

CEO REPORT

November & December 2014

1. Key Achievements

Funding

A 5% reduction in funding has been agreed with the County Council, this equates to approximately £15k and can be absorbed without affecting operations. We have asked that this be a one-off reduction, explaining that HWC are affected by the low funding formula which affects our CCG and other public services in the county. CCC have indicated that they will endeavour not to repeat the reduction, however, no commitment can be given due to the ever-decreasing levels of LA funding from central government.

A Grant Agreement for 2014-16 is in final draft. CCC have confirmed that the Cambridgeshire Healthwatch function will not be subject to tender at this point in time.

Papworth Hospital CQC Inspection

HWC acted as the lead HW for the CQC Papworth Hospital inspection which took place in December 2014, co-ordinating a regional call for evidence. This was seen as a pilot by the CQC and we have had feedback that the quality and quantity (45) of evidence submitted was some of the best the CQC had seen.

HW England and the CQC will be using our approach for all regional and national provider inspections; adopting our evidence template and communications pieces for national use. A Case Study is being written by the CQC and our CEO has been asked to speak at the next CQC Conference.

CAMH

HWC have been working with Pinpoint to co-ordinate action around the poor experiences of Children & Adolescents Mental Health Services (CAMH). Pinpoint has collected over 100 pieces of feedback from parents. Working together we have taken the evidence to the provider, commissioner, the County Council and MPs. After discussion with colleagues at HW England it was considered that an escalation to them would be the next best step, as they are represented on the national Task Force for Children and Adolescent MH services. The parents who contributed are being kept informed and are delighted to have their experiences listened to.

HWC were able to submit a briefing on this issue, and wider mental health service concerns, to Julian Huppert MP and he used the information in a debate about mental health services that he hosted in Parliament. Both Pinpoint and HWC were specifically mentioned.

2. GP Survey

The GP survey is in the final stages of development. There is a Steering Group guiding the survey development, this includes a rep from Ely Patient Forum, the CQC Primary Care Team and a HWC Non-Executive Director. We are also seeking feedback from the local LMC, as well as keeping those PPGs that expressed an interest informed as to progress.

The survey will be distributed through all of our communication networks. It will be primarily a web form but 2,000 hard copies will also be produced. We will encourage on-line completion as this will considerably reduce the data inputting. We will be working with partners to target the groups of people who do not traditionally respond to the annual GP Survey; under 18s, women between 18 and 34 and older people. We plan to hold four focus groups to look at experiences of specific excluded groups more closely.

3. Events

Staff continue to ensure that HW Cambridgeshire has a high profile at various events across the county including the CCG's Mental Health Speedback events, Carers Rights Day, Cambridge City Disability Day and Hunts Forum AGM.

4. Volunteering

As at the start of 2015, there are 11 volunteers fully inducted with another two awaiting induction. More applications are in hand. All volunteers have a named supervisor and we are looking to introduce group supervision where geographically sensible. A Volunteer Lunch was held at the Maple Centre before Christmas as a thank you for their efforts.

All volunteers have also undertaken communications training session, this was held in two parts so that we could encourage reflection and feedback from the volunteers. We had very positive feedback about the usefulness of the training and plan to run it again early next year. We are developing a range of further training, some of which will be incorporated into the Induction Package, including Equality and Diversity, Confidentiality, Data Protection and Safeguarding.

Work is now being developed with specific volunteers. For example, our new Research Volunteer is going to look at provider approaches to equality and diversity and another has helped assess the HWE On-line Complaints Training. Work is now starting on developing a programme of training for Enter and View Authorised Representatives.

5. Youth Engagement Work

A proposal has been submitted to the County Council for continued part-funding of £16,000 for the Youth Engagement Worker (was the Children & Young People's Ambassador). HWC contributes a further estimated £14,000 by way of salary top-up, expenses and overheads such as IT and management time. A decision is expected by the end of January.

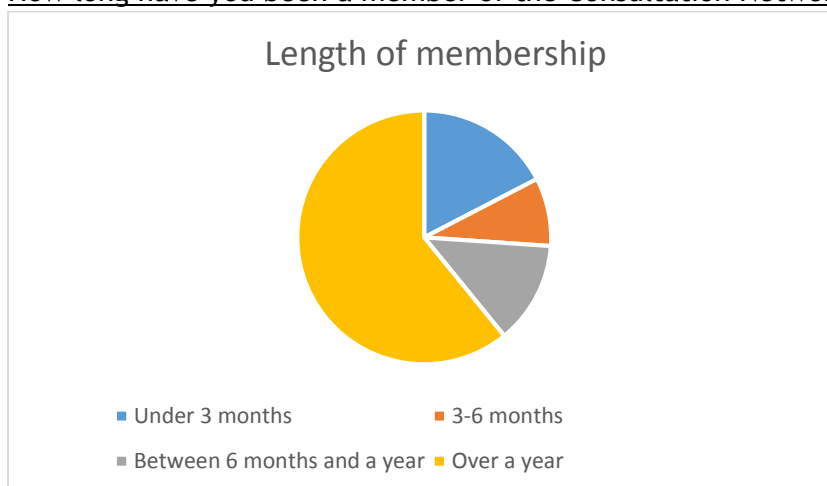
The proposal sets out how HWC plan to take the role forward in the next two years through liaison with schools and colleges, developing a youth version of the Consultation Network and working in partnership to reach the most marginalised young people.

6. Consultation Network Review

The HWC Consultation Network was set up in July 2013 and during that time we have send out over 100 pieces of information. In December 2014 81 people were signed up to receive mailings electronically, and 8 people receive information by post. A short survey was designed to review effectiveness of the network. There were 20 responses electronically, and 3 by post. This represents a response rate of approx. 25% and 37% respectively.

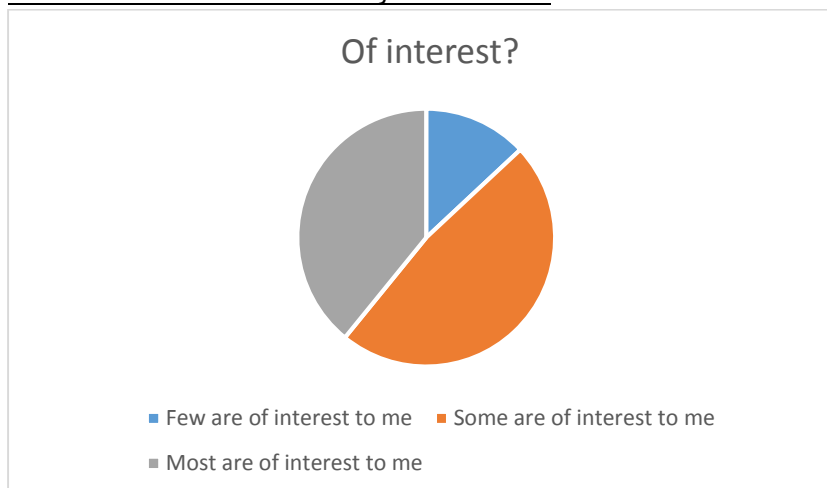
Responses to individual questions are set out below:

1. How long have you been a member of the Consultation Network?



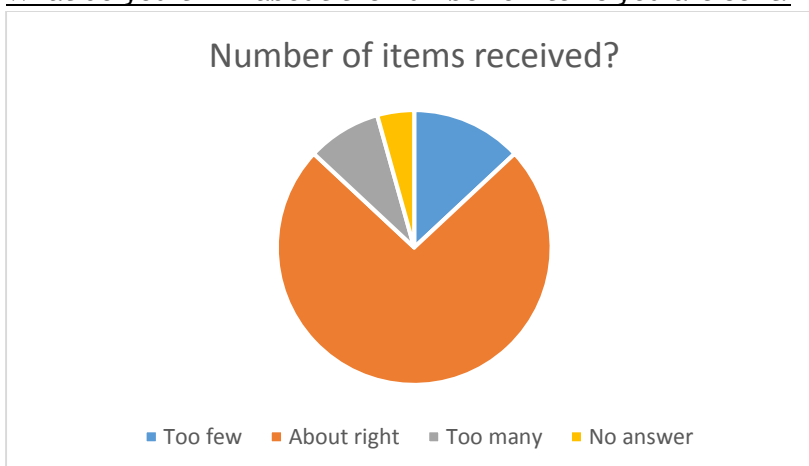
Most respondents had been a member for over a year

2. How relevant are the items you are sent?



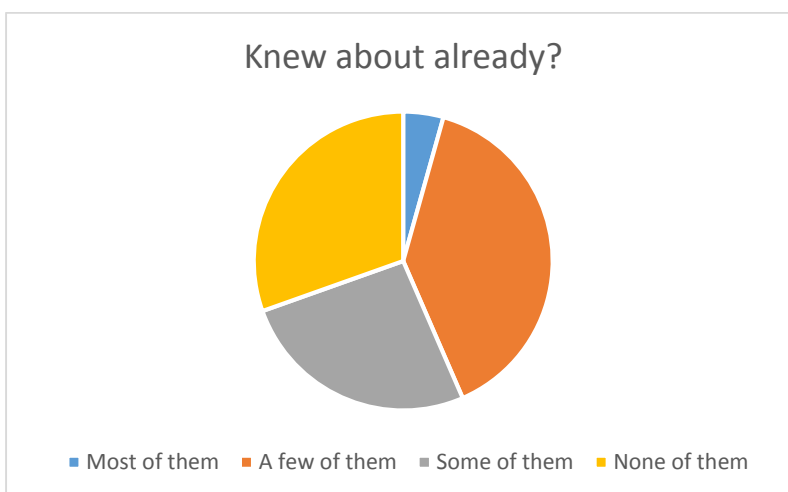
More respondents found that some of the items sent were of interest

3. What do you think about the number of items you are sent?



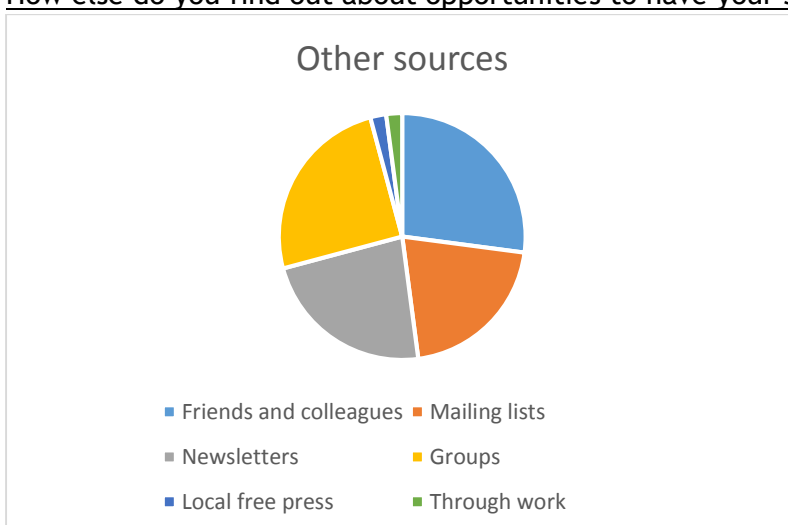
Most respondents felt the number of items they received was about right

4. How many of these opportunities would you have known about if you had not received them via the Consultation Network?



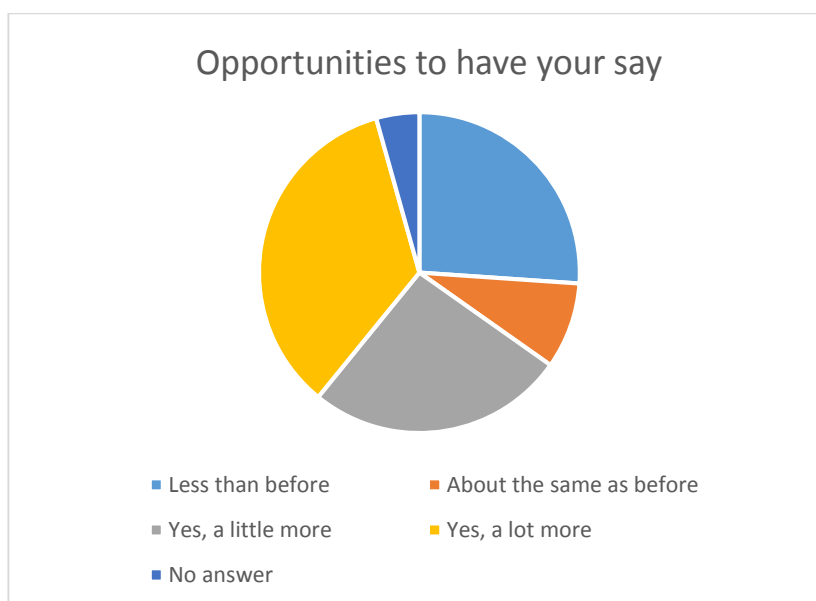
Most people knew about at least a few of the opportunities, but a sizeable proportion of respondents did not know about any of them

5. How else do you find out about opportunities to have your say?



Respondents were fairly evenly split between the options given.

6. Do you feel you have had more opportunities to have your say about health and social care services by being part of our Consultation Network?



The majority of respondents indicated they felt they had either a ‘little’ or a ‘lot’ more opportunities to have their say by being part of the Consultation Network

Other responses

One respondent said they had joined a group as a result of belonging to the Consultation Network. One respondent said they belonged to a number of other groups. A further respondent said they have helped to get other people involved who would not otherwise have known about opportunities.

Other comments

A couple of respondents said that meetings are generally held during the day so people who work cannot often attend. Another mentioned that it would be nice to know what sort of response there had been to consultations and events. A further respondent said it would be helpful to have opportunities to meet other people.

We ask people who ask us to advertise their local working group/event to feed back if they are able to find out about where people heard about the opportunity. However most of the time people do not say where they found out about the opportunity.

Conclusions

The majority of respondents seem to be happy with the way the Consultation Network is working at present. However, there is some evidence to suggest that people would like more choice about what they receive.

As a result of this survey we will put consultations and opportunities on our website and send the links to all Consultation Network members. People can then self-select what they read about in more detail.