

# CEO Report

## July and August 2021

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## Highlights

1. We have received excellent feedback about our online AGM conference held in July. 45 people attended our opening session which featured Imelda Redmond, National Director of Healthwatch England.
2. Between 43 and 38 people joined each of the workshops which were about using online consultations, coproduction, digital exclusion and technology enabled care. A large majority of people said they found the workshops good or excellent. People had mixed views about having online or face to face sessions, but the majority prefer online formats. We have noted other suggestions for improvements. Video clips from the workshops are on our websites and these are useful for people who could not make it on the day.
3. We have published a news story about our work helping NHS England develop the new Health and Care Experience Profile methodology. The reports of the findings are also publicly available. This work will feature as a story in the next Integrated Care System briefing.
4. In response to ongoing concerns regarding people experiences of being discharged from hospital, the local authorities have commissioned NESTA to lead a 100 day challenge. This challenge involves three hospital and community teams trialling new ways of working. We are supporting this by designing and analysing patient experience data. The findings will be reported in early 2022.
5. Over the summer the engagement team have started to return to more face to face engagement and staff are gradually returning to more office working. Risk assessments are in place to ensure Covid-19 safety and the shift in working arrangements is being taken at a steady pace.

## Strategic priorities

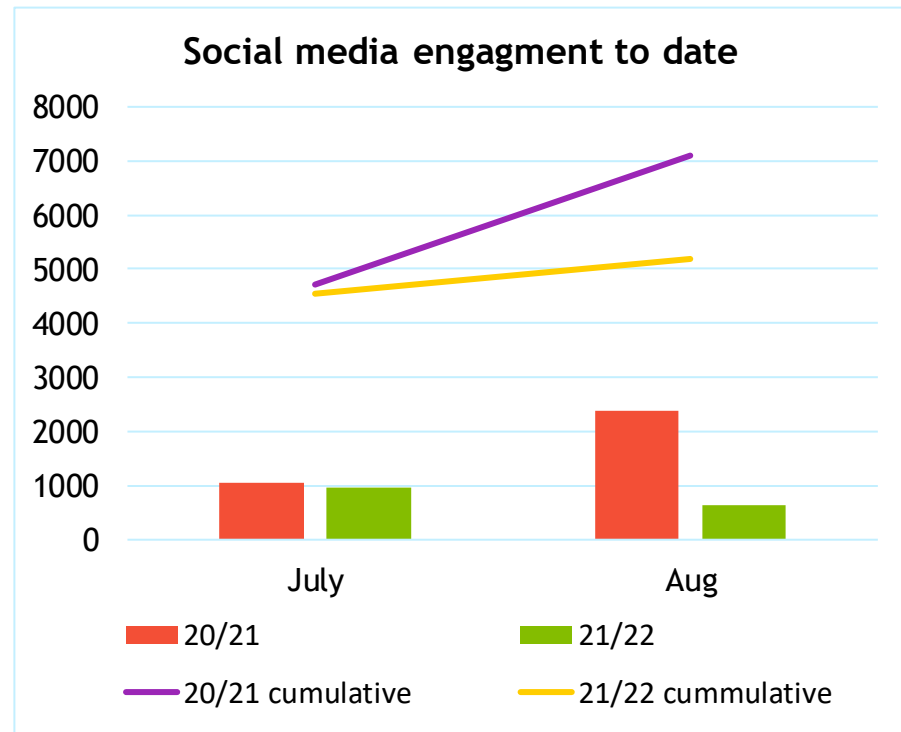
Priority	Current activities
1.Promoting Independence & Self-Care	<ul style="list-style-type: none"> <li>• Information Service delivery</li> <li>• Website information.</li> </ul>
2. Access to Primary Care Services	<ul style="list-style-type: none"> <li>• Representation at primary care intelligence sharing groups</li> <li>• Escalating access concerns, particularly NHS dentistry and access to face to face consultations.</li> </ul>
3. Social Care and Integrated Support Services	<ul style="list-style-type: none"> <li>• Partnership Board activities</li> <li>• Patient experience lead for system NESTA 100 day challenge</li> <li>• Membership of 'Home First' regional group</li> <li>• Influencing and supporting the engagement approach of the ICS.</li> </ul>
4. Mental Health Services for Children, Young People and Adults	<ul style="list-style-type: none"> <li>• Working with partners to understand lived experience and share with commissioners and providers</li> <li>• Members of CPFT collaborative group</li> <li>• All-Age Autism strategy includes recommendations from Autistic Voices report</li> <li>• System learning from our young people's transition to adults' services report</li> <li>• Work with young people in planning.</li> </ul>
5. Involving people in redesigning the services they use	<ul style="list-style-type: none"> <li>• Opportunities to contribute via health and care forums and partnership boards</li> <li>• Health Champions (South Alliance/ICP) project</li> <li>• Research opportunities.</li> </ul>

