



Annual Report 2019 – 20

Guided by you

healthwatch
Cambridgeshire

healthwatch
Peterborough

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We are the independent champion for people who use health and social care services in Cambridgeshire and Peterborough.

Our job is to make sure that those who run local health and care services understand and act on what really matters to people.

We listen to what people like about services and what could be improved. And focus on ensuring that people's worries and concerns about current services are addressed.

We work to get services right for the future.



Picture shows Wendy, an Independent Member of one of the Adult Social Care Partnership Boards.

Here to make care better



“Welcome to our Annual Report for 2019-20. It has been another busy year for our Healthwatch.

My highlight has been hearing from so many people from the many different communities across Cambridgeshire and Peterborough. Thank you for giving us your feedback; without this we could not be Healthwatch.

Since March, we have all had to adapt to new ways of living and working as a result of the Covid-19 pandemic. We are working hard to support local health and care organisations, our people and our communities. It’s our job to make sure what you tell us shapes local care.”

Sandie Smith, Chief Executive

Our priorities for this year

This has been the final year of a three-year work programme focussing on:



Access to GP, dentist and other primary care services



Access to social care assessments and experience of integrated support



Access to and experience of mental health services



The promotion of health, self-care and being independent



Improving urgent and emergency care services



Involving people in changes to health and care services

What matters to you

We play an important role bringing communities and services together. Everything we do is shaped by what people tell us.

Our staff and volunteers identify what matters most to people by going out into the community and talking to people online and face to face; visiting services to see how they work and holding regular public meetings.



Last year, we spoke with 4,819 people at 155 events and workshops

2,847 in Cambridgeshire and 1,972 in Peterborough.

As well as hearing from people by phone, email and online.



We logged 1,022 pieces of feedback

641 from Cambridgeshire and 393 Peterborough, 33 out of county and 47 not stated.



And published 6 reports
about the improvements people would like to see.

These are some of people we spoke to:

- ⇒ 146 students at the Peterborough Regional College Freshers Fair with the help of our young volunteer, Travis.
- ⇒ 81 people from amputee families at a Steel Bones Celebration Day near Ely to learn how services could better help them live life to the full.
- ⇒ 72 people during a visit to North Cambridgeshire Hospital in Wisbech, including people from Norfolk. Our Information team works closely with Healthwatch Norfolk to make sure everyone's experiences are heard.
- ⇒ 171 older people at seven events across Huntingdonshire during Loneliness Week to learn how health and social care services were for them.
- ⇒ 28 people living with Obsessive Compulsive Disorder at a workshop in Cambridge to understand how difficulties accessing healthcare services can impact their lives.
- ⇒ And 84 people at Feel the Force, an event for people with autism, learning disabilities and physical disabilities.



Picture shows Engagement Officer Rebwar at a Timorese event with Councillor Diane Lamb, Deputy Mayor of Peterborough and Councillor Gul Nawaz, Mayor of Peterborough.

Involving people in change

We support people to speak directly to those who make decisions about local health and care services. Their ideas and experiences help commissioners and providers improve future services.

Our forums bring people together

We now run regular Health and Care forums in Fenland, Peterborough, Huntingdonshire and Greater Cambridge for local people to have their say on services.

These popular public meetings bring local people together with health and care decision makers to ask questions and share experiences and ideas. They meet monthly or every two months, depending on the forum.

Each meeting has a different theme based on what is most important to the people in that area. This year we covered a range of issues, from mental health to podiatry, and urgent care to GP mergers.

In addition, our quarterly Wheelchair Users' Forum has worked closely with AJM Healthcare, the new wheelchair service provider. And fed back on important service changes, such as improving the Integrated Community Equipment Service re-tender documents.

Adult Social Care Partnership Boards

During 2019 - 2020, Healthwatch worked to merge the separate Adult Social Care Partnership Boards in Cambridgeshire and Peterborough.

There are now five combined boards involved in health and adult social care decision making, working across the two authority areas.

