



Healthwatch Peterborough
Annual Report 2013/14

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Organisation Introduction

To establish Healthwatch Peterborough we have...

- Created and registered a Community Interest Company (CIC)
 - Used an independent select panel to appoint the five voluntary Directors
 - Chosen the Citizens Advice Bureau (CAB) to support us
 - Formed a voluntary Management Group from LINK and new members
 - Held a Stakeholder Workshop to identify key ways to engage
 - Held a public launch to identify key priority areas
 - Arranged Community meetings across the city

The principles that drive us are...

Championing equality; representation, evidence, and accountability

Our vision is to...

Be Brave, Collaborate and Be Ambitious

Contracting Local Authority

Peterborough City Council
Town Hall
Bridge Street
Peterborough
PE1 1HG



Peterborough Patient and Public Involvement Network CIC (registration: 8263473)

Healthwatch Peterborough
c/o Citizens Advice Bureau
16-17 St Marks Street
Peterborough
PE1 2TU



Sub-contracted to provide services: Peterborough Citizens Advice Bureau

Citizens Advice Bureau
16-17 St Marks Street
Peterborough
PE1 2TU

Staff for the period 1st April 2013 - 31st March 2014:

Angela Burrows (from 1st April 2013)

Chief Operating Officer

Jennifer Hodges (from 30th July 2013)

Signposting and Information Officer

Sanam Rashid (from May 2013 - October 2013)

Community Development Officer

Femi Olasoko (from March 2014)

Part time Community Development Officer



Healthwatch Peterborough's AGM March 2014

From left – right: Jennifer Hodges, Dr Katherine Rake, (CEO Healthwatch England), Angela Burrows, Femi Olasoko

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We have had a demanding year, providing ongoing support for vital local projects such as the St. George's hydrotherapy pool; complaints handling and review of local cancer services. There have also been new and exciting projects; including the pilot prisoner engagement project and the Dementia Friends work.

David Whiles

Voluntary Director and Chair of Healthwatch Peterborough

Chairman's Welcome

Welcome to this inaugural annual report for Healthwatch Peterborough.

We have now been established as the local champions of the public, patients, carers and service users - for NHS health and social care services (adults and children) for over a year. Due to the support from our dedicated volunteers and staff we have seen a seamless transition from LINK to Healthwatch and have been able to go from strength to strength.

We have continued to grow our community engagement and involvement work by attending local, regional and national events and by building on our established local networks. We have commenced greater engagement with local Patient Participation Groups (PPGs) to obtain important grass-root public feedback - raising and supporting the work of the local PPGs. It was from this engagement that we created the Health Aware e-bulletin, a monthly newsletter sent to PPGs and an increasing number of public facing organisations with information of local and national health and social care campaigns. In addition, we have launched the Enews, a weekly update of health and social care news, events, updates and even vacancies. This now reaches over 400 individuals and organisations and we are delighted at the positive response this service has received.

The local acute Trust was subjected to a new format CQC inspection in March 2014. We provided 'national best practise' on how to use local knowledge and networking to obtain and provide an informed overview of local services.

Our monthly public community meetings were held across the city - from secondary schools to village halls.

We have attended and facilitated a number of events to reach as many people in our community, to hear about their experiences about our local services. This provides us with an informed picture so we can share best practice when it's good - and make recommendations when it does not meet expected standards.

The growth in Healthwatch Peterborough's reputation over the past year has been reflected in requests for representation on local health and social care organisation boards and committees. Our staff and volunteers are now able to provide a wide range of insights to help commissioners and providers to improve services for the people of Peterborough.

I hope that in 2014/15 we can build on these firm foundations to influence even more, in what is likely to be a challenging year

Directors

David Whiles *During this first year of operation of Healthwatch Peterborough I have chaired many of our public meetings and have attended the City's Health and Wellbeing Board and its supporting Programme Board; as well as the Scrutiny Commission for Health Issues (as a non-voting member). The Board also participated in the national 'Peer Review Challenge'. Healthwatch Peterborough was described as 'hitting above its weight'.*

I participate in the Peterborough and Stamford Hospitals Foundation Trust Quality Audit Committee and attended the drop-in session prior to the CQC inspection of the Trust in March 2014.

I am also a member of the Clinical Commissioning Group's 5 Year Strategic Planning Group and the CEOs and Chairs group of the local health economy.

Nationally I have attended CQC and Healthwatch England workshops and conferences in Leeds and London.



From top left: Gordon Lacey, David Whiles, bottom left: Mary Bryce, Gill Metcalfe, Louise Ravenscroft

Gordon Lacey *Minor Injuries and Illness Unit (MIU). I was involved in the steering group which was formed to ensure that the proposed MIU was opened with patient care and safety as the highest priority. The membership of this group allowed me to challenge and mould decisions to ensure that the best service would be provided within the constraints of the contract. The project did not always run smoothly and delays were incurred, mainly over training and technology issues but at all times I was able to make the patient voice heard.*

I have been involved in the Older Peoples Programme Board since this project was started. Along with Healthwatch Cambridgeshire and a patient rep from the Clinical Commissioning Group (CCG), we have been able to monitor and influence policy formation. This is a major project which will see an entirely new type of contract being let to cover a large number of different services.

The potential risks and benefits to patient care are large and so it has been necessary to ensure that progress is made carefully and systematically with really good patient outcomes as the prime goal.

The public consultation around the new service delivery was modified as a result of Healthwatch comment and although not perfect, largely because the methods and processes within the new contract are not yet known, it did allow for timely public comment and suggestions. Partially as a result of Healthwatch involvement, consultation meetings were held at a wide variety of times and locations and good efforts were made to engage with typically 'hard to reach' groups.

I have recently joined the Patient Reference Group as the representative of Healthwatch Peterborough. The other members of the group are generally drawn from Patient Participation Groups (PPG) and represent their Local Commissioning Group (LCG) whereas I bring a broader perspective to the discussions which tend to be around comments on proposed changes to services.

Mary Bryce *During the past twelve months I have attended the following events on behalf of Healthwatch Peterborough:*

- *Borderline LCG (Fortnightly); CCG Patient Safety & Quality Committee (Monthly); CCG End of Life Programme Board; Peterborough & Borderline LCG End of Life Meetings*
- *Older Peoples Procurement - Borderline & Peterborough Clinical sub - group*
- *Better Care Fund workshop; CQC workshop on the new inspection regime*

The year ahead presents challenges for Directors and the Management Team as new services are commissioned and more patient representation is needed. We are ready for the challenge.

Gill Metcalfe *Healthwatch Peterborough's reputation over the past year has been reflected in requests for representation on local health and social care bodies. It is a unique position for a volunteer providing an objective overview of a broad range of services and collective insight into how these impact on patients. Where gaps in services are identified Healthwatch has developed projects and working groups to raise the awareness with commissioners and service providers.*

In the last 12 months I have represented Healthwatch Peterborough on the Mental Health Trust Patient and Carer Involvement Group, Peterborough City Council's Mental Health Stakeholders Group, as well as a PLACE assessment at the Cavell Centre and am part of the Healthwatch Mental Health group, which is reviewing current mental health services.

I am involved in the Hospitals Trust Cancer Service Users Group and a pilot project to transform community cancer services, as well as Healthwatch's own Cancer Services Review group. I attended the Trust's Quality Accounts Workshop and PLACE assessment at the City Hospital and until this year I represented Healthwatch on the Trusts PALS and Patient Experience Review group, which looked at lessons learned from concerns and complaints. This was alongside involvement in Healthwatch's own Complaints Group, which looks at how complaints are handled.

