

Your health and social care champion

Annual Report 2022–23



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“In the last ten years, the health and social care landscape has changed dramatically, but the dedication of local Healthwatch hasn’t. Your local Healthwatch has worked tirelessly to make sure the views of local people are heard, and NHS and social care leaders use your feedback to make care better.”

Louise Ansari, Healthwatch National Director

Messages from our Chair & CEO

A message from our Chair:

Welcome to our Annual Report, outlining the difference that we have made during the last year to help improve health and care services locally.

As ever, the progress and achievements we make are the result of a team effort and I would like to thank our staff for their hard work and commitment to champion the voice of the public across Cambridgeshire and Peterborough.

My grateful thanks to my colleagues on the Board, which continues to evolve and brings together the talents and insight of people with a passion for improving healthcare. And finally, thank you to all our volunteers who give their time, enthusiasm and experience to Healthwatch, and make a hugely valued contribution to our efforts in doing so.

A message from our CEO:

I am delighted to have joined the organisation as we celebrate our tenth year of supporting local communities.

This report reflects some of the key challenges that people face in accessing the care they need and the important role we play in listening to their experiences and presenting them – be they good or bad – to all the key decision makers.

There have been many changes introduced in the last year regarding the commissioning of health and social care services, and the introduction of a new Integrated Care System.

This represents a major shift in how the NHS and local authorities plan and deliver the vital services we all rely on. So, going forward, Healthwatch will focus on helping you navigate the new system and ensure we feedback your needs, concerns and views.

The projects conducted by our Health Champions this year reflect the impact we can have in bringing about change where it is needed, and you can find out more about them on page 10.

I look forward to working with our staff, Board and volunteers in the coming year, and with stakeholders and partner organisations as we continue to help secure improved health and care services for local people.



Stewart Francis
Healthwatch
Cambridgeshire and
Peterborough Chair



Julian Stanley
Healthwatch
Cambridgeshire and
Peterborough CEO

About us

Healthwatch Cambridgeshire and Peterborough is your local health and social care champion.

We make sure NHS leaders and decision makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.



Our vision

Health and social care services should work well for local people. Where we hear services are not meeting people's needs, especially for vulnerable groups, we speak out.



Our mission

To make sure people's experiences help make health and care better. We encourage services to listen and learn from patient and public feedback, including complaints, so they can make improvements where they are needed.

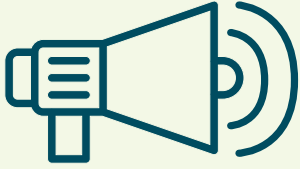


Our values are:

- **Independence** from Local Authorities and all health care and social care services, providers and commissioners.
- **User-focus** championing the voice of local people, patients and service user groups.
- **Inclusivity** working with the many patient and service user groups across Cambridgeshire and Peterborough.
- **Respect** we respect the opinion of all people and work collaboratively with all groups to pursue common goals.
- **Credibility** local people, commissioners and partners can trust the reliability of our information.
- **Transparency** open and accountable in all we do.

Year in review

Reaching out



2074 people

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

853 people

came to us for clear advice and information about topics such as mental health and the cost of living crisis.

181 community events

attended through which we receive around 80% of feedback about services from the public.

Making a difference to care

We published

2 reports

about the improvements people would like to see to health and social care services.

To help us gather experiences to compile these reports

we spoke to 116 people



Health and care that works for you



We're lucky to have

42 outstanding volunteers








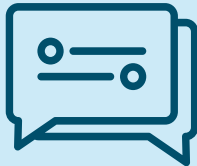
who gave up hundreds of hours of their time this year to make care better for our community.

We currently employ

20 staff

who help us carry out our work.