## Concerns and escalations

6. The most frequent concern we hear about continues to be people's problems getting an NHS dentist. We continue to contribute our intelligence to regional discussions with NHS England and other Healthwatch. The CCG Harm Review Group (TOC5) are reviewing oral and dental health, our intelligence will contribute to this review.
7. Access to GPs is the next highest volume of feedback we receive. See the 'experiences' item earlier on this agenda. We have repeated a sample review of GP websites, the findings of this will be reported to the next meeting.
8. There continues to be long waits for children and young people in need of mental health support. A new partnership service, YOUUnited, has been commissioned by the local authorities and the CCG. This service is hoping to gain benefits by closer working between CPFT and the voluntary sector. We are members of the partnership group and are looking at ways of collecting more feedback about how this works in practice.
9. People who cannot use online consultations continues to be a concern. Members of our team are supporting a CCG working group looking at how this can be resolved particularly in Fenland.
10. Healthwatch England have launched a campaign to gather feedback from people about the impact of increasing waiting times. We have signed up to support this campaign and are looking to proactively gather experiences from people.

## Communications

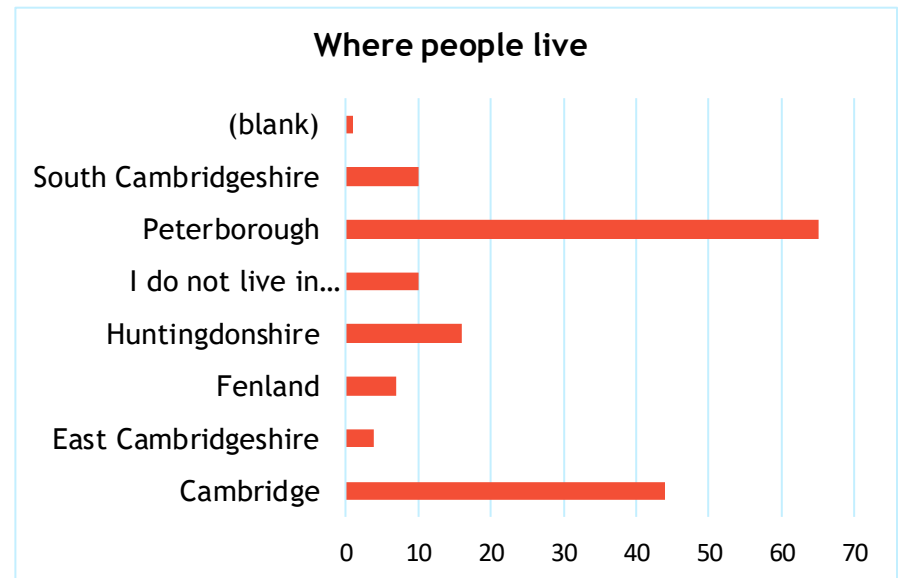
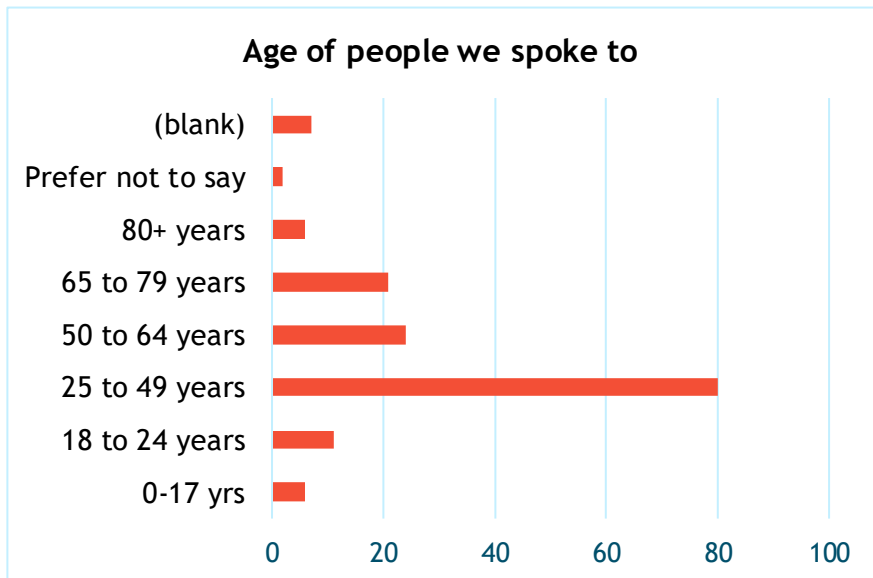
11. The promotional focus in this period has been on our AGM and workshops. We've also continued to promote regular Healthwatch activities, updating information and advice articles, publishing a monthly e-news, staff and volunteer recruitment campaigns and supporting the development of upcoming project work.
12. **Websites regularly updated with** news articles, blogs, events and advice articles. There have been 9,987 users during this period, a decrease 14% on the same period in the previous year. More than 175 people have fed back their experiences via the website. The most popular content remains our advice articles, especially our articles on dentistry and coronavirus.
13. **Public relations** - 14 articles in external publications, including BBC radio, local press and community newsletters.
14. **Social media engagement is down 27%** on the same period last year; however, last year we were running our Covid-19 survey.



## 15. Demographic data for engagement feedback

Currently only collected for people who submit online, but we aim to expand this to cover face-to-face engagement by the end of the financial year. Questions are optional, but most people complete them. 175 people shared their details on an online form during July and August 2021, although not everyone answered all the questions. Here is a selection of their responses.

- 32% of people identified as male, 55% female, 2% as intersex and 1% as non-binary – we are starting to hear from more men.
- 10% identified as lesbian, gay, bi-sexual, asexual or pansexual.
- 20% of people are from a minority ethnic community.
- 20% had one or more disability and 31% told us they had one or more long-term conditions.
- We are seeing strong feedback levels in Peterborough and Cambridge but need to do more to reach people in East Cambs and Fenland.