I attend the CCG's Care Quality Review meetings, which monitor how the Trust is keeping patients safe and maximising harm free care and am the Healthwatch Representative on Peterborough's LCG Board where Healthwatch is able to provide direct feedback to commissioners on local concerns.

Louise Ravenscroft *I have focused on forthcoming SEND reforms due to the enormity of the impact they will have on families within Peterborough.*

Healthwatch Peterborough, Family Voice, Peterborough City Council, Scope face to face and other third sector organisations facilitated a series of stakeholder events to ensure that parents are aware of the proposed changes and are able to give feedback during the development/design stage.

I have been involved in supporting the Prisoner Engagement training programme to adapt the training course from the Family Voice Parent Participation to become the Pilot Prisoner Wellbeing Rep project training.

Through my role at Family Voice I have raised awareness amongst parents of the work of and signposted to Healthwatch Peterborough as many of these families have regular contact with the health and care services within Peterborough.

I sat on the SEND Strategy Group before this was closed as well as various working groups relating to special education needs.

Healthwatch Peterborough has grown within the community by engaging with seldom heard groups, service users, carers. This engagement alongside joint working with other local third sector organisations, service providers and commissioners has allowed Healthwatch Peterborough to provide a collective voice for the Peterborough population that is listened and responded to. Going forward I would like to see an increase in the number of children and young people actively engaged with Healthwatch Peterborough but am delighted with the engagement already made with young carers.

Management Group

Ian Arnott

My main interest is in mental health and I am a publicly elected governor of Cambridgeshire and Peterborough NHS Foundation Trust (CPFT) who provide NHS mental health services in Peterborough. I have tried to represent the patients' interests in that role and that fits well with Healthwatch's remit as the patient voice in the NHS. This has involved attending CPFT governors' full council meetings, as well as other CPFT consultations, strategy reviews, events etc where the patient voice should be heard. Within Healthwatch I have been involved in the mental health working group.

Margaret Robinson

I represent Healthwatch Peterborough on:

- CCG EoL Programme Board
- Older Peoples Partnership Board
- Dementia Strategy Steering Group
- PIPE Committee [when meetings are in Peterborough]

As well as the regular meetings of the above I have also taken part in:-

- Better Care Fund Workshops
- Thorpe Hall Spring Symposium on Palliative Care for the Dying
- Strategic Clinical Networks review and planning event on EoL Care

I have worked with other volunteers on two internal HWP projects. I have represented the Chairman on two PCC Scrutiny Commission for Health meetings. As a patient representative I am on the LCG EoL Care Steering Group and attended an NHS Leadership Alliance for the Care of Dying People workshop on the on the Liverpool Care Pathway. By concentrating my time on End of Life Care strategies and care for Older People I am able to provide Healthwatch Peterborough with an area perspective on these national priorities. By meeting all the other people and organisations working in these areas I can increase their understanding of the work of Healthwatch.

Rosemary Dickens

During the past year I have been involved in Enter and View and the PLACE inspection at the City Hospital, as well as attending the Suicide Prevention Implementation Board. The most exciting thing I have been involved with is the 'Prison Project' - the training of two female and two male prisoners to become 'Well Being Representatives' within the prison. I have attended the training sessions within the prison and it has been great to watch the development and progress which both the men and women have made. Their enthusiasm has been most encouraging, as has the support given by the Prison staff. They are looking beyond their sentence and planning to use their newfound skills when they are released in some way or another.

Susan Mahmoud

This is my first 6 months fully involved with the Management group following a short break. Because of this I have not been able to participate in as many activities as I would wish but hopefully it will be possible for me to engage more fully in the months ahead. I continue to Chair Macmillan Support in Peterborough so am able to update Healthwatch on any developments within the charity. I also sit on the Transforming Community Cancer Care Project Steering Group and have attended the CCG Older People's engagement events.

Jean Hobbs

I represent Healthwatch Peterborough at the Independent Social Care Providers Quality Group, and the Adult Social Care Quality Board meetings. At these meetings, we look at the services provided to clients within Residential and Nursing Homes. As a result of the information given, Healthwatch will then conduct Enter and View exercises, to look at these services from the customer's point of view. The findings are reported back to a range of statutory bodies including the local authority and the CQC. I have also been involved in the 15 Step exercise at Peterborough City Hospital, and Enter and Views at the Hospital.

Dennis Pinshon

I have become involved in Healthwatch as I wished to be involved in the evolution of health and social care into a coherent, integrated public service in these changing times that had the public at the centre of the process. I have been involved in mental health, from a LD perspective. Healthwatch representative on CCS Board and member of the complaints group. Belong to PCC carers and LD partnership Boards and the carers working group so that I can gain a wider perspective. I am particularly interested in the monitoring and evaluation of outcomes across health and social care including the extent of the integration and responsiveness of the variety of services and service providers.

Geoffrey Bovan

I sit on the Hospital Infection Control Committee at Peterborough City Hospital, 4 times a year and deals with all issues related to keeping patients safe from getting treatment related infection and getting patients with infection correctly treated and other risks. I am also on the Pressure Ulcer Review Panel This reviews all patients with Pressure Ulcers. And I also sit on the Pressure Ulcer Steering Committee which sets the terms of reference of the Review Panel and Plans any teaching / information events deemed needed to better inform all staff on ways of prevention of PU. These are all part of Patient Safety issues.

Anne Lockwood-Hall

I am a board member of Healthwatch providing a link with the directors regarding quality and particularly Occupational Safety & Health issues. My main area of interest is the acute unit at Peterborough City Hospital and I participate in the Enter and View programme. In addition I am a member of Park Road PPG and act as a liaison for them to Healthwatch.

Gillian Batchelor

I have been involved with LINK and now Healthwatch for a little while and am pleased to see that Healthwatch has many more powers and is being listened to by service providers and commissioners. I would like to see better liaison with the newly formed PPGs as I feel that at grass roots is where mistakes can be spotted and rectified before they become major crises.

Annette Beeton

I have worked as part of the non-clinical cancer services group; I am particularly interested in seeing more joint work between the hospital, Robert Horrell Centre and Thorpe Hall. I have also passed on a variety of soft intelligence regarding personal experiences and experiences of acquaintances that have regular contact with the health services within Peterborough. I also sat on the complaints handling sub-group, looking at the way that service providers handle complaints. I look forward to being able to take part in Enter and Views, which I believe are a very proactive and productive way of sharing best practice, providing low-cost high-impact recommendations that aim to result in significant service change.

Barbara Cork

It has been a busy year with a lot of NHS changes to adjust to. Social Care has seen changes as has children's services and many more services too many to mention, in all this, Peterborough Healthwatch have stayed on top of it, keeping the public point of view uppermost in the decision making.

Nicky Hampshaw

Chair of the PPG at 63 Lincoln Road, which held talks to patients during the annual flu clinics. We are preparing for a move to a new building & a merger with the North Street practice. I have been interviewed by Radio Cambridgeshire about GPs having extended hours. Being part of Healthwatch Peterborough has provided me with information which has been invaluable to support my PPG members & helps us plan things for the future. The [Health Aware](#) e-bulletin has also been a great resource for our PPG.

Finance

Period Ended 31
March 2014

£

Administrative expenses

Staff costs	65,499
Directors' Expenses	2,466
Members expenses	1,232
Management charges	14,736
Insurance	919
Premises charges	11,376
Office Service charge	10,464
Promotional & printing	2,184
Computer running costs	1,102
Meetings & Workshop	3,427
Legal and professional fees	6,670
VAT Contingency	22,875
Accountancy	1,200
Bank charges	80
Sundry expenses	3,160
Depreciation on computer equipment	143
	147,533

Income

Grants - Peterborough City Council	153,000
Grants - Set-up costs	2,280

155,280

Administrative expenses

(147,533)

Operating surplus

7,747

Other interest receivable and similar income

Bank interest received

31

Surplus before taxation

5.01%

7,778

Healthwatch England

Seclude 1. Para 2 section (7)

What is Healthwatch England?