How we've made a difference this year

Spring	 <p>Supported the 'Your Care, your way' campaign to help ensure services provide information in a way that people understand.</p>	 <p>Recommended that Ukrainian refugees receive welcome packs with information about registering with a GP and accessing care.</p>
Summer	 <p>Continued our campaigning for improved access to local dentistry services. NHS England is now reviewing contracts with dentists providing NHS care.</p>	 <p>Published our report into urgent and emergency care at Addenbrooke's hospital, including recommendations which were then acted upon.</p>
Autumn	 <p>Gathered experiences of people getting a referral from their GP to another NHS service to support a national Healthwatch campaign.</p>	 <p>Gathered experiences of local women who received six-week postnatal checks, supporting a national Healthwatch campaign.</p>
Winter	 <p>Worked with local NHS and care services to seek improvement to end of life care. This contributed to a local palliative care hub being set up.</p>	 <p>Published our report into health inequalities affecting people locally. We have made recommendations to local decision makers for their consideration.</p>

10 years of improving care

This year marks a special milestone for Healthwatch. Over the last ten years, people have shared their experiences, good and bad, to help improve health and social care. A big thank you to all our Healthwatch Heroes who have stepped up and inspired change. Here are a few of our highlights:

How have we made care better, together?



In 2013, Healthwatch Cambridgeshire and Peterborough was launched with one simple aim: to make sure NHS leaders and other decision-makers hear the care experiences of people in the region and use your feedback to improve support.

With your voice as our guide, we have:



- Provided thousands of people with helpful information and advice.
- Campaigned for everyone to be given healthcare information in a way they understand.
- Trained 416 professionals from NHS, local authority and voluntary sectors in Gypsy, Roma, Traveller cultural awareness.
- Reviewed and reported on GP websites to help the NHS provide support to local practices.
- Campaigned to make sure that people are involved in decisions about their end-of-life care and supported the setting up of a palliative care hub.
- Established local Health and Care Forums and taken over the running of Partnership Boards to ensure that the voices of local people are heard by decision-makers.
- Supported the formation of an autism service to help fill identified gaps in existing services.
- Helped improve information and communications provided to patients and their families who need continuing healthcare.
- Supported local people to get involved in health and care research, particularly those from communities who can find it more challenging to access services.
- Shared the concerns of local people with decision-makers about a lack of NHS dentistry services and difficulty obtaining GP appointments.



These are just some of the ways in which, together, we have been able to make a difference. We couldn't have done it without your support and feedback, so thank you and keep talking to us!



Healthwatch Hero



Celebrating a hero in our local community.

Jackie has been blind since birth. She is a member of our Sensory Impairment Partnership Board which we facilitate on behalf of Adult Social Care.

Jackie opened our Championing Access Summit, telling us of her recent experiences of health and social care, including two surgeries she had undergone. She was really impressed with the support from the nurses, anaesthetists, and doctors. They helped guide her to the bed, making sure she knew where things were, and they talked through everything that they were doing as they prepared her for surgery. Jackie said the Social Care Sensory Services team had been helpful after surgery in supporting her to start being mobile again.

Jackie then told us about her visit to the Eye Clinic at the hospital. This did not go as expected, being told to 'take a seat over there', and then being called to her appointment from a voice that she couldn't locate – so she didn't know where to go. Jackie made sure that the clinic knew she wasn't happy! The summit's audience were impressed with Jackie's good humour about her experiences.

Jackie is a hero as she has been a positive critical friend to organisations to improve services.



Listening to your experiences

We use what you tell us to help influence improvements in health and care services.

Services can't make improvements without hearing your views. That's why over the last year we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feed this back to services and help them improve.

Health Champion projects ensure local voices influence service delivery

Our 12 volunteers recruited and trained as Health Champions to help deliver two community research projects this year, have ensured that the voices of local people were heard by health and care decision-makers to bring about improvements in services.

Project One: A&E care at Addenbrooke's

Their first project looked at experiences of urgent and emergency care at Addenbrooke's Hospital. Our Health Champions sourced people in their communities to take part, conducting 70 semi-structured phone interviews in the process.

This process included a focus group of students from Soham Village College and their feedback provided great insight into the changes they want to see.

Impact of the project:



- The triage process has been re-designed so that patients no longer have to wait outside the Emergency Department to be assessed. There is now dedicated space for this to take place inside the building with appropriate privacy and dignity, responding to concerns raised in the project.
- There has also been a substantial focus on patient flow and ambulance handovers, resulting in less crowding within the waiting space.