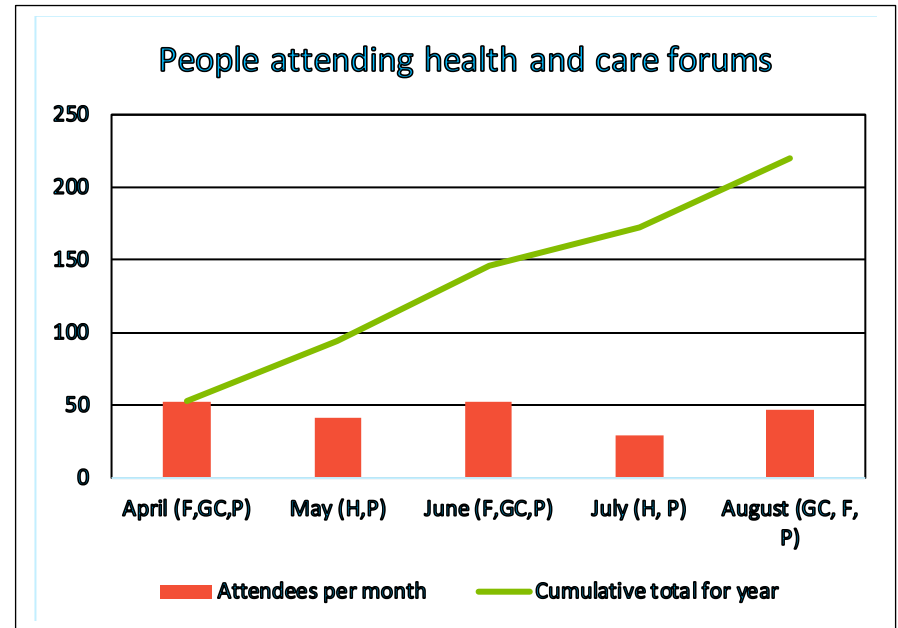
## Engagement

16. During this period there were five health and care forum meetings.

17. Topics covered included:

- Discharge support and admission prevention
- Macmillan Cancer Services
- Social prescribing.

18. During July and August, we participated in 31 engagement events, speaking to 586 people and collecting their experiences.

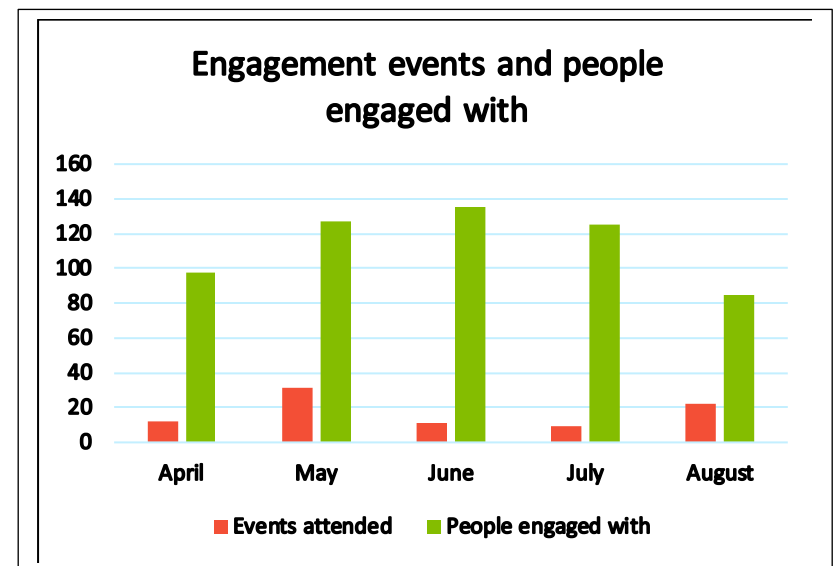


[F=Fenland/GC=Greater Cambridge/H=Hunts/P=Peterborough]

19. The total number of people we have engaged with in face-to-face activities so far this year is 1,071.

20. Groups and organisations contacted during this period included:

- Peterborough Fibromyalgia Group
- Carers café at Allama Iqbal Centre
- Acorn Surgery Covid vaccination centre
- PaxFest event.