Our role included meeting with each of the Partnership Boards, talking about their differences and shared values and how we can support their work. We held events in October to bring together the Independent Members of the Partnership Boards and start the process of getting to know each other.

During the year, the Boards have worked on a variety of services and issues, including:

- ⇒ Integrated Community Equipment Service re-tender
- ⇒ Direct Payment Support Service consultation and tender
- ⇒ Cambridgeshire County Council's Social Care Charging Policy
- ⇒ Accessibility in health centres



Picture shows Ray, Rebecca and Mick, all Independent Members of the Adult Social Care Partnership Boards

Involving patients from minority ethnic communities

A new patient group - representing our area's diverse ethnicity mix - has been recruited with help from Healthwatch to help shape policy and services at local hospitals.

The group is working with North West Anglia Foundation Trust which runs hospitals including Hinchingsbrooke and Peterborough City, as well as outpatient services in Ely and Doddington.

Our Engagement Officer Rebwar recruited members from local communities thanks to his contacts with cultural, refugee and asylum groups.

An early success has been helping to change the Trust's policy on Ordinary Residency - which checks the identity and eligibility of patients to receive NHS hospital services for free.

The aim was to develop a system that offers more privacy to patients and more discretion to staff doing the checking.

The NHS Long Term Plan



More than
800 people
shared their views



We held 5 focus
groups



And went to 50
community events

What's important to you

The NHS published its 'Long Term Plan' in January 2019, setting out its key ambitions over the next 10 years.

And we were part of a countrywide campaign to give people a say in how the plan should be implemented locally.

We asked more than 800 people in Cambridgeshire and Peterborough, "What Would You Do to improve the NHS locally?"

The top issues that people told us they wanted services to focus on are:

- ⇒ easier access to GPs
- ⇒ more information and support to stay well
- ⇒ care closer to home
- ⇒ and not to be digitally excluded



Picture shows one of our Healthwatch volunteers listening to a member of the public at a Cam Sight event.

Planning for the future

The report was used by NHS and local government leaders to help them plan future services in Cambridgeshire and Peterborough.



“(I’d like to see) More support locally for treatment of my ME. I have to go all the way to Addenbrooke’s for good support from their pain clinic. This exhausted me and the drive, which at times takes two hours, brings on my pains.”

A Fenland District resident

Improving patient transport

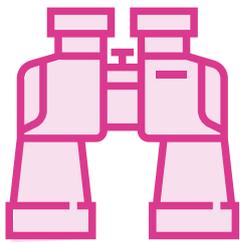
What local people told us about difficulties travelling to NHS appointments helped trigger a national review of non-emergency patient transport by NHS England.

We found that travel and transport connections in Cambridgeshire and Peterborough affected people’s access to effective healthcare.

And some of our findings were featured in the national **There and back** report from Healthwatch England, which led to the review.

Like a lot of activities, this review is on hold due to Covid-19.

How we've made a difference



By investigating the issues that matter to you

What matters to people using A&E

Our Healthwatch was one of six supporting a national trial to track patients' experiences of a new A&E standard as part of a Healthwatch England project.

We made six visits to Addenbrooke's A&E, spread over different days and times of the week. And talked to 46 patients and their families or carers. Most people we spoke to:

- ⇒ expected a lengthy wait, but most were satisfied with the experience
- ⇒ felt staff had communicated well and that they had been kept informed
- ⇒ said care was excellent or good

The final Healthwatch England briefing showed that people's experiences of A&E are shaped not just by how long they wait, but by the quality of the care they receive and how it is delivered.

It said any change of target should focus on what matters most to patients and support the NHS to do things differently - not just count differently. A decision has yet to be made about A&E targets.



"We have been told to wait, no idea how long that is likely to be. The staff are lovely and incredibly polite."

An Addenbrooke's Hospital A&E patient



Picture shows voting pads at our Community Values Panel event.

Community Values Panel

We organised two Community Values Panels to help our local NHS make decisions about how it could reduce its £75 million overspend.

