in hospital
- 14/02/2018 Ely Standard Article: Fairer Contributions Policy - article in response to our statement
- 21/02/2018 Fenland Citizen article hard copy: Care changes 'will hit most vulnerable' - Fairer contributions policy article in response to our statement.
- 23/02/2018 Wisbech Standard Article: Fairer Contributions Policy - article in response to our statement
- 23/02/2018 Cambs Times Article: Fairer Contributions Policy - article in response to our statement
- 28/02/2018 Hunts Post Article - online: CEO quoted in article about Hinchingbrooke ED pressures
- 28/02/2018 Hunts Post article - hardcopy: Health watchdog 'acutely concerned' by proposals - article in response to our Fairer Contributions statement