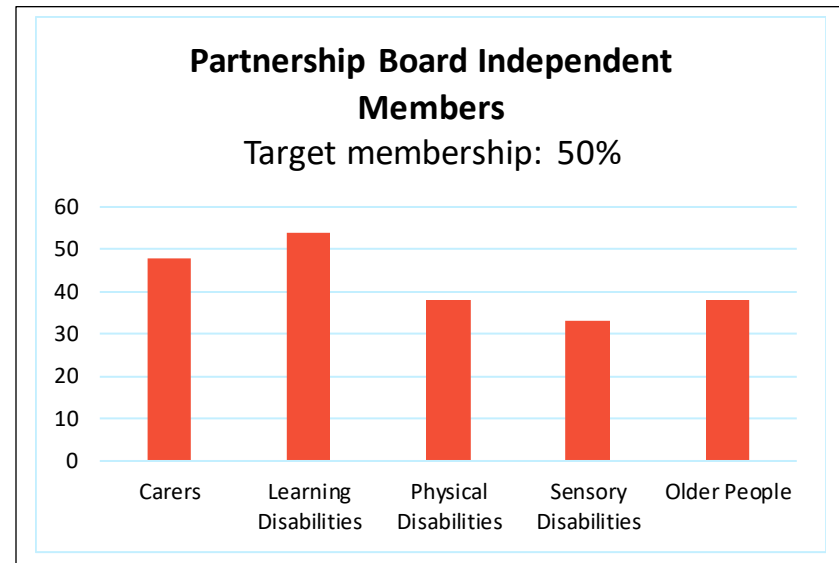


## Partnership Boards

21. The Cambridgeshire County Council and Peterborough City Council Partnership Boards are facilitated by our Healthwatch. Two of these Boards and one Wheelchair User Forum met during July and August 2021.

22. Topics covered included:

- Think Communities
- Care suites
- Signposting to alternative sources for wheelchairs.



23. The target for the membership of the partnership boards is to have 50% of independent members. The graph shows progress against this target. Recruitment to increase this number is continual.

24. The Carers Partnership Board raised a concern through the Adult Social Care Forum about lack of information on the Direct Payment Support Services websites about guidance for people who manage their direct payments, also what to do if a personal assistant/carer is told to isolate or develops Covid-19. This has since been acted on.

25. The Carers Partnership Board has been asked for feedback on some questions for NHS Digital's survey for adult carers.

26. The Partnership Boards are providing feedback for Cambridgeshire County Council and Peterborough City Council on their Older People's Accommodation Needs Assessment that is looking at how people can remain independent in their own home, or in accommodation which works for them.

