

Annual Reports 2016/17

Purpose

1. This report presents the Healthwatch Cambridgeshire and the Healthwatch Peterborough Annual Reports for 2016/17.

Key issues

2. All Local Healthwatch are required by statute to present their Annual Report to Healthwatch England by 30th June of each year.
3. The Healthwatch Cambridgeshire Annual Report has been published and circulated to key partners and is now being promoted to the general public and all organisations with whom we work. Copies will be available at this AGM.
4. A summary of the work of Healthwatch Peterborough during 2016/17 was presented publicly at the Healthwatch Peterborough Conference that took place in June. A summary of the Healthwatch Peterborough Annual Report 2016/17 will be presented at this AGM.
5. Sections 7 and 8 give summaries of the key activities and achievements of both organisations.

Action required by the Board

6. The Board is asked to:
 - Note the achievements of Healthwatch Cambridgeshire and the Healthwatch Peterborough during 2016/17

Authors

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5th July 2017

Achievements & Impacts

7. The activities and achievements of Healthwatch Cambridgeshire during 2015/16:

- Listening to 3,847 local people and attending 133 events all over Cambridgeshire.
- Using feedback to form a picture of health and care services and feed this back to providers, commissioner and regulators through our regular reporting mechanism and in a range of meetings we attend.
- Carrying out three Enter and View visits to Cambridge University Hospitals and Hinchingsbrooke Hospital to talk to people attending A&E and Out Patient Clinics. Improvements have been made as a result of our visits.
- ‘Sitting Comfortably?’ was a partnership project, led by Healthwatch Cambridgeshire. Working with Cambs Alliance for Independent Living, Pinpoint, Healthwatch Peterborough and Family Voice we asked people who use wheelchairs about the services they use. The findings have been taken up by the provider and an Improvement Plan is in place.
- Interacting over 9,000 times with people on social media.
- Responding to nine local and national consultations.
- Community discussion event held to listen to views regarding the merger of Hinchingsbrooke and Peterborough Hospitals.
- Promoting 119 participation and consultation opportunities through Your Voice and on our website.
- Submitting evidence to two Parliamentary Select Committees; looking at the role of education in supporting children and young people’s emotional being and gathering the experiences of the Gypsy, Romany and Traveller Communities.
- Publishing the ‘Thriving’ report; which describes our emotional wellbeing work in schools
- Carrying out 10 Focus Groups with young people about how the Children and Adolescent Mental Health Service is being re-designed. This work specifically listened to young people who face additional and complex life challenges. The report, ‘Minding Us, is being published shortly.
- Signposting to 94 other organisations 236 times.
- Undertaking extensive planning and preparation work for our merger with Healthwatch Peterborough.
- All of this work is supported by our dedicated volunteers, who have helped us listen to stories and visit local services.

8. The activities and achievements of Healthwatch Peterborough during 2015/16:

- Attended over 65 events reaching range of demographics to reflect Peterborough's diversity including Lithuanian and Slovakian Embassy events (giving out information on Healthwatch to 175 people) speaking to new Indian nursing recruits at Peterborough City Hospital, those with dual sensory impairment, GPs in training and prisoners - to name a few.
- Developing a method of capturing the data from engagement events to demonstrate impact and outcomes to ensure best use of resources and targeted engagement work going forward.
- Training wellbeing reps in HMP Peterborough prison, who spoke to over 150 prisoners on the female unit. Highlighted in March 2017 by NHS England as reason for improvement, Sodexo now looking to implement across their prisons nationally.
- Facilitated eight local community meetings, hearing from local and regional health leaders and attended by members of the public, PPGs, volunteers and carers
- Facilitated and hosted two events around the merger of PSHFT and Hinchingbrooke providing reports to the Trusts after both events to ensure public feedback and concerns were captured and addressed.
- Carrying out three Enter and View visits, supporting two PLACE audits and one 15 Step Challenge
- Completed Cardiology report, part of a task and finish carried out over a three-month period.
- Completed AIS report looking at the access for information for those with learning disabilities and/or sensory impairments
- Undertaking extensive planning and preparation work for our merger with Healthwatch Cambridgeshire.
- Promoted over 61 surveys and consultations to ensure the voice of local people can contribute to local and national developments.
- 13,000 unique hits on You Tube for our young people's mental health short video in the year (currently standing at over 23,500)
- Tweets were seen 137,000 times, up from 14,000
- Signed up 160 people to our weekly Enews and 91 to Youth Connect (since September)