

Annual Report 2017/18

Purpose

1. This report presents the Healthwatch Cambridgeshire and Peterborough Annual Report for 2017/18.

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 and Peterborough 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. Section 7 sets out our strategic priorities for the year.
5. Section 8 summarises the key activities and achievements.

Action required by the Board

6. The Board is asked to:
 - Note the achievements of Healthwatch Cambridgeshire and Peterborough during 2017/18.

Authors

Sandie Smith, CEO

18th July 2018

Strategic Priorities

7. These priorities were identified by analysing the feedback received from local people.
 - Access to and experience of primary care particularly in growth areas
 - Access to social care assessments and experience of integrated support services
 - Access to and experience of mental health services for children and young people and adults
 - The promotion of health, self-care and independence
 - Transforming pathways for urgent and emergency care services
 - Engaging patients and the public with the Sustainability and Transformation Partnership.

Achievements and Impacts

8. During this year there has been extensive work to bring the two Healthwatch together. We are pleased to have gained momentum and listened to even more people about what matters to them. The activities and achievements of Healthwatch Cambridgeshire and Peterborough during 2017/18 are:
 - Listening to over 4,000 local people and attending 158 events all over Cambridgeshire and Peterborough. Fenland and Peterborough are priority areas for this work, as people living there are less likely to get their voices heard.
 - 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.
 - Undertaking extensive work with local groups to look at how the Accessible Information Standard was being implemented by providers of care services. The report, Accessible Information as Standard, was published in November 2017. We are now working with providers to improve their communications approach and help them reach compliance with the Standard.
 - Working with other groups we identified a gap in autism services in Cambridgeshire. A new service has been set up as a result.
 - Visiting 13 young people's groups in Cambridgeshire and 11 in Peterborough to talk about mental health services and what needs to be improved. 'Being Happy, Being Me' and 'Minding Us' were the reports we wrote to describe what the young people told us.

- The CCG have agreed to review their Tongue Tie Division service as a result of our Healthwatch raising awareness of poor and inconsistent experience.
- There have been improvements to audiology services following our feedback of people experiences.
- We carried out three Enter and View visits to care homes in Cambridgeshire and two Enter and View visits to GP surgeries in Peterborough. Improvements have been made as a result of our visits.
- We published a Patient Participation Toolkit to help local practices develop their approaches engagement.
- We have interacted over 2,000 times with people on social media.
- We have helped the CCG and providers produce a leaflet about being discharged from hospital, so that people know what to expect and who to speak to if they have questions.
- We responded to nine local and national consultations. Cambridgeshire County Council changed their decision regarding increases to social care charging as a result of ours, and partners' responses.
- We gave people information help them with their complex health and care issues over 200 times.
- All of this work is supported by our 35 dedicated volunteers, who have helped us listen to stories and visit local services.
- Our staff and Directors go to an extensive range of meetings to make sure that what people tell us gets heard.