"The feedback in this report will also directly inform the design of a future emergency department, while helping us identify what we can improve in the meantime."

Nick Kirby, Director of Strategy & Major Projects, Cambridge University Hospitals NHS Foundation Trust

Project Two: Tackling Health Inequalities

This project investigated barriers that cause health inequalities and gathered opinions on how these barriers can be broken down.

We spoke to a wide range of people, including rough sleepers, Gypsy Roma Traveller groups, and people whose first language is not English.

Our Health Champions found that the people they spoke to often experience multiple barriers in accessing existing services, which means they potentially face greater health inequalities. This in turn leads to a shorter life span, in poorer health.

The report has been presented to NHS decision makers and we hope they will use the feedback to plan integration between services to make patient care better.

Developing and improving palliative and end of life care services

By listening to the experiences of patients, and their families and friends, we have helped develop and improve services for people requiring palliative and/or end of life care across Cambridgeshire.

We have supported the Integrated Care System and other provider services in identifying numerous gaps in these services, and our work has helped lead to a new 24-hour helpline (NHS 111 option3) becoming operational in April 2022.

The helpline allows specialist nurses to give advice and support to anyone with specific palliative or end of life care needs. Together with staff based within the acute NHS Trusts and the community, they provide support and guide people to the most appropriate service.

This work has also included a huge contribution from the Arthur Rank Hospice and Sue Ryder (Thorpe Hall) which both provide hospice at home services.

Contributing to a strategic plan

Together, we have gathered numerous patient experiences of the system, both good and bad, to inform the production and implementation of a strategic plan.

This will include people and organisations from the wider community, as well as statutory services, being involved in supporting people at the end of their lives where possible.

The system is working hard to provide emergency prescribing for end-of-life medication at times when this is not normally available, such as weekends and nights.

Making a difference

It is hoped that the strategy will ensure that palliative and end of life care is accessible and available in a consistent and equitable way to anyone living in the Cambridgeshire and Peterborough areas.

We appreciate the mammoth task ahead, as this is a difficult subject to talk about for many, but we are making headway with progress to providing this.

Accessible Information Standard - pushing for progress

During the last year, we have supported Healthwatch England's 'Your Care, Your Way' campaign to ensure services are taking their duty seriously to provide information in a way that people understand.

The Accessible Information Standard (AIS) aims to make sure that everyone, especially people who have sensory impairments or learning disabilities, has access to healthcare information in the way that they need it.

We are pleased to see that some progress has been achieved by our local Trusts and Social Care providers in implementing the standard. However, we know people are still struggling to get information in the way that works for them and that a lack of accessible information adds to the challenges that many people experience in getting the health and care services they have a right to receive.

Our Sensory Impairment Partnership Board (SIPB) has highlighted the need for letters sent to patients about their health and care to be made available in both Braille and large font formats. Through feedback heard by the SIPB, we have also requested an increase in the availability of Sign Live for BSL interpreters to allow more direct access to this support.

Similarly, our Learning Disability Partnership Board has called for health and care information to be provided in Easy Read format and for social care letters to be written in plain English. And we have requested that short videos be made available to help patients with disabilities familiarise themselves with care settings before they attend appointments to help reduce the potential anxiety involved.

We have been speaking to our local Trusts about their approach to implementing the AIS and improvements have been made, including the promotion of NHS England training to allied professionals such as physiotherapists and radiographers. We are now following up with our Integrated Care Board about local implementation.





Hearing from all communities

Over the past year we have worked hard to make sure we hear from everyone within our local area. We consider it important to reach out to the communities we hear from less frequently, to gather their feedback and make sure their voice is heard and services meet their needs. Our Engagement Team regularly attend community events to help us do this.

This year we have reached different communities by:

- Continuing our Lottery-funded project to improve the health and care of Gypsy, Roma and Traveller communities locally.
- When conducting our Tackling Health Inequalities project, our Health Champions gathered the experiences of people struggling from socio-economic deprivation.
- Supporting people, through our Health and Care Forums and Partnership Boards, to speak directly to decision makers. Their ideas and experiences help commissioners and providers improve services.

