

## CEO Report January and February 2019

### Purpose

1. This report provides an update on Healthwatch Cambridgeshire and Peterborough activities for January and February 2019.

### Key issues

2. 'Finding an NHS dentist in Peterborough and Wisbech'<sup>1</sup> was published in January. The report has received a significant amount of local community and media interest. The recommendations are focussed on commissioning and preventative activity and we will be looking to NHS England, Public Health and Cambridgeshire Community Services to update us on progress in six month's time.
3. This period has seen the highest ever communications activity since the establishment of the new Healthwatch. See section 32. Recorded experiences have doubled in the past year.
4. We continue to offer advice about engagement to GP practices. We are working with colleagues from the Octagon practice and raising concerns that local people have about the development of such a large practice.
5. In May the CCG are reviewing their decision regarding NHS-funded IVF. We have undertaken media work to raise awareness of this and to invite feedback from people. The CCG have agreed to include this feedback in their Governing Body report.
6. I have been invited to deliver a national webinar about our work with the Gypsy, Romany and Traveller community. This is scheduled for mid-March. I am also delivering a session at the NHS England Patient Experience Forum on our Accessible Information Standard project.

### Action required by the Board

7. The Board is asked to note the report.

### Author

Sandie Smith, CEO

13<sup>th</sup> March 2019

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<sup>1</sup> <http://www.healthwatchcambridgeshire.co.uk/news/denied-dental-care-cambridgeshire>

