

Engagement Report July and August 2018

Purpose

1. This report provides an update on Healthwatch Cambridgeshire and Peterborough Engagement activities for July and August 2018.

Key issues

2. During this reporting period (July/August 2018) our Engagement Team attended 22 planned events, which is slightly down on the same period for last year, however the numbers of people we are engaging with is increasing and we engaged with 1341 people over July/August.
3. During July and August 51 volunteering hours contributed towards Engagement activity, which is a slight increase on the previous reporting period. Work on increasing Community Listener activity is ongoing, including improving the profile of the role with volunteers to encourage their increased involvement in this type of activity.
4. Over the reporting period it was found that there was a much greater availability of opportunities for engagement, including larger events attracting larger numbers of people to attend, in the Peterborough area compared with those arranged in Cambridgeshire. This creates a necessity for us to plan further in advance to maximise our capacity for attending these events over the same period in 2019/2020 as this year staff capacity issues prevented us from attending all of the events we would have wished to attend. Preparation will need to include looking at the availability of volunteers to increase our capacity, also to further establish some of our existing volunteers in the Community Listener role.
5. Events attended include:
 - Peterborough Pride
 - Peterborough NHS 70 Street party
 - Peterborough Portuguese Festival
 - Hinchingsbrooke Hospital Open Day
 - Peterborough Youth Jam
 - Steel Bones, Cambs

6. Over the coming months, it is anticipated that the number of events attended and people engaged with will decrease. This is due to the fact that during the summer period large numbers of events are scheduled which are well attended. This summer programme is beneficial in terms of raising awareness of Healthwatch Cambridgeshire and Peterborough and engaging with large numbers of people, however, it is intended that the autumn/winter programme of Engagement activity will allow us to focus activity in line with our strategic priorities, focusing more on groups such as condition-specific support groups, primary care and young people's access to mental health services/support.

Action required by the Board

The Board is asked to:

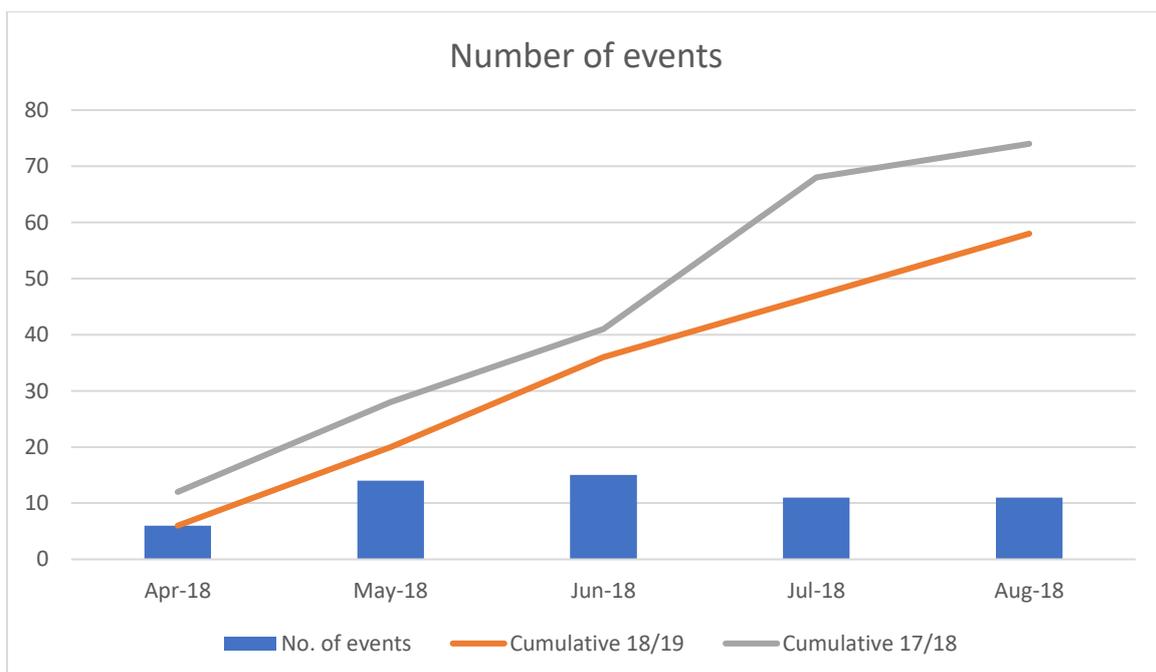
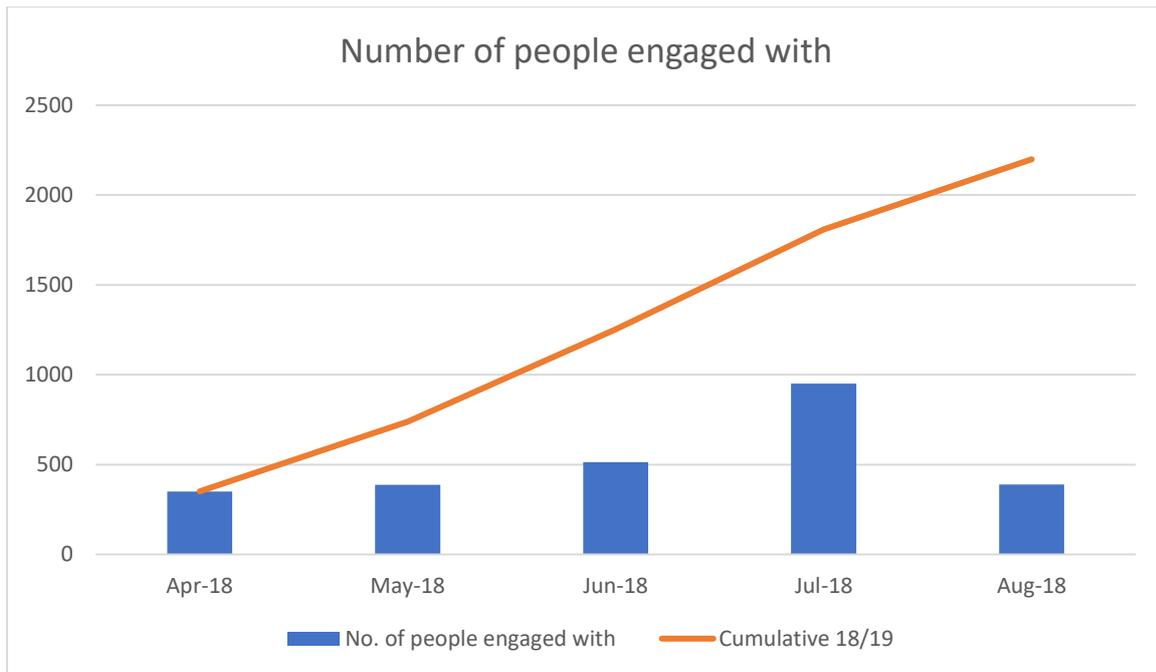
- Note the report