Health and Care Forums & Wheelchair Forum

Our regular Health and Care Forums – covering Fenland, Peterborough, Huntingdonshire, Cambridge and South Cambridgeshire bring local people together with health and care decision makers to ask questions and share experiences and ideas.

Each meeting is held every two months – a total of 24 meetings throughout the year – and they continue to be well attended.

Updates and items featured during the past year include:

- **The national over-prescribing review**
- **Primary care estates update**
- **YANA – Improving Agricultural and Rural Mental Health in East Anglia**
- **Armed Forces Covenant**
- **SUN Network – addiction support**



The forums have provided regular updates from providers, including North West Anglia NHS Foundation Trust, Cambridge University Hospitals Trust, Queen Elizabeth Hospital, Cambridgeshire and Peterborough NHS Foundation Trust, North Cambs Hospital, and local Integrated Neighbourhoods updates.

During the past year, the forums have introduced a dedicated slot for patient group updates, to encourage the sharing of news from local Patient Participation Groups (PPGs). Attendances from local PPG representatives has increased and we hope to build upon this over the coming year.

Our forums offer a valuable opportunity for feedback, experiences and people's views to be heard. These experiences are shared with our Information and Signposting Team so they can be logged and shared with relevant partners. Key issues can then be escalated as appropriate using our escalation process.

Partnership Boards

Our Healthwatch supports people who use adult social care to get involved in Cambridgeshire County Council's and Peterborough City Council's five Adult Social Care Partnership Boards.

The role of each Partnership Board is to support and improve care for people who use health and adult social care services, giving them a say on current and future care. This includes older people, carers, people with a physical disability, people with a learning disability and those with sensory impairments.

We support the Independent Members of these Boards to raise their concerns and have their say.

What difference did this make?

This year, the Partnership Boards have helped improve services in the following ways:

The Learning Disability Partnership Board raised technical issues with the County Council's website when organisations apply for blue badges for minibuses. As a result, these issues were resolved.

The Physical Disability Partnership Board highlighted that disabled parking in the multi storey car park at Addenbrookes hospital was still being charged for, even though new rules meant they shouldn't be. This issue was raised with CUH NHS Foundation Trust, and the Trust worked with the company that operates the carparks to resolve this.



The Sensory Impairment Partnership Board has engaged with the Combined Authority, Voi and Starship regarding e-scooters and robot delivery systems and their impact on people who are blind/visually impaired, and/or deaf/hearing impaired.

The Partnership Boards raised concerns about the length of time it was taking for a social care financial assessment to take place. This meant that people would be receiving care but without knowing how much their contribution to care would be. Social Care have agreed that they will not charge for the period between care starting and the financial assessment taking place.

The Older People's Partnership Board raised concerns with Social Care in Peterborough about the length of time it is taking from referral to assessment, as it was four times longer than in Cambridgeshire.



Advice and information

If you feel lost and don't know where to turn, Healthwatch is here for you. In times of worry or stress, we provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding an NHS dentist, knowing how to make a complaint or choosing a good care home for a loved one – you can count on us.

This year we've helped people by:

- Empowering people with knowledge to navigate the health and social care systems.
- Providing people with information to make decisions about their care.
- Helping people understand the services and care available to them.
- Listening to people's concerns about health and social care services and sharing these with those who have the power to make changes.
- Helping people to find services local to them.

Helping to find dental care in Cambridgeshire and Peterborough

At Healthwatch Cambridgeshire and Peterborough, we regularly hear feedback from people concerned about the lack of availability of NHS dental services. Our Information & Signposting team has identified a substantial upward trend in the number of people contacting us with concerns about dentistry.

In one such example, we were contacted by a resident who had limited mobility and was housebound. They had already contacted several dental practices about the possibility of getting a home visit to check their teeth but to no avail.

Healthwatch Cambridgeshire and Peterborough contacted NHS Dental East on the resident's behalf. From this, the Community Dental Service got in touch with the resident to provide further information about their housebound services and arrange for a Triage Nurse to assess them. The resident was very grateful for our help in arranging this.

Helping a patient from overseas navigate health services here

We were able to help a patient who was normally resident outside of the UK to access the care and support they needed, before signposting them to allow them to return home once they were able to do so.

In September 2022, we were contacted by relatives of a patient being cared for in a local hospital. They were normally resident outside of the UK and were unfamiliar with local services and how various systems worked in this area.

The patient was unable to return to their home address and the relatives wanted to transfer them back to their country in order to support their recovery.

We were able to signpost the family to Patient Advice and Liaison Services at both acute and community NHS trusts, to the leading charity offering support and advice relating to the patient's condition, obtaining Lasting Powers of Attorney (LPA), advocacy services, and latterly to services providing repatriation to patients to their home country. Although we do not offer case work, we were in regular contact with the relatives as and when they needed further and additional information and signposting.



"The advice and support we received from you at Healthwatch was invaluable in so many ways. You guided us in finding the best ongoing care for my relative, which led to them being discharged into our care."

Relative of the patient



Volunteering

We're supported by a team of amazing volunteers, including the Non-Executive Directors of our Board, who are at the heart of what we do. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.

This year our volunteers:

- Helped to co-produce our new Volunteer Handbook and Volunteer Policy.
- Contributed to ideas on the recruitment of volunteers, including a proposal for a new Schools project.
- Helped to develop a training programme for the new volunteer representative role. A number of our volunteers have completed our representation training and are able to represent our Healthwatch at specified meetings. It is also planned that they will become involved in the local integrated Care System (ICS) through Integrated Neighbourhoods.
- Our Volunteer Manager has linked up with a small team of 'Inclusion Ambassadors' through the 'Ambassador Inclusion Programme', hosted by other local Healthwatch, including Healthwatch Croydon and Healthwatch Liverpool, so we can benefit by discussing ideas about recruiting volunteers from different communities. Our engagement team are also actively involved in helping to recruit new volunteers through our face-to-face events.

Bob

For Bob, volunteering is all about making connections with people and breaking down barriers.

He is a carer for his wife Ruth, and he has been a Health Champion and Community Researcher volunteer with Healthwatch since 2019. As a Health Champion, Bob has worked on our 'Urgent and Emergency Care at Addenbrooke's Hospital' and 'Tackling Health Inequalities' projects. He recently attended a County Council meeting to speak to public health leaders about the findings of the Health Inequalities report.

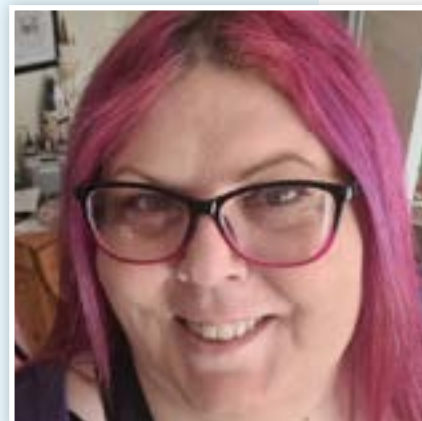
Bob says: "Healthwatch brings different perspectives to the work I do."



Liz -

"I have Ehlers Danlos Syndrome and I've been a wheelchair user for around 9 years, being totally dependent on one for 7 years.

I run a group called Access in St Neots and provide support for anyone with any disability, and who needs better access to services and facilities. I volunteer for the Healthwatch Partnership Board to help make a difference for others with issues that I face daily myself. I love meeting new people and being part of a network supporting each other is very rewarding. I'm seeing that if you get a say and your wheel in the door, people start to listen."



Elaine -


"I love volunteering for Healthwatch as a Community Listener. Thanks to the support of the Healthwatch team my confidence and self-esteem have improved, along with my mental health. More importantly, my volunteer role has enabled me to interact with a variety of people within different community settings. By listening to their experiences and feeding back information to Healthwatch, I know that I am helping to improve NHS services."



Do you feel inspired?

We are always on the lookout for new volunteers, including Non-Executive Board members, so please get in touch today.

 www.healthwatchcambridgeshire.co.uk

 **0300 355 1285**

 enquiries@healthwatchcambspboro.co.uk

Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

Our income and expenditure

Income		Expenditure	
Annual grant from Government	£478,302	Expenditure on pay	£549,005
Additional income	£194,744	Non-pay expenditure	£80,392
		Office and management fee	£30,858
Total income	£673,046	Total expenditure	£660,255

Additional funding is broken down by:

- £86,194 funding** for Partnership Board contract
- £51,566 funding** from National Lottery
- £25,000 funding** for South Place project
- £6,250 funding** from North Care Partnership
- £7,500 funding** for two NHS projects
- £8,408 funding** for Healthwatch England projects
- £9,826 funding** from other grants and bursaries

Next steps

In the ten years since Healthwatch was launched, we've demonstrated the power of public feedback in helping the health and care system understand what is working, spot issues and think about how things can be better in the future.

Services are currently facing unprecedented challenges and tackling the backlog needs to be a key priority for the NHS to ensure everyone gets the care they need. Over the next year we will continue our role in collecting feedback from everyone in our local community and giving them a voice to help shape improvements to services. We will also continue our work to tackle inequalities that exist and work to reduce the barriers you face when accessing care, regardless whether that is because of where you live, income or race.

Top three priorities for 2023-24

1. Promoting independence and self-care through our Information service and website.
2. Promoting improved access to primary care services through intelligence sharing.
3. Involving people in redesigning services through research projects.



Statutory statements

Our local Healthwatch services are provided by Healthwatch Cambridgeshire and Peterborough CIC, The Maple Centre, 6 Oak Drive, Huntingdon, PE29 7HN.

Healthwatch Cambridgeshire and Peterborough use the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making

Our Healthwatch Board consists of a Chair and eight Non-Executive Directors who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Throughout 2022/23 the Board met four times and made decisions on matters such as policy direction and strategic priorities.

We ensure wider public involvement in deciding our work priorities.

Methods and systems used across the year to obtain peoples experiences

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of using services. During 2022/23 we have been available by phone, email, provided a webform on our website and through social media, as well as attending meetings of community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website by 30 June 2023 and hard copies will be made available.

We will send a copy to Healthwatch England, the Care Quality Commission, NHS England, NHS Cambridgeshire Integrated Care Board, the Health and Wellbeing Board, Cambridge County Council, including their Adults and Health Committee and Peterborough City Council, including Peterborough Health Scrutiny Committee.

Responses to recommendations

All providers responded to requests for information or recommendations. There were no issues or recommendations escalated by us to Healthwatch England Committee, so no reviews or investigations resulted.

Taking people's experiences to decision makers

We ensure that people who can make decisions about services hear about the insight and experiences that have been shared with us.

In our local authority area, for example, we take information to the Management Executive Committee, the Quality, Performance and Finance Committee, and the Health Inequalities Board.

We also take insight and experiences to decision makers in the Cambridgeshire and Peterborough Integrated Care System. For example, we share information with the North and South Accountable Business Units of the Integrated Care System. We also share our data with Healthwatch England to help address health and care issues at a national level.

Enter and view

This year, we did not make use of our Enter and View powers. Consequently, no recommendations or other actions resulted from this area of activity. However, we do intend to recommence Enter and View activity later in 2023 now that a suitable recovery time has passed since Covid.

Health and Wellbeing Boards

Healthwatch Cambridgeshire and Peterborough is represented on both Cambridgeshire and Peterborough Health and Wellbeing Boards by our Chair, Stewart Francis. During 2022/23 he has effectively carried out this role by taking insights from your feedback to meetings to help NHS and other senior leaders make decisions about services. An example of this was the presentation of our recent Tackling Health Inequalities Report made to the Boards.

Healthwatch Cambridgeshire and Peterborough is represented on the new Cambridgeshire and Peterborough Integrated Care System (ICS) by our Chair, Stewart Francis, who is a non-voting member of the Board (ICB). He also attends the ICB's Accountable Business Units development meetings (North and South).

You can read and share this report free of charge.

If you need this report in a different format, please get in touch with us

healthwatch

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