

Information and Signposting Report

Purpose

1. This report sets out background on the information and signposting service during 2017-18 (to end February 2018) and discusses current areas of work.

Key issues

2. Experiences collected and signposting activity is summarised in sections 5-8.
3. Progress on and planning for a combined CRM is described in sections 9-13.

Action required by the Board

4. The Board is asked to: note the report

Author

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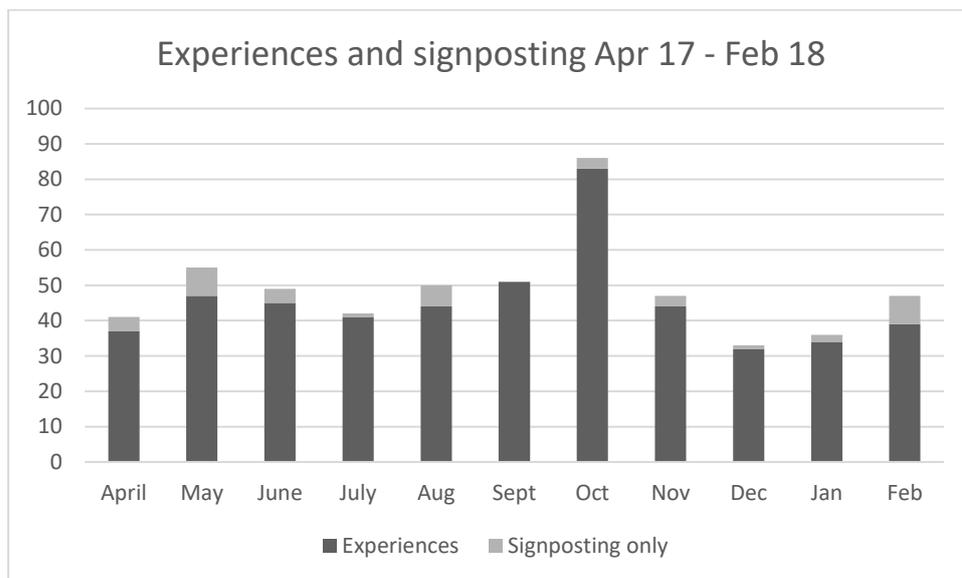
Information Manager

5 March 2018

Experiences and signposting activity during 2017-18

5. The information and signposting function for Healthwatch Peterborough was transferred to the Information Manager in October 2017. Peterborough data is only complete from this date.

6. The pattern has been reasonably steady throughout the year, with a spike of experiences recorded in October - mainly due to increased engagement activity that month. The winter months are generally quieter.



7. Over the period, 143 signposts were made to 55 organisations or websites. The five highest number of signposts were to these organisations:

PALS/PET	24
Total Voice	19
Other HW (exc Pboro)	9
NHS Choices	7
CCC	6

8. A common query was how to get access to medical records, often in the context of wanting to understand what information had been recorded and whether that information was correct.

Changes to the team

9. In January 2018, Anne Aldred joined as Information and Signposting Officer. Anne has a lot of experience working as a learning disability nurse specialising in care and services for children.

Changes to systems

10. The combined CRM for both Healthwatch Cambridgeshire and Healthwatch Peterborough is scheduled to be in place for April. There may be some slippage as we are dependant on the developers and Healthwatch England for the timely delivery of the system and moving the data across. In preparation for this staff are working to ensure the quality of the current data is good.
11. A combined CRM will allow us to move all recording of experiences and signposting to one system. This should allow more frequent, consistent and timely reports to be produced.
12. Healthwatch England has started to ask local Healthwatch what they are looking for in a system like CRM. This is to help them decide whether to buy a new system for April 2019.

Working with colleagues

13. Wider changes in the team and the decision to go with a combined CRM have led to opportunities to look at how information is recorded at engagement events. The aim is to make it easier to transfer that information to the CRM.
14. The merger of Healthwatch Cambridgeshire and Healthwatch Peterborough has resulted in extra training for colleagues in the CRM. This is going to be ongoing, especially given recent changes to the system. A development day is planned for July and a Healthwatch England representative has been invited.