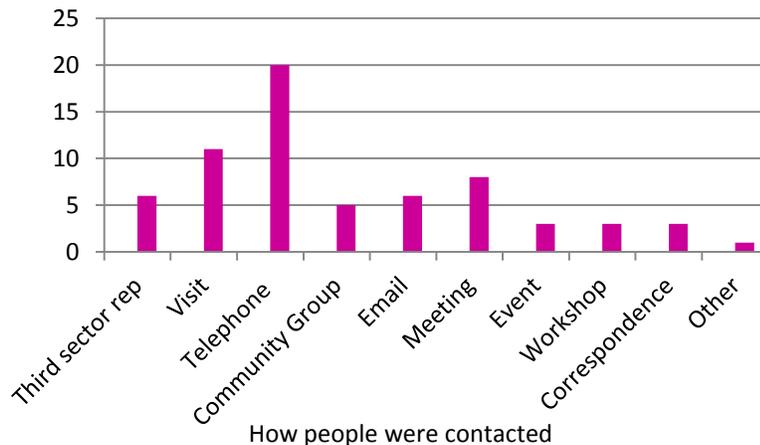
Healthwatch England provides leadership, guidance and support to Local Healthwatch organisations. Healthwatch England also provides advice to the Secretary of State, NHS Commissioning Board, Monitor and the English local authorities and they must have regard to that advice.

Throughout 2013-14 Healthwatch Peterborough have provided a rich source of data on to Healthwatch England Info bank - so that national trends could be identified and used to direct work plans. Healthwatch Peterborough also shared their Complaints handling report to highlight key issues and recommendations for those using the complaints process and the barriers and challenges they face. The report was part of a range of evidence used by Healthwatch England as part of their special review and investigation on complaints and complaint handling nationally. [Click here](#) for report.

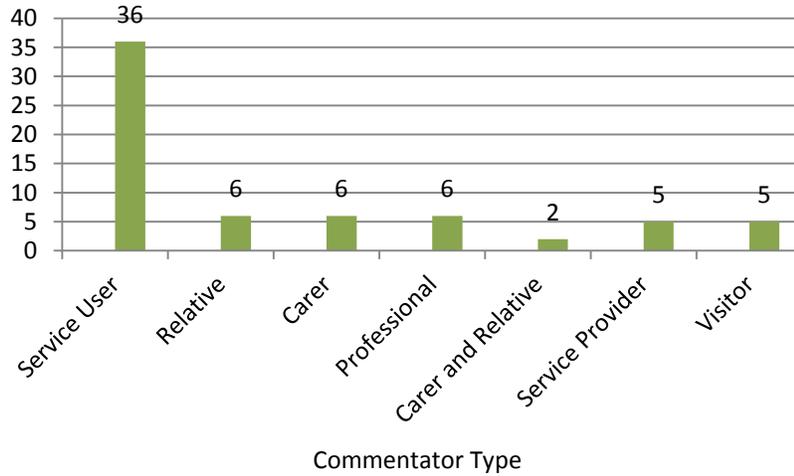
Supporting Healthwatch England

We also worked with Healthwatch England to help produce purdah guidance for the network ahead of the local elections

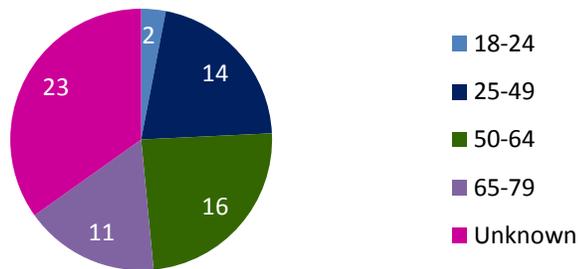
Healthwatch England Info Bank has been used to log comments from the public about the health and social care services in Peterborough from 1st April 2013 to 31st March 2014.



Other means of referral and/or information is not available to log - including Citizens Advice Bureau (CAB) and Refernet referrals. Being based at the Peterborough CAB has allowed those who are undergoing other difficulties, perhaps financial, but with an underlying or unrelated health related concern, to access our services.



This data shows that we need to engage better with key groups including carers and those providing the service.



Demographics: Age ranges

The largest known demographic age group is the 50-64 and the smallest is 18-24. To address this, activities have been targeted to wider demographic, including facilitating a young carers event.



Authorised Representatives

Authorised Representatives

Below are the authorised representatives for Enter and View purposes. They have completed the compulsory Enter and View and optional adult safeguarding training. Further, we require the completion of the Disclosure and Barring Service (DBS) process to be undertaken.

I really enjoy volunteering with Healthwatch Peterborough. The development opportunities are amazing with a variety of training offered. I have gained knowledge, experience and confidence, thanks to the fantastic staff. It is a real pleasure to be a member of Healthwatch Peterborough and being made to feel like part of the team.

Nicola Rees

Authorised Representative



I am a member of the Stanground surgery PPG and heard about Healthwatch Peterborough when Angela Burrows attended one the PPG meetings. Following this, I became an Authorised Representative with Healthwatch Peterborough and have since taken part in Enter and Views as well as PLACE audits at local services. I have found the experience both rewarding and educating.

Philip Lord

Authorised Representative

Peter Skivington MBE

David While

Gill Metcalfe

Nicky Hampshaw

Chris Little

Justine Thompson

Nicola Rees

Gordon Lacey

Louise Ravenscroft

Geoffrey Bovan

Peter Chilcott

Tom Murray

Paula Thacker

Mary Bryce

Margaret Robinson

Grayson Amies

Lillian Swingler

Philip Lord

Nick Pattern



Section 1: Projects

Pilot Prisoner Engagement Project

Offenders are more likely to smoke, misuse drugs and/or alcohol, suffer mental health problems, report having a disability, self-harm, attempt suicide and die prematurely compared to the general population.

The links between poor health and reoffending have been long understood.

Background information

- Peterborough has a large diverse prison situated in the centre of the city - currently undergoing expansion (additional 300 beds)
- HMP Peterborough is a category B male prison and closed female prison
- Male prison houses 624 prisoners, all aged over 18, both remand, convicted and sentenced (over 21) prisoners
- Female prison is a multi-functional closed female prison with operational capacity of 384 housing:
 - first-stage lifers
 - Youth Offender Institution (YOIs)
 - remand and sentenced women
 - incorporating a 12-bedded Mother and Baby Unit



Aims and objectives

- to promote meaningful engagement with, and support to empower, prisoners to act as wellbeing representatives (through peer-to-peer working)
- To provide the Wellbeing Reps the skills and knowledge to support other prisoners, capture the issues and highlight available services
- To empower the Wellbeing Reps to share and promote preventative health and wellbeing campaigns to improve prisoner health
- To capture the health and social care issues that face prisoners' families and make recommendations to commissioners and providers

Short term outcomes achieved

- Establish meaningful engagement with prisoners and prison staff
- Trained identified prisoners to become Wellbeing Representatives
- Raise awareness of the Healthwatch network with prison organisations
- Support Wellbeing Reps at first event (prison-staff Wellbeing Day)
- Formulate method, training and support to empower prisoners to act as Wellbeing Representatives (to include and develop peer-to-peer support)
- Create Train the Trainer and full project delivery scheme to provide project delivery across the network
- Share project with the Healthwatch network

Medium term outcomes pending

- Obtain feedback on services to identify:

Section 1: Projects

- gaps in service and/or failings in communications
- barriers to access services and continuity of care
- share national health and wellbeing campaigns within prisons
- share and highlight/promote best practice
- Health and social care issues facing those supporting/families of prisoners
- Present evidence-based findings to commissioners with recommendations for improvements
- Create feedback sheet that will contain fields to populate the Healthwatch England info bank and monitor trends

Wellbeing Reps key duties.