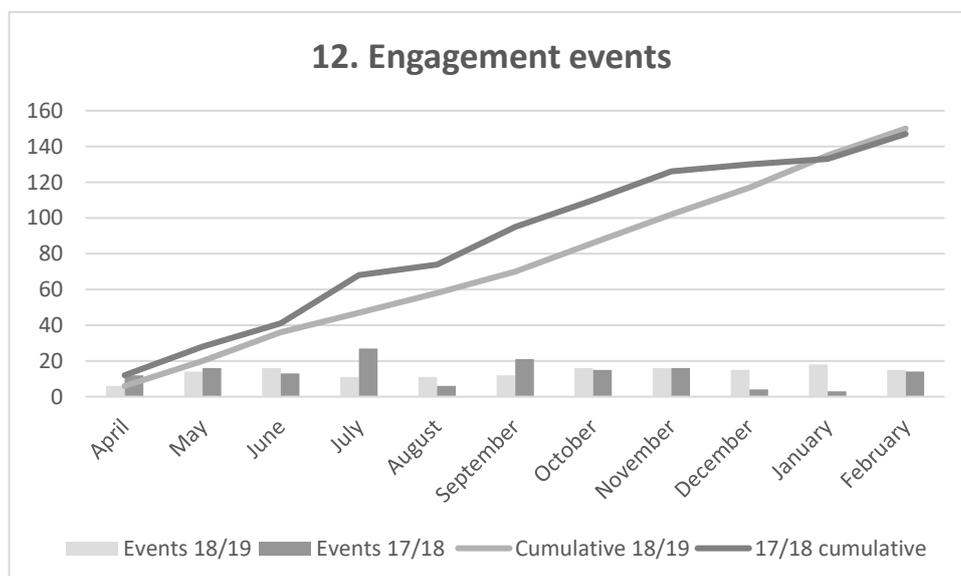
*Volunteering*

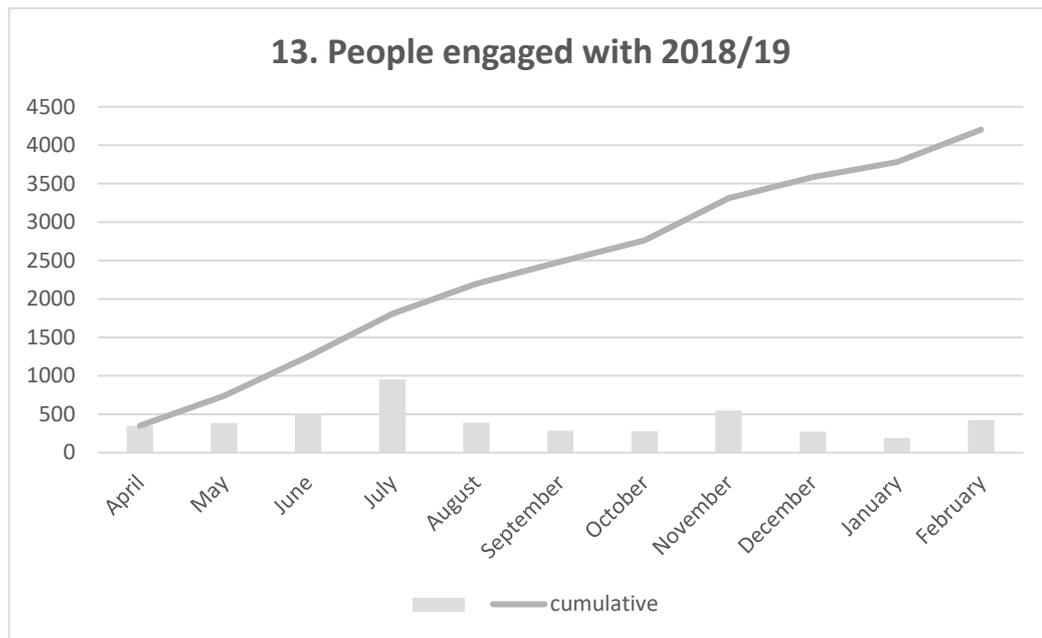
8. There are currently 48 active volunteers in Community Listener, Enter and View and Director roles. These break down as:

Region	Total number of vols including Directors	No. of Directors	Currently active Community Listeners	Non active/ have indicated will only do E&V	Interviews/ interest
Cambridge	7	2	4	1	0
S Cambs	10	3	5	2	1
E Cambs	1	1	1	0	0
Hunts	11	0	9	2	2
Fenland	3	0	3	0	0
Peterborough	16	4	3	9	1

9. Nine new volunteers have been recruited since October 2018.
10. During January and February volunteers contributed 34 hours toward Healthwatch engagement activities. This does not include Directors' time.
11. Plans are in hand to apply for the 'Investors in Volunteering' standard.

*Engagement Activity*





14. During January and February, the Engagement Team and volunteers attended 33 events, meetings and groups and spoke to 616 people.
15. A series of drop ins have been held at six libraries across Cambridgeshire. We have given talks to a wide range of groups and collected feedback as a result.

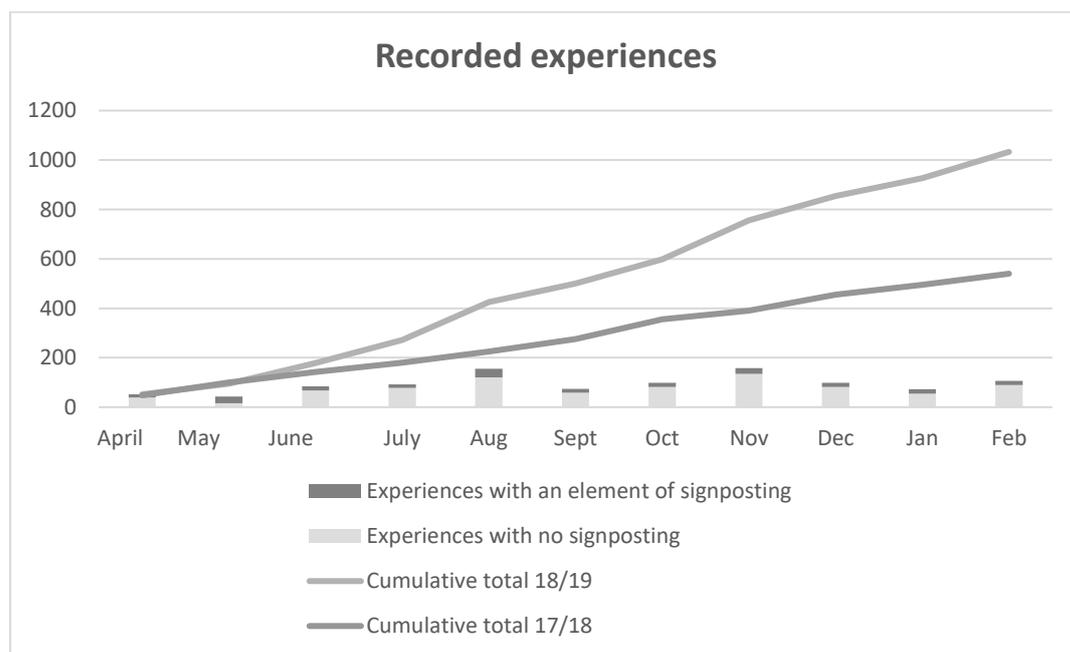
### *Community Forums*

16. The Hunts Patient Forum is held bi-monthly and attended by 10 to 15 local people and organisations. Topics discussed in the past few months include:
  - Integration of urgent and primary care
  - Changes to podiatry services
  - West Cambs GP Federation
17. The first Fenland Health and Care Forum was held in February with about 20 people attending. The redevelopment of North Cambs Hospital was the main topic on the agenda. This generated a lot of interest. Future topics will include access to urgent care, including 111 and mental health services, and the development of the Local Urgent Care Hub. The Forum will be held bi-monthly.

18. The Peterborough Community Forum is held monthly and has featured two workshops in the past six months; one on the NWAFT Clinical Strategy and one on our dental Enter and View report. Other topics include the Campaign to End Loneliness and Audiology and ENT. There are usually about 25 people at each meeting, with good representation from local providers.
19. We are working hard to promote all of our Forums and are particularly keen to encourage more local people to attend.
20. As the Forums develop we are making sure that we have consistent and systematic ways of collecting and responding to feedback, including tracking actions and impacts. We will review how our Forums are working as part of our wider strategic review.

*Experiences and Signposting*

21. From the beginning of April to the end of February we have received over 1,000 pieces of feedback. This figure has doubled in the past year.



22. Our communications focus for the past two months has generated more stories about difficulties finding NHS dentists and accessing IVF.

23. The main themes we have heard about have been:

- The lack of continuity of care and people being confused about the health and care system. Patients see so many different professionals yet no one person takes responsibility.

- Information Governance: records and personal information.
- Getting a GP appointment in a timely manner.

### *Concerns and escalations*

24. Concerns are escalated internally and externally through our escalation process which assesses intelligence and sets out who needs to approve various escalation options.
25. As previously reported, active escalations with work in hand are:
  - Access to mental health support including access to First Response Service (111 option 2) in Wisbech
  - Gypsy, Romany and Traveller partnership project (decision awaited re grant application)
26. We have secured responses from a number of concerns raised during January and February. Directors have been notified of these in their bi-monthly briefing.

### *Impacts and Influencing*

27. We have released news stories regarding the review of the CCG decision to end NHS funded IVF in our area and we are now receiving a good number of stories. These will be compiled and submitted to the CCG to be included in their Governing Body report in May.
28. Following our promotional work, 26 people attended the first community meeting about the re-development of the Princess of Wales site in Ely. This was well received by local residents and the CCG now have plans to involve this group in the ongoing planning.
29. There will be increased advocacy provision for the young women living in Clare Lodge Peterborough, following our recommendations.
30. Sodexo are organising a drop in for Healthwatch to listen to prisoners in HMP Peterborough following concerns regarding prisoners' health and care.
31. Healthwatch intelligence is assisting with service improvements to the local children and young people's mental health service.

*Communications Activity*

32. The following communications activities took place in January and February:

**Websites:** Regularly updated both websites, including news stories, upcoming events, opportunities to get involved and governance information. Both sites are regularly accessed by members of the public, with 11,698 page views in this period by 3,598 users, that’s an average of 70 people a day. Users on the websites peak on days when we send our e-news or have a media story.

**E-newsletters:** Four e-news updates sent in this period, focussing on the dental report, the IVF review and upcoming events. Opening rate averages 37%, with 8% clicking on content. We also sent our Volunteers’ and Independent Members’ email updates.

**Media activities:** 15 articles in traditional media including radio, local papers and TV, and 19 in community or other newsletters. We were particularly successful with stories around the dental access report, the IVF funding decision and event promotion.

**Opportunities:** Continue to promote relevant health and care consultations and patient representative opportunities via social media, website, e-news. 8 new opportunities in Cambs and 7 in Peterborough.

**Social Media:** Social media engagement has been strong during this period, particularly Twitter and Facebook, with more than 1600 likes, shares and comments across all platforms. This is our highest level of engagement since April 2017. Year to date, engagement is 32% higher than last year.