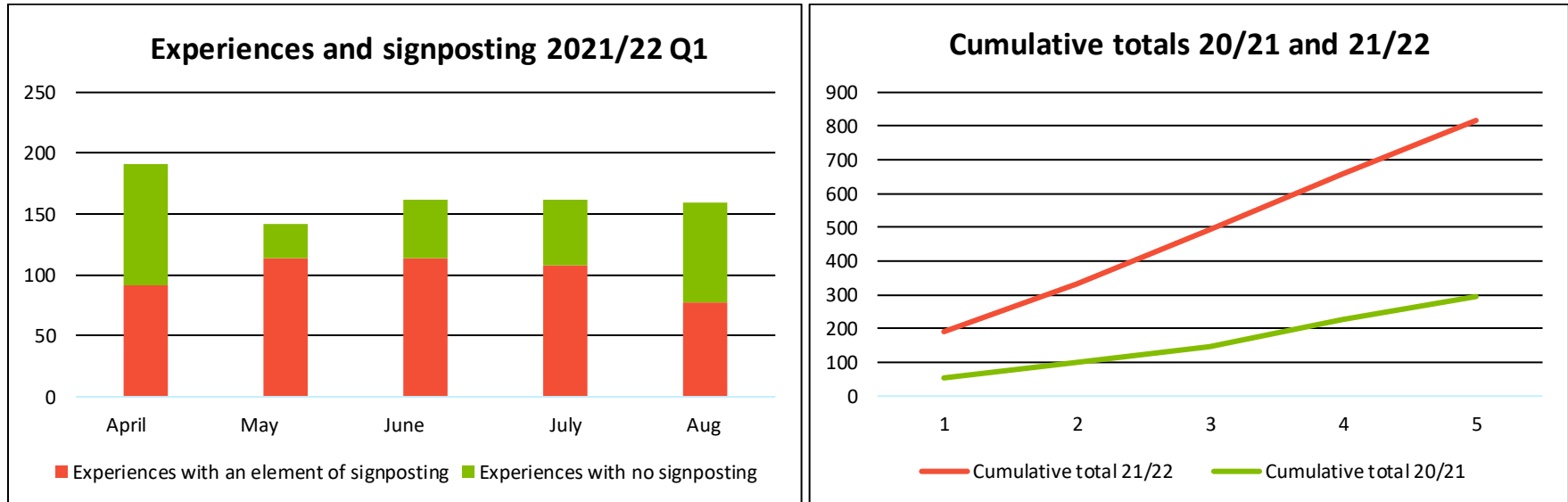


## Volunteering

27. There are currently 41 active volunteers.
28. In July and August, we recruited one new volunteer.
29. During this period our volunteers have been contacted by our Volunteer Manager to discuss their feelings or concerns around returning to supporting face-to-face engagement events. The majority have indicated that they are willing to support this type of work, in the knowledge that a risk assessment will have been carried out. Others have indicated that they feel less confident about doing this at present.
30. We have identified a number of volunteers who are interested in being involved in our Enter and View visits once we resume these. In readiness for this we are arranging some training dates in October and also ensuring these volunteers have DBS clearance and are booked onto appropriate Safeguarding Adults training. All training and visits will comply with Healthwatch England and government Covid-19 guidelines.
31. We are developing a new Volunteer Representative role and identifying opportunities for wider involvement for volunteers in local Integrated Neighbourhood groups, that are part of the Integrated Care System structure.

## Experiences

32. The volume of experiences collected and signposting enquiries is naturally higher than last year, when Healthwatch work was impacted by Covid-19 restrictions.
33. The decrease in signposting in August is a direct result of the engagement team returning to do face to face engagement. Experiences are collected by the team that do not necessarily require any signposting.
34. Nearly half of the enquiries received relate to NHS dentistry. Access to GP care is the next highest volume enquiry. The work being undertaken to response to this is featured elsewhere on this meeting agenda.



## Impacts and influencing

35. We were one of a number of stakeholders interviewed as part of an LGA Peer Review, commissioned by Cambridgeshire County Council to look at the shared services arrangements between themselves and Peterborough City Council. The report has now been published. One of the recommendations is to further review the role of scrutiny.
36. We are reviewing our approach to representation to ensure that we are members of the groups where our influence can be put to best effect.
37. Our CEO has been invited to join a new group supporting the new hospital delivery programme, to advise on public and patient engagement. She is also a member of the regional NHS England equalities advisory group.
38. CUH have amended part of their standard appointment letter that they send to people, following our feedback that it is confusing. The letter is part of a national e-referral scheme so it cannot be wholly rewritten.
39. We fed back to the CCG on their 'Be Kind' campaign, asking them to include messages to patients informing them of what to do if they are not able to get a GP appointment.
40. We have received compliments from the public regarding the work of several members of the team. This feedback came from a person using our Information Service:  
    'I would like to place on record, my appreciation and grateful thanks to the Advisory Team at Healthwatch, for the advice and co-operation on my journey of concerns at a residential care home. Healthwatch are an essential ASSET to the community. Long may it continue to be a useful service. 'Peace of Mind' Priceless!'

## Projects

Project name	Description	Status	Comment
Health Champions (South ICP)	Two-year project to recruit and train volunteers to undertake engagement projects.	Green	Good volume and quality of applications, interviews underway. Training package in development.
Gypsy, Roma and Traveller project	Lottery funded three-year engagement project to develop a network of volunteer listeners and provide a series of cultural competency training sessions for NHS and local authority staff.	Green	Autumn start date. Recruitment underway for project manager.
CQC Experts by Experience	Sub-contract to recruit, train and maintain a pool of Experts by Experience to support CQC inspections.	Amber	Delayed start due to Covid-19. Aiming to commence Q2/3 2021/22.

## Further information and glossary

### Links:

[How new Health and Care Experience profiles can help improve care | Healthwatch Cambridgeshire](#)

[How new Health and Care Experience profiles can help improve care | Healthwatch Peterborough](#)

[Cambridgeshire County Council - Corporate Peer Challenge Report](#)

The agenda for this meeting has a list of acronyms used in health and social care. Other acronyms used in this report are:

ICP - North and South Integrated Care Partnerships (was North/South Alliances)

NESTA - Innovation Foundation<sup>1</sup>

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<sup>1</sup> Nesta | The Innovation Foundation