- To be point of contact to share health and social care issues
 - By holding focus group meetings - with those with common identifiable characteristics (i.e. diabetes, over 60 years, BME, smokers)
 - By providing suggestion boxes - for anonymous feedback, questions and requests
 - Drop in session, holding open sessions where other prisoners can speak to the Wellbeing Rep and be signposted for support
- To highlight health and social care campaigns to provide preventative messages from national campaigns
 - Creating prisoner-friendly promotional material that will work alongside national campaigns
 - Requesting and working with organisations to come and hold information days/events
 - Support and provide information at wellbeing days in the prison

Update

We have been training two male and female Wellbeing Reps on the male and female units at HMP Peterborough since the end of February 2014. They have developed a range of skills and knowledge to empower them to act as advocates to support and encourage better health and wellbeing of prisoners. At the end of May, the Wellbeing Reps, along with Healthwatch Peterborough, facilitated a stand at a prison-staff Wellbeing Day. They were nervous, but excited and really enthusiastic about doing it. Their feedback following the event was really positive and motivated them to continue in their new role.

The Wellbeing Reps have also already started designing and creating promotional material for the prison (see poster on left)



We are offering a free project overview on 15th July 2014 in Peterborough for anyone interested. We will then be offering a train the trainer and full project deliverer package in September 2014 (for a cost - which will be divided equally with the charity Family Voice, who worked with us on the early template training manual).

"I am delighted to get a chance to be part of this pilot project and want to give back to the prison and help other prisoners. I have learnt so much already and hope this helps me to engage with the community on release".

Wellbeing Rep. Male Unit, HMP Peterborough

Local Non-Clinical Cancer Support Services

Background

Following feedback from members of the public, we became aware of a lack of local non-clinical/holistic services and provision for those living with or caring for someone with cancer.



Healthwatch Peterborough reviewed the provision of local non-clinical services and made a *Request for Information* to Peterborough and Stamford Hospitals NHS Foundation Trust in 2012 and a further request in 2013. This established that the Robert Horrell Macmillan Centre (RHMC) was being underutilised and was providing limited, if any non-clinical services.

A visit to the site (see picture) highlighted the lack of use of the available space and the need for modernisation. Healthwatch Peterborough felt strongly that local people were missing out on vital support, which is provided in other wellbeing-type centres around the country.

Actions

Healthwatch Peterborough established a steering group, including services users. The group looked at a wide range of needs and demands. A pilot survey was shared with a local cancer support group, who provided valuable feedback and additional areas to include.

Healthwatch Peterborough staff and volunteers provided surveys to local cancer support groups, Thorpe Hall Hospice and carried out one-to-one surveys at the oncology department at Peterborough City Hospital with those with or supporting someone with cancer.

The survey will be distributed over a 3-6 month period to establish the services that local people need and wanted delivered locally.



Outcome

We are delighted that in PSHFT confirmed that there was a project proposal for a wellbeing centre, hoping to once again utilise the RHMC, being discussed with Macmillan.

Joanne Clapton, General Manager, Cancer & Diagnostics Clinical Directorate PSHFT said: *The Trust is currently working in partnership with Macmillan Cancer Support to create a Wellbeing Centre for patients and their families who are affected by cancer. We hope this centre will be located in the Robert Horrell building on the Peterborough City Hospital site and will look at innovative ways of providing ongoing supportive care for cancer patients. We will use the Healthwatch Peterborough patient survey results as part of our research to understand what the patients want from such a centre.*

Healthwatch Peterborough has shared the interim survey findings with both Macmillan and the hospital so that the centre is developed to include consideration of our findings. As a key stakeholder in the project, Healthwatch Peterborough is delighted to support this initiative for the benefit of local people.

Complaint Handling

Healthwatch Peterborough, while operating as a pathfinder local Healthwatch, produced a Complaints Handling Report, [click here](#) to read. The report was shared with Healthwatch England who used this as part of the evidence shared with the House of Commons Health Select Committee. The report was produced looking at the complaints process at Peterborough and Stamford Hospitals NHS Foundation Trust (PSHFT/Trust) [click here](#) to read their response.

Healthwatch Peterborough have continued to highlight concerns and issues with the way in which complaints are handled. A number of key recommendations were not implemented and further work needed to be done.

From the end of 2013 Healthwatch Peterborough received a number of communications from people who had made complaints and were not happy with the process for a range of reasons, from delays to the lack of apology when a mistake was made.

Key concerns were shared with commissions, CQC (ahead of their inspection) and a *request for information* was made directly to the Trust to address the issues.

Healthwatch Peterborough designed and created a new-style complaints handling questionnaire, which was shared with the hospital. Part of this questionnaire was sent by the Trust to complainants to review how the complaints department was performing.

Healthwatch Peterborough has agreed to support the Trust and will continue to work with the Trust to improve this vital area. Improving patient experience and making sure the valuable resource of complaints are fully appreciated and given the significance they deserve are key.

Following our feedback and the findings from Patient Association, who were part of the CQC hospital inspection team, we are delighted the Trust has confirmed that complaints handling is a priority for 2014-2015.

Healthwatch Peterborough wishes to review the complaints process of other local NHS and social care providers. Providing feedback and meaningful recommendations from research, will continue to be made, and we will be highlighting gaps in awareness of the complaints process.

Healthwatch Peterborough is delighted to see Cambridgeshire Community Service NHS Trust plan to use our Complaints Handling Questionnaire to monitor how well their complaints are being dealt with.



Section 1: Projects

Special Educational Needs and Disability (SEND) Reforms Workshops

Working with:

- Family Voice Peterborough (FVP)
- The National Autistic Society (NAS), Peterborough Branch
- Face-to-Face (Scope)
- Peterborough City Council (PCC).



Background

The Children and Families Bill will introduce significant changes to Special Educational Needs and Disability (SEND) support from September 2014. Concerns were raised by professional and parent carers around the plans, lack of information and concerns about changes to support.

Actions

Healthwatch Peterborough worked closely with the local authority and voluntary groups who support families with children with additional needs and/or disabilities to raise awareness of the changes.

Healthwatch Peterborough raised concerns with the local health commissioners and providers to make sure they were aware of the implications of the new health, Education and Care plans for those with complex needs.

Healthwatch Peterborough supported three co-production events in November 2013.

Two events were held for parent/carers and other local support groups and organisations. (One in the day, one in the evening).

A third event was held for professionals including commissioners and providers. The feedback from the original session was shared - so that the professional had informed details of what the parent/carers and those supporting them needed out of the 'local offer'.

Outcome

A full report has been draft and is being used by Peterborough City Council to develop the local offer. Joint working continues on this project to provide updates on developments. ([Click here](#) for full report).

Through collaborative working the voice of those caring for someone between 0-25 years of age with an additional need or a disability, has been fundamental in the development of the 'local offer' plans by the local authority.



Mental Health

Background

Healthwatch Peterborough started a steering group to look at local mental health services and the needs of those with mental health and learning disabilities, following key statistical data on the locality.

By researching Peterborough's mental health and learning disability statistics, alongside the JSNA (to recognize wider determinants of health and risk factors) the mental health group has been able to identify a number of areas that require attention to improve. For example Peterborough has a high prevalence of first time entrants into the youth justice system; the link between offenders and high levels of mental health has been widely documented. Additionally, levels of homelessness, unemployment and deprivation are all higher than the national average all of which are wider determinant of health as well as being risk factors for developing mental illnesses.

Actions

- Collect soft intelligence from members of the public with experience of living with a mental illness or caring for someone who is
- Respond to any trends identified from soft intelligence
- Research local services to provide accurate signposting to clinical and non-clinical services, for example support groups and non-clinical support in the community
- Engage with seldom heard groups, for example Peterborough Regional College students accessing Child and Young Person Mental health services or who are going/been through the transition from Child and young person services to adult mental health services
- Provide a learning disability perspective to ensure that service design, delivery and inspection acknowledges the different needs of a patient with mental illnesses and a patient living with a learning disability and that this is incorporated within the services policies and procedures
- Work with the local provider of mental health services, Cambridgeshire and Peterborough NHS Foundation Trust (CPFT) and provided patient representatives to take part in a number of service audits
- Establish key groups that Healthwatch Peterborough can contact to provide feedback on service proposals, change, and promotional material. The service users of 49 Lincoln Road are able to provide a learning disability perspective
- Attend the monthly Peterborough Mental Health Stakeholders group and provide representation of those engaged within the community and ensure that the patients perspective is continually acknowledged
- Responding to identification of under diagnosis of Dementia in Peterborough, compared to national averages, Healthwatch Peterborough has a trained Dementia Champion.
- Use social media, newsletters and events to promote both the work of Healthwatch Peterborough and other local and national organisations in raising awareness of mental illness (Mind, Rethink, NSUN, etc.)

Section 1: Projects

Hydrotherapy

Healthwatch Peterborough and its predecessor organisation, Peterborough LINK, have been supporting and working with a number of organisations and service users to maintain the access to hydrotherapy since Karen Oldale spoke to Angela Burrows and David Whiles (COO and Chair of Healthwatch Peterborough) in 2010.

A report was carried out with support from Healthwatch Peterborough, [click here](#) to read.



A Steering group was established including Healthwatch Peterborough, the service users, local authority, adult social care, health services, local community groups, councilors and other interested parties to maintain this provision long term.

Due to a shortfall in funding, the pool was threatened with closure. Healthwatch Peterborough Chair David Whiles presented a report to the Health and Wellbeing Board to request a full investigation into the risks if the provision was closed.

The services users also handed in petition to the local authority quest

Commissioning was essential for supported funding and to increase access and awareness of the provision. This was agreed for a short-term basis, Healthwatch Peterborough provided a presentation on the benefits of aquatic therapies to the Local Commissioning Group.

Following a gap in commissioning funding, Healthwatch Peterborough submitted a request for information to establish equality of accessing such services for Peterborough residents.

Update

At the time of writing, it has been confirmed that Peterborough City Council are currently working with a local partner organisation who will support the shortfall in funding to keep the hydrotherapy pool open for two years - up to £150,000. No other information was available, but the services users were delighted by this announcement

Photo courtesy of Peterborough Telegraph



David Whiles, and Jennifer Hodges from Healthwatch Peterborough met with and supported services users handing in petition



David Whiles talking to St George's Hydrotherapy Pool user at Sporting Saturday at The Cresset

David Whiles, Chair stated: *“This is fantastic news and a massive step in securing the medium-term future of hydrotherapy locally. Many people behind the scenes have worked very hard to make this facility available. There is clear evidence that it is both cost effective and hugely beneficial to those who use it - and the carers to those who use it. We hope the Steering Group will now work with the local authority towards a sustainable and purpose-built long-term provision for Peterborough.”*



Section 2:

issue - action - outcome

Dementia Friends

issue

- There are less people diagnosed with Dementia in Peterborough than expected by national averages.
- Many people with dementia go undiagnosed and therefore are not receiving appropriate care
- With an aging population the rates of dementia are constantly increasing; the disease is predicted to affect 1 in 3 people over the age of 65
- Raise awareness of dementia by training Healthwatch Peterborough staff member Jennifer to become a Dementia Champion
- Jennifer has a good understanding of the disease as it has affected a close family member. She also had experience of working at a care unit with a number of individuals living with dementia
- Six Dementia Friends sessions have already been delivered to a variety of communities, social groups, housing association residents, HWP authorised representatives and Peterborough's surrounding villages:
 - Newborough
 - Peakirk
 - Nassington
- Raised awareness of dementia in and around Peterborough
- Four attendees pledged to train as Dementia Champions, increasing awareness further in the community
- More sessions to be offered in and around the community including in the local prison, local secondary schools, Scouts and workplaces
- With better awareness of the signs of dementia, more people will avoid going undiagnosed to ensure people get the care and support they need - quickly

action



Healthwatch Peterborough's Dementia Champion, Jennifer delivering her first session

outcome

Pilot Prison Project

- Offenders are more likely to smoke, misuse drugs and/or alcohol, suffer mental health problems, report having a disability, self-harm, attempt suicide and die prematurely compared to the general population
- Peterborough has a large diverse prison situated in the centre of the city housing both male and female prisoners
- There was no prisoner engagement scheme available to work closer with prisoners

issue

action

- Working in partnership with the health staff at HMP Peterborough a scheme to engage, train and involve prisoners was developed
- Healthwatch Peterborough adapted a participation training course from local charity Family Voice Peterborough
- A **Prisoner Wellbeing Representative** training course began in February 2014 covering representation, communication, confidentiality, and more

- Healthwatch Peterborough has established meaningful and long term engagement with prisoners and prison staff
- Four prisoners (2 male, 2 female) are fully trained Wellbeing Representatives, ready to provide peer to peer support
- This training provides Wellbeing Reps the skills and knowledge to support other prisoners, capture issues and signpost available services and support health and wellbeing campaigns
- Awareness of the Healthwatch network, informing they can access a local Healthwatch wherever they live in England
- Support was provided to the male Wellbeing Reps at first event, a prison-staff Wellbeing Day. The Wellbeing Reps were able to inform staff of their new role.

outcome

follow up

- Healthwatch Peterborough has developed a Train the Trainer and full project resources to provide project delivery across the local Healthwatch network
- Through visits to the Wellbeing Reps, services accessed by prisoners will be monitored on a regular basis.
- Any gaps identified and concerns raised will be escalated by Healthwatch Peterborough to the appropriate service provider or commissioner
- Trends can be monitored and shared with Healthwatch England, who can then address these at a national level

Section 2: issue - action - outcome

Health Aware

- local Patient Participation Group (PPG) wished to be involved and support national, regional and local health campaigns
- wanted to reinforce health and wellbeing messages to their patients
- they did not have resources to action



- Healthwatch Peterborough reviewed availability of future planned promotions
- created a database of websites to regularly check for promotional activities e.g. *NHS Local Better Health Together* [here](#)
- created a database of all local GP surgeries and PPG group chairs/leads

- designed a new e-bulletin: **H**  **alth Awar** 
- promoting forthcoming health and wellbeing campaigns (local, regional and national)
- include direct links to obtain promotional material, posters, leaflets etc
- excellent feedback from PPGs who have accessed and used promotional material in their surgeries



- since launching, local colleges and sixth forms have requested our **H**  **alth Awar**  e-bulletin
- at engagement events organisation can sign up to receive our bulletins
- organisations have requested their event is highlighted too



Section 2: issue - action - outcome

Patient Assessor Group

issue

- There is a growing demand for ordinary people, patients and carers to give feedback to health and social care organisations
- Healthwatch Peterborough has received requests for volunteers to look at how care is given and the surroundings where care is given
- Feedback from patients, carers and members of the public can provide independent, valuable and often identify issues that are easy to miss if you work in the same place all the time
- Health and social care organisations may not be aware of issues that face those who have a disability, speak another language, are old or young

action

- Healthwatch Peterborough has worked hard to engage with as many people as possible from a range of backgrounds, disabilities & ages to recruit them to become volunteers
- There are a number of names for the assessment of care places, including: *15 Step Challenge*, *Patient-Led Assessment of the Care Environment- PLACE audit*, *Enter and View*
- Free training has been provided to all volunteers including Enter and View as well as safeguarding training provided by Peterborough City Council
- We have called this group of volunteers our **Patient Assessors**

- We have currently got a fantastic 27 trained Patient Assessors
- By having individuals with a variety of disabilities and from a range of backgrounds and ages the feedback gives a better understanding of needs and challenges faced by everyone in our community
- By providing volunteers to take part in service audits, Healthwatch Peterborough are able to continue a positive relationship with a number of local service providers
- With our Patient Assessors, we have been able to take part in over 13 Enter and View, 15 Step Challenge and PLACE visits

outcome

follow up

- We are providing two more training days in August 2014 and January 2015 to train more Patient Assessors to join us
- Healthwatch Peterborough will continue a programme of visits to local health and social care organisations and make recommendations to help them make improvements
- We will continue to support our volunteers and welcome any ideas or further training and development



Our staff and voluntary Patient Assessors taking part in the *15 Step Challenge* at Peterborough City Hospital with the hospital staff

To find out how you too can volunteer [click here](#) or go to our website.

Section 2: issue - action - outcome

Children's waiting area in ED (A&E)

issue

- Parents raise concerns about the positioning of the children's waiting area in the Emergency Department (A&E) at Peterborough City Hospital
- The waiting area was right next to the automatic-opening door which was close to a road

- Healthwatch Peterborough made a 'Request for Information' - raising concerns for the safety of children
- We made sure the hospital looked at what they could do to make it safer for children and how this could help parents and carers

action

outcome

- Hospital built a new wall creating a barrier to the doors as a way of stopping young children having direct access to outside



Mobility Buggy

- The hospital's Disability Adviser raised concerns about those with limited mobility getting round large hospital
- Healthwatch raised further concerns about accessing such a large hospital when you have a

issue

action

- Healthwatch Peterborough made a 'Request for Information' - making sure the hospital looked at what they could do to make it easier
- Continued to collect feedback from patients and carers about difficulties getting around the hospital

- Hospital introduced a new mobility scooter to get people to where they need to go, faster!

outcome



Section 2: issue - action - outcome

Heartstart

- Coronary heart disease rates are the highest in South Asian Communities
- People with an African Caribbean background are most at risk of having high blood pressure or a stroke
- Heart and Circulatory diseases cause more than a quarter of deaths in the UK
- Peterborough has a large Asian and African Caribbean population
- It is important to address the health inequalities within the city

issue

action

- Healthwatch Peterborough worked in partnership with the British Heart Foundation (BHF) to bring the **Heartstart** targeted programme to Peterborough
- A training session specifically for South Asian and African community in Peterborough was promoted at local Mosques, Caribbean Community Centre, schools and shops within the Asian and African Caribbean communities
- The training was attended and support by Healthwatch Peterborough on February 4th 2014

- The training has now equipped a number of individuals with the knowledge to live a healthy lifestyle as well as the life support skills vital in an emergency
- Four young Asian women have applied to become **Heartstart** trainers and provide this training directly to members of their community
- Raised awareness of Healthwatch Peterborough's continued work to engage and involve minority groups in Peterborough

outcome

follow up

- Healthwatch Peterborough continues to work with the British Heart Foundation and together to highlight health promotions and campaigns
- Looking forward, Healthwatch Peterborough want, together with BHF, adapt the **Heartstart** session for the prison population to improve healthy life style and knowledge



[Click here](#) to sign up for Heartstart training or go to www.bhf.org.uk



Attendees at the BHF Heartstart training and trainer Diane Card



Section 3:

Engagement Events

Section 3: Engagement Events

Engagement events

2013

April

Healthwatch Peterborough (HWP) Stakeholder Engagement Event
 PSHFT Contingency Planning Group (PwC) Local Services Specialty (LSS) Group
 Family Voice Peterborough AGM
 Inaugural HWP Public Meeting - Italian Community Association Centre, Fletton

May

HWP Public launch
 Family Voice Peterborough Conference
 Syria Fundraising Event, Gladstone Park
 Disability Access - Task & Finish
 15 Step Challenge (PCH)
 PLACE audit Stamford and Rutland Hospital
 Disability Involvement Forum
 HWP public meeting - John Mansfield Community College, Dogsthorpe

June

PSHFT Contingency Planning Group (PwC) Local Services Speciality Group
 CQC National Conference
 Meeting Stewart Jackson MP
 HWP public meeting - John Mansfield Community College, Dogsthorpe

July

Healthwatch Cambridgeshire's Public Launch
 Peterborough City Hospital Annual Public Meeting
 Healthwatch Peterborough's E&V Training
 Thorpe Road PPG
 Enter and View and Safeguarding volunteer training

August

HWP public meeting - Caribbean Community Centre
 Peterborough Citizens Advice Bureau AGM
 Mencap Learning Disability week event
 Neighbouring Healthwatch Meeting

September

Regional Networking meeting, LHWs
 Dementia Friends session
 Happy Days - Keeping Learning Disabilities Healthy
 PJ Care Englewood's opening
 CPFT's Annual Members Meeting
 Children and Young people's mental health and emotional wellbeing strategy
 Young Carers Steering group
 CQC and LHW Advisory Conference

October

HWP Public meeting - Gladstone Park Community Centre
 Peterborough Regional College Fresher's faire
 Healthwatch England Annual Report launch, London
 Public Health - The redesigned health service
 Mental health Cambridgeshire stakeholders meeting



Section 3: Engagement Events

Dementia Champion training
Carers Rights Day event

November

HWP public meeting - Cedar Centre, Castor
Adult Autism conference
Professionals SEND reform event
Enter and View training
Safeguarding training
Carers Rights Day
15 Steps Challenge - PCH

December

Understanding the health & care landscape for offenders & their families
Hydrotherapy Pool open day
NHS Public Consultation meeting



2014

January

Peterborough City Hospital:
• Exit Poll
• ward visits
• Emergency Department (A&E) out of hours
Healthwatch Rutland Stakeholder event
Scrutiny in a day at Town Hall
Sporting Saturday with the Mayors Charities
Young carers listening event with KIDs
HWP Public meeting - Ken Stimpson Community Centre
Park Road Medical Centre PPG meeting



February

British Heart Foundation Heartstart training
Pilot prisoner engagement project launched
Peterborough Dementia Action Alliance launch
Women Offenders and Their Families
Monitor Patient Representation discussions
St. George's Hydrotherapy pool petition handover
Equality Delivery System Review - PCH
CQC Listening Event - The Fleet
HWP public meeting - Castor Village Hall

March

PLACE audit of The Cavell Centre, CPFT
Muslim Council of Peterborough Conference
Mental Health Stakeholders meeting
Dementia Friends delivered at Newborough Village Hall
Strengthening Healthwatch in a changing system
Healthwatch Peterborough AGM - The Fleet, Fletton
Dementia Friends delivered at Nassington Village Hall
Health and Wellbeing Board Peer Review Challenge
Parkinson's Support Group, Bretton
Park Road Medical Centre PPG
Wansford Surgery PPG





Section 4: Observation of the Care Environment

Section 4: Observation of the Care Environment

Enter and View (E&V)

SCHEDULE 1 Paragraph 2, section 11 sub-section (1)

The Enter and view visits were carried out by our staff and trained voluntary Authorised Representatives.