The panel brought together a diverse and representative mix of 30 members of the public from across Cambridgeshire and Peterborough to talk about two key issues:

- ⇒ the availability of over the counter medicines on prescription
- ⇒ and access to emergency and urgent care for people who do not need to be in hospital

The coronavirus pandemic means much of the NHS deficit has been written off by the Government. But Cambridgeshire and Peterborough Clinical Commissioning Group (CCG), which plans and buys health services in our region, still needs to make the best use of public money.

Understanding what is most important to local people will help them do this.

Improving care at the end of life

In September, we published Empowering People at End of Life, a report highlighting the choices for people approaching or planning end of life care.

It followed up on our day-long end of life event of workshops and talks. And it revealed that talking about death is still thought of as taboo or difficult and that people are confused about how to make their final wishes.

The report was shared with Cambridgeshire and Peterborough Clinical Commissioning Group's End of Life Working Group to help them improve end of life care. Their work is currently on hold due to the coronavirus pandemic.



Picture shows one of our Community Values Panellists

Improving life in care homes

Three Peterborough care homes have made changes to improve the lives of their residents after visits from our Healthwatch, including:

- ⇒ changes to make one home more dementia-friendly
- ⇒ recruiting an extra activity co-ordinator
- ⇒ and changing the seating so residents could more easily sit together

As part of the visits, we used The King's Fund dementia-toolkit to assess the dementia friendliness of each home. This helped the homes understand how they could improve care further.

We've published two reports as part of this project - find them on our Healthwatch Peterborough website.

What else we've helped with

Improved the availability of urgent and emergency dental appointments after extra funding was agreed for these. This follows on from our **Finding an NHS Dentist** report in 2019. Although people are still telling us about problems getting a high street NHS dental appointment.

Made sure people in Wisbech have the same access to NHS 111 option 2 mental health crisis services as everyone else. A change in provider for the NHS 111 service, fixed an issue with access that we first raised in 2016.

Talked to local NHS trusts about things like hospital appointment letters to help them fix these problems for you.

Getting local voices heard

We raise the issues you tell us about with the organisations who plan, provide and check these services.

Sometimes this is by sitting on committees and working groups, other times by responding to consultations or raising issues directly.

And we work closely with Healthwatch England to make sure that what people tell us locally helps inform national decisions about health and care services.

Health and Wellbeing Board

Our Chair, Val Moore, is a member of Cambridgeshire and Peterborough Health and Wellbeing Boards.

These Boards are places where key leaders from the health and care system work together to improve the health and wellbeing of our local population. And we support her in this important work by letting her know what you've told us.

This year, Val has taken on more responsibility by helping the Boards to take forward joint commissioning of health and care services across Cambridgeshire and Peterborough.

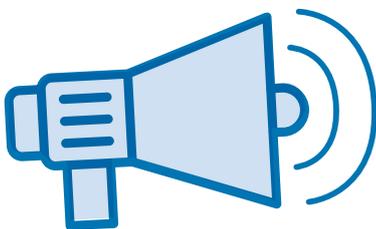
And what you told us as part of the "What Would You do?" report, helped them develop their draft Health and Wellbeing strategy for the next three years.

Consultations

We respond to local and national consultations to make sure that any changes are considered from the perspective of people who use local services.

During the year, we responded to seven consultations including:

- ⇒ NHS England proposals to change NHS legislation
- ⇒ A Health and Social Care Select Committee enquiry into dental access
- ⇒ A local NHS consultation into primary care services - this was about how GPs and other services can work together better



Helping you find the answers

Finding the right service can be worrying and stressful.

Healthwatch plays an important role in helping people to get the information they need to take control of their health and care, and find services that will provide them with the right support.



This year, our Information Service gave extra support to 248 people

132 from Cambridgeshire, 90 from Peterborough, 11 from out of county and 15 not stated.

We helped people with lots of questions, from how to get support during the Covid-19 lockdown to asking a local NHS trust to provide accessible contact details to a deaf patient.

Dental care for housebound patients

We helped two housebound patients get dental care at home after a change in referral practice meant they couldn't access this service.

The change meant people needed to be referred to the Special Care Dentistry service by their own dentist. But the people we spoke to couldn't get a referral as they didn't have a dentist to refer them.

We spoke to NHS England so they could understand how the change in referral policy is affecting people. They made sure the people we told them about got the care they needed, but the policy hasn't changed.



Our people

Our volunteers

Our volunteers play a vital role in helping people have their say on health and social care.

And volunteering with us helps you develop skills, gain experience and make a difference to your community.

This year, we've been supported by 34 volunteers, 12 from Peterborough and 22 who live in Cambridgeshire.

They've helped us be the eyes and ears on care in their community.



Picture shows Healthwatch volunteer Susan.

“Sometimes people entrust us with quite a lot of information. And I am quite taken aback at how people are prepared to talk to us - we are a conduit for their worries.

I was very impressed going into A & E because of the response we got from the public.

They were in extremis, but they were still happy to talk about their experience and concerns. All the people I spoke to were very satisfied and very happy to pass on their appreciation of the care they received.”

Rob, a retired teacher and Healthwatch volunteer

How we are run

We are managed by a Board of 11 Directors. They decide what is most important for us to do and make sure our organisation is properly run.

They meet every two months in public and you are welcome to come along. The papers are published on our websites one week in advance.

Our team of 16 staff, a mix of full-time and part-time, provide our Healthwatch services across Cambridgeshire and Peterborough.

Looking after our team

We are supporting mental health in the workplace. This year, we gave our backing to the Time to Change campaign to end mental health stigma and discrimination.



Picture shows CEO Sandie Smith with our Chair Val Moore

Time to Change asks employers to change the way they think and act about mental health in the workplace.

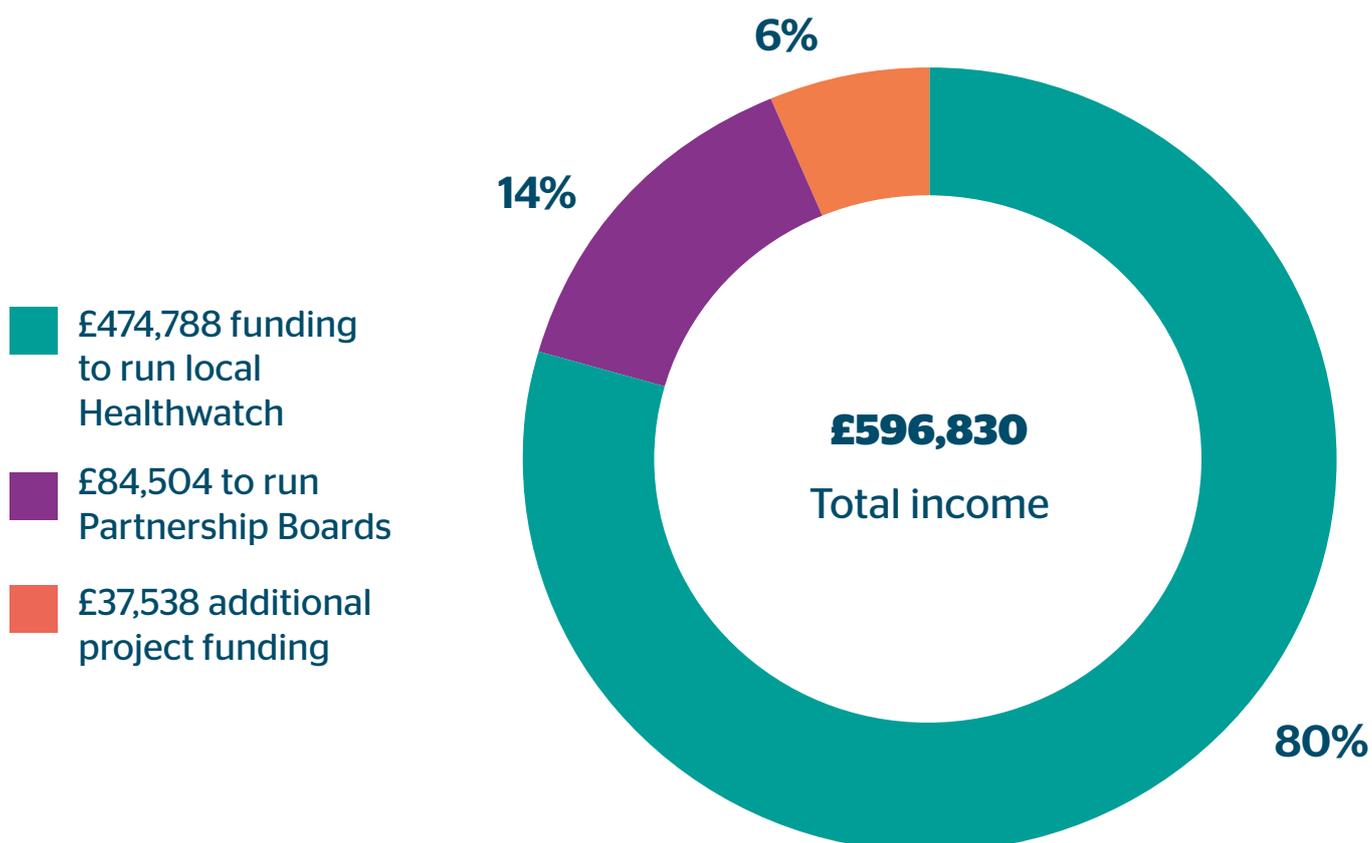
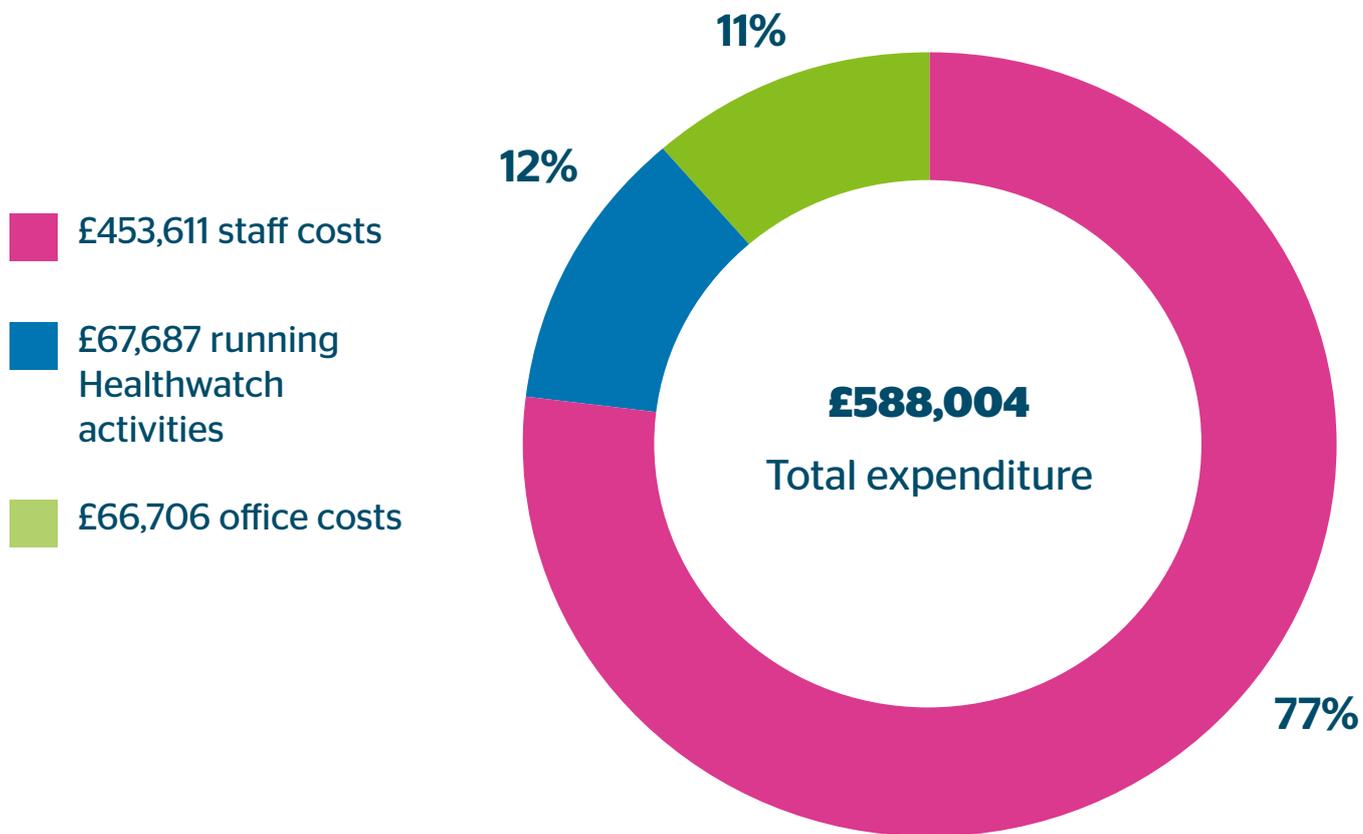
And we have a team of three mental health champions to spearhead our action plan. Together, they are taking on the role of starting up conversations about mental health in our organisation, busting myths, and making it easier for our team to seek support if they need it.

Our money



We are funded by our local authority under the Health and Social Care Act (2012).

Figures from our draft audited accounts.



Our plans for next year

Health and social care services are working hard to care for us all in these difficult times. And the way most services are provided is changing to help keep people safe from Covid-19.

Over the next year, we will be helping our community respond to the pandemic by doing what we do best.

We'll be listening to your experiences of health and care services. And we will be sharing what you tell us with our local authorities, NHS and care services so that they understand how things are affecting people.

We'll be helping you find the information you need to make choices about your health. And letting you know about service changes,

This is the first year of our new five-year strategic plan - published in March 2020. You can read our new strategy on our websites or contact our office for a copy.

Your care since Covid-19

Tell us about how changes to services have affected you

Fill in the survey on one of our websites or call our office on **0330 355 1285**

⇒ www.healthwatchcambridgeshire.co.uk/coronavirus-yourviews

⇒ www.healthwatchpeterborough.co.uk/coronavirus-yourviews

The survey is anonymous and we won't share any details that identify you.

Come to one of our Health and Care Forums - currently online

Share your ideas and ask questions at one of our regular public meetings.

We invite local health and care decision makers along to let you know about changes to local services. Find the details on our websites, or call our office.

Get in touch if you want to join. And we will send you a link and a password.

Thank you



“Thank you to all our staff, volunteers, partners and the many people we hear from and support in the Cambridgeshire and Peterborough communities.

Much but not all we do helps people straight away. Over the last year, we’ve been involved in two big pieces of work that have helped influence health and care services for the future.

Our ‘What would you do?’ project on the NHS Long Term plan for Cambridgeshire and Peterborough has informed local plans and resourcing decisions for the future.

We were also funded to create a brand new method for public engagement - the Community Values Panel. This innovative piece of work made an impact on the commissioners and the participants. And the final reports provided useful detailed feedback to support future commissioning decisions.”

The coming year will be dominated by the recovery from Covid-19 and numerous disrupted services. Our NHS and social care services will need to work ever closer together to care for people. As they continue to evolve new ways of working, we will ensure your voices are heard.”

Val Moore, Chair

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Our Annual Report will be publicly available by 30 June 2020. We will publish it on our websites and share it with Healthwatch England, the Care Quality Commission, NHS England, Cambridgeshire and Peterborough Clinical Commissioning Group, Cambridgeshire County Council, including the Health Committee, and Peterborough City Council, including Peterborough Health Scrutiny Committee.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

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Picture shows outgoing Director Mike Hewins who has been with us since we started in 2013.