Author

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7 September 2018

7. Overview of Engagement activity

| | April 18 | May 18 | June 18 | July 18 | Aug 18 |
|---|-----------------|---------------|----------------|----------------|---------------|
| Engagement events/opportunities attended | 6 | 14 | 15 | 11 | 11 |
| No. of people engaged with | 351 | 388 | 513 | 951 | 390 |
| Cumulative total 18/19 | 351 | 739 | 1,252 | 1,809 | 2,199 |



Community Forums

8. Healthwatch Cambridgeshire and Peterborough now run community forums in both Peterborough and Huntingdon. The Peterborough Community Forum is more established under Healthwatch, occurring monthly with workshops being held in place of regular meetings on a quarterly basis. Numbers of attendees are slowly increasing although

work to promote the Forums to members of the public is ongoing. Representatives from the CCG, CPFT and NWAFT are in regular attendance.

9. Healthwatch Cambridgeshire and Peterborough have recently taken over the running of the previously named Huntingdonshire Patient Congress, now renamed as the Huntingdonshire Patient Forum. This Forum had seen a steady decrease in numbers to such an extent that the position of the CCG to continue to fund it was in doubt. Healthwatch Cambridgeshire and Peterborough are focusing on increasing awareness of the Forum, producing new flyers to publicise dates of meetings and promoting them on social media and on our websites and it is hoped that numbers of those attending will increase over the coming months.
10. Both Forums offer opportunities for members of the public to become better informed about local health and care services, learn about opportunities to become involved in the shaping of services and to have their say. They also offer the opportunity to improve awareness of the work of Healthwatch Cambridgeshire and Peterborough.

Adult Social Care Partnership Boards

11. Healthwatch Cambridgeshire and Peterborough took over the running of the Partnership Boards on 1st June 2018 following CAIL (Cambridgeshire Alliance for Independent Living), ceasing operations on 31st May. We were pleased to welcome Graham Lewis, who previously worked with the Partnership Boards with CAIL, to Healthwatch Cambridgeshire and Peterborough. Due to Graham's experience in running the Partnership Boards, meetings were able to be held on dates previously arranged, resulting in minimal disruption to the work of the Boards and their Independent Members. New Healthwatch Cambridgeshire and Peterborough literature has been created, including leaflets and a new Partnership Boards Independent Member Volunteer Handbook. There is also a section on our website about the work of the Partnership Boards. Work is underway to encourage new Independent Members to join. The Boards are named as follows:

- Carers Partnership Board
- Older People's Partnership Board
- Learning Disability (LD) Partnership Board

- Physical Disability and Sensory Impairment (PDSI) Partnership Board

Prisons

12. Work is underway to re-establish previous Engagement work at HMP Peterborough. This work had commenced with Healthwatch Peterborough but we are now revisiting this, looking at possibilities for offering an amended programme to support this vital piece of work. An initial meeting was held on 23 August to meet staff at HMP Peterborough with a further meeting planned once we have had the opportunity to discuss options for delivery.

Young People – Mental Health

13. We have been in touch with various stakeholders such as the CPFT, Pinpoint, service user groups and more recently the Clare Lodge Partnership Board, giving priority to ensuring that there is provision enabling Young People to have their voices heard in accessing mental health services and support. We continue to seek out opportunities to engage with groups involved in the promotion of mental health support for young people.

Primary Care/AIS

14. We have continued to work with GP practices to promote better implementation of principles of the Accessible Information Standard, including working with a group of volunteer Access Champions who have been looking at local GP websites. A full report of AIS activity will be included in the November 2018 report.