They were carried out with specific purpose to obtain direct feedback and information from service users and carers at the point of access. They also gave opportunity to make observations of service delivery and environment.

Project

Three announced Enter and View Visits to: Peterborough City Hospital

1. **Emergency Department (A&E) out of hours:** (from 9:30pm-1:00am) there were considerably fewer 'walk in' attendees than unusual (approximately 6-8 patients waiting at any one time). The visit allowed us to explore other unplanned access (Minor Illness and Injury Unit/111/out of hours GP).
2. **Exit Poll:** (end of visiting times at PCH main atrium) outpatient, inpatient and carer/relative surveys were carried out and the overall findings suggest positive experiences of accessing the hospital. Issues identified included i. Choice for appointment options and ii. How quickly needs were dealt with.
3. **Ward visits:** wards included Maternity and Discharge Lounge, most data is from feedback survey responses. The findings show a majority overall satisfaction with the following factors; cleanliness, feeling of safety, privacy, dignity and respect, provision of water, and provision of medication timely and correctly. However some areas were identified as needing improvement which include; receiving conflicting information, speed of buzzer response, meals meeting dietary needs, understanding of needs by disabled patients.



Outcome

Findings contributed to part of a wider fact-finding project to provide detailed, informed and meaningful insight in to the local acute Trust prior to the Care Quality Commission (CQC) planned inspection in March 2014. [Click here](#) for our full report submitted to CQC.

Project

Using Enter and View tool to engage better with local care homes. Programme to visit all local care homes over 12-18 month period. To review areas highlighted in CQC reports where possible, to look at areas raised by local authority

4. **The Star**
5. **Claire Francis**
6. **Wentworth Croft**

Outcome

Direct feedback and collated feedback. Project proposal to provide memory boxes to all local care homes.

Section 4: Observation of the Care Environment

Project

To review the development of the new Hospice.

7. Sue Ryder, Thorpe Hall Hospice**Outcome**

To maintain good joint-working and relations with local provider of current care and be part of ongoing development of emerging services. Oncology survey provided for visitors and patients. A follow-up visit will be done when work is completed.

Project

Site visit (no patients available)

8. Robert Horrell Macmillan Centre (at PCH site)**Outcome**

Review and established underutilisation of the site. Recommendations for update and ongoing project to provide more support, advice and activities at the site (see *access to non-clinical cancer services* project).

**Project**

Site visit following feedback from bariatric patient access/use of area - to review the availability of bariatric chairs, wheelchairs and general access

9. (unannounced) Emergency Department (A&E) Peterborough City Hospital**Outcome**

Lack of wheelchairs or chairs available (this was quickly remedied). Access to triage room is restricted (alternative option to go to 'bay'). Other issues highlighted and responded to quickly.



Chief Operating Officer, Angela Burrows delivering Enter and View training to our volunteers

Section 4: Observation of the Care Environment

Other observations of the care environment

Our trained volunteers and staff at Healthwatch Peterborough have taken part in 15 Steps Challenge, and the Patient-led Assessment of the Care Environment (PLACE).

15 Step Challenge

THE 15 Step Challenge is a method of reviewing patient experiences in a structured manner, designed by the NHS Institute after a mother of a child requiring frequent health care stated that:

“I can tell what kind of care my daughter is going to get within 15 steps of walking on to a ward”

Healthwatch Peterborough has taken part in two 15 Steps Challenges - both at Peterborough City Hospital.

May 2013 - Review of outpatient department

November 2013 - Trust-wide ambitious 15 Step Challenge was embarked upon involving 45 people including Healthwatch Peterborough *Patient Assessors* took part.



15 Step Challenge - Staff from Peterborough City Hospital with staff and volunteers from Healthwatch Peterborough

Feedback from the event was provided using a toolkit which was developed to enable a standardised approach to the visits that was underpinned by the Care Quality Commission's essential standards. [Click here](#) for the Trust's report.

Patient Led Assessment of the Care Environment (PLACE)

PLACE audits help organisations understand how well they are meeting the needs of their patients, and identify where improvements can be made. In Peterborough and Stamford, our trained volunteers and staff participated as patient assessors in the PLACE for the following sites:

- Fitzwilliam Hospital, Bretton Monday 10th and Wednesday 12th June 2013
- Stamford and Rutland Hospital, (PSHFT) Wednesday 24th April 2013
- Peterborough City Hospital, (PSHFT) Wednesday 15th May 2013
- Cavell Centre, Peterborough (CPFT, Mental Health Trust) Tuesday 4th March 2014



Section 5: Obtaining the Views of Local People

Section 5: Obtaining the Views of Local People

Obtaining the views and experiences and raising awareness of Healthwatch with local people

section 8 of Schedule 1

- **Surveys:** The cancer support services questionnaire was designed following a review of local non-clinical services which identified the need for greater utilisation of the Robert Horrell Macmillan Centre at the Peterborough City Hospital campus. The questionnaire has been designed to capture the voice of those living with cancer or caring for someone with cancer and identify what non-clinical support they would like to be able to access locally. This questionnaire has now been actioned as part of the 2014/15 projects. The findings will help establish engagement with organisations, groups and individuals to deliver new and much needed services. To find out more about the Cancer Services Review project [click here](#)
- **Monthly public community meetings across Peterborough.** These meetings have been used as a way of engaging with a variety of Peterborough's diverse population by using venues across the city located within communities such as the Asian community, the Caribbean Community, surrounding villages with an isolated population. Children and young people have also been engaged through this method by using schools and colleges to host the meetings. Allowing the public to meet with providers and commissioners and to share their experiences and ask questions. To find out when our next community meeting is please [click here](#)
- **Enter and View.** Healthwatch Peterborough has provided free Enter and View training to all volunteers in order for them to become Authorised Representatives. Free Safeguarding training from Peterborough City Council is also provided to volunteers. To find out how you can volunteer with Healthwatch Peterborough [click here](#)
- **Dementia Champion** has delivered free awareness raising sessions to Peterborough's surrounding villages, community groups, housing association residents and at the monthly Healthwatch Peterborough public community meetings. These sessions have given Healthwatch Peterborough an opportunity to gather information from people living with dementia and their carers about local dementia services. We have, so far, trained 58 people to become Dementia Friends.



Section 5: Obtaining the Views of Local People

- **Weekly Enews** electronic weekly bulletin with local and national health and social care stories, events and vacancies that reaches over 400 individuals and organisations. Many organisations then forward this to their employees.

Healthwatch Peterborough Enews is really helpful and I've forwarded to all the Medicine Ward Managers and Duty Managers to ensure they are kept abreast of local health/care news and information, many thanks.

Susan McIntosh

Operational Lead: Emergency & Medicine

Emergency & Medicine Clinical Directorate

Peterborough and Stamford Hospitals NHS Foundation Trust

I have found the Healthwatch Peterborough Enews very beneficial as this is easy to access, easy to read and contains snippets of local and national information.

It was through information I read on the Enews around cardiac rehabilitation that I made contact with the local Public Health registrar working on the Cardiac rehabilitation care pathway and subsequently was invited to sit on the health inequalities project board for Cambridge and Peterborough CCG.

Diane Card

BHF Area Development Manager (East Region) - Prevention & Care

Thank you for this service. It keeps us in touch with what is going on in Peterborough and surround.

Many thanks for including our Synergy Cafe in the latest edition of the Healthwatch Peterborough Enews, which I must say I find extremely informative"

Johanne Hazell - Sue Ryder Care

Thank you for the weekly Enews newsletters. I'm finding them very informative.

Sam Ahmed

These are just a few of the events and the numbers signing up for our Enews

Event	No. of Enews sign ups
Urgent Syrian Appeal (Children of Adam)	16
Healthwatch Peterborough AGM	12
SEND - professionals event	17
SEND - parents event	13
LCG meeting	4
Carers Rights Day	33
PRC Fresher's Fayre	12
CPFT AGM	6
Stanground PPG meeting	2

If you would like to receive the weekly Enews please email info@healthwatchpeterborough.co.uk

Section 5: Obtaining the Views of Local People

- **Health Aware** e-bulletin started in August 2013 and is sent approximately monthly to GP Patient Participation Groups (PPGs) and public facing organisations. This contains local and national health promotions and campaigns including free downloads and/or links to the site to order free campaign packs including posters, leaflets, etc. This was launched in response to a local PPG highlighting their concern that they could do more to promote ownership of self-management and use of reinforcing national campaigns. Making better use of waiting room notice boards. The service was originally designed for PPGs and GPs but received interest from other public facing organisations (e.g. libraries, schools, hospitals and colleges) resulting in the mailing list growing from 19 to 55. If you would like to receive the Health Aware please email jennifer@healthwatchpeterborough.co.uk
- **Facebook** page was re-launch in February 2014. This is currently ‘liked’ by 35 people and organisations, however posts have reached up to 190 people due to people ‘liking’ and ‘sharing’ posts. [Click here](#) for the Healthwatch Peterborough Facebook page.
- **Twitter** page has grown continually throughout the year to reach over 680 followers. This page is updated daily with local and national stories, events, campaigns and has been a fantastic resource allowing Healthwatch Peterborough to reach a large audience instantly. Many of the Healthwatch Peterborough tweets have been ‘retweeted’ by national organisations with thousands of followers who are then exposed to Healthwatch Peterborough. [Click here](#) for the Healthwatch Peterborough Twitter page.

Specific engagement of key targeted groups section 9 of Schedule 1

a) i) Individuals under the age of 21

- **Local youth groups.** Healthwatch Peterborough staff have attended youth groups to talk to a number of young people about the work of Healthwatch and how they can get involved. Promotional items were able to be displayed at the clubs for other young people accessing the service to learn about their local health and social champion.
- **Peterborough Regional College (PRC) students.** Attending the **PRC Fresher Fair** to inform students and staff about the role of Healthwatch Peterborough and how we work with local services, and how they can get involved in our local work through being a volunteer or authorised representative. This event was attended by 1200 students and staff. A member of staff and two members of the mental health sub-group attending **World Kindness Day** at PRC which had an emphasis on wellbeing and mental health, this was attended by over 200 students and staff including students who have had an experience of mental illness and learning disabilities.



Students of Peterborough Regional College learning how they can get involved in their local Healthwatch

Section 5: Obtaining the Views of Local People

- **Social media sites** are largely used by young people Healthwatch Peterborough have created official **Twitter and Facebook pages**. Both pages are updates daily with news, events, health campaigns and promotions. Social media sites also allow young people to contact Healthwatch Peterborough through a medium that they are perhaps more comfortable with.

ii) Individuals over 65

- The Cambridgeshire and Peterborough CCG Older people's services consultation has been promoted by Healthwatch Peterborough and all Peterborough events have had Healthwatch Peterborough representatives to ensure representation of other issues that have been identified throughout the year by the Peterborough population.
- Staff and volunteers of Healthwatch Peterborough attending the Peterborough Dementia Action Alliance Launch which was also attended by a large number of local services and carers of an individual living with dementia. [Click here](#) to find out more about Peterborough's Dementia Action Alliance.

b) People who volunteer in the area

- Healthwatch Peterborough has continuously engaged and listened to the feedback from volunteer champion parents/ carers of children and young people with disabilities or additional needs.
- Healthwatch Peterborough has carried out a number of activities following feedback from the volunteers who support the services users of St. George's Hydrotherapy Pool.
- We have signposted through our website to the Peterborough Council for Voluntary Services (PCVS)

c) People from diverse backgrounds and sectors of society

- Healthwatch Peterborough facilitated a British Heart Foundation (BHF) **Heartstart** training specifically targeted the African and South Asian population as they have the highest rate of Coronary Heart disease (see poster and image). As a result of this training four young Asian women have now gone on to become **Heartstart** trainers themselves and provide this training directly to members of their community.



- Syria Fundraising Event: May 2013
- Healthwatch Peterborough attending the Muslim Council of Peterborough event 16th March 2014 attended by over 500 people



Healthwatch Peterborough COO, Angela Burrows discussing the work of Healthwatch Peterborough at the Muslim Council

Section 5: Obtaining the Views of Local People

including the Mayor of Peterborough, councillors, religious leaders and people from the Asian community across England.

d) Vulnerable groups

- Attended Mencap Learning Disability Week Event with Healthwatch Rutland. Was able to talk to several people about Healthwatch's role as well as gaining some feedback from members of the public about their experiences accessing services from the perspective of having or caring for someone with a learning disability.
- Adult autism conference
- Attended the Sporting Saturday, an event to raise awareness about sporting activities for people with disabilities
- Provided an overview of the work of Healthwatch Peterborough at the Carers Rights Day

e) The seldom heard

- Healthwatch Peterborough facilitated an event, working with local charity KIDs, for **Young carers** to share their experience of Peterborough City Hospital. The young carers were asked to feedback about how well their role as a young carer was recognised, acknowledged and understood at the service.
- **Prisoners**, male and female. The Pilot Prisoner Engagement Project has allowed Healthwatch Peterborough to have meaningful engagement with male and female prisoners at HMP Peterborough Prison. When completed, the long term aims of the project is to allow a two-way communication between the wellbeing reps and Healthwatch Peterborough, allowing the health and social care issues faced by prisoners to be captured and shared with commissioners and providers.
- **Carers**
Healthwatch Peterborough co-produced and facilitated **SEND reform** events which provided the platform for parents/carers to be informed about the changes, the opportunity to share concern and highlight their thought on what they want. [Click here](#) to find out more about the SEND reforms.
- **Carers Partnership Board**
We have a Management Group member representing us on this Board.



Young carers having some fun with Healthwatch Peterborough leaflets

Section 5: Obtaining the Views of Local People



Peterborough Town Hall

Health and Wellbeing Board

Section 12 of Schedule 1

Healthwatch Peterborough has participated fully as a member of the Health and Wellbeing Board throughout the year and during its shadow form from 2012.

We have supported the Programme Board since its formation in 2013. We have successfully promoted the widening of membership so it is more representative of our community and have actively promoted the use of Public Health

England data to steer the priorities of the Board in addressing health inequalities within the City.

Healthwatch Peterborough is actively engaged in the development of the 5 year Strategic Plan for the 'challenged' health economy of Peterborough and Cambridgeshire.

We have taken part in the National Peer Group Challenge of Health and Wellbeing Boards and have contributed to discussions. The final report included a number of positive comments about our effectiveness and ability to positively challenge. Healthwatch Peterborough has presented papers to the Board, including one at the September 2013 meeting on hydrotherapy provision, which supported a local campaign to maintain funding for the community provision and access in the City.



Healthwatch Peterborough and Healthwatch Rutland at the Mencap Learning Disabilities Week event in Oakham



Section 6: Feedback

Cambridgeshire and Peterborough Clinical Commissioning Group Statement for Healthwatch Peterborough Annual Report

Cambridgeshire and Peterborough Clinical Commissioning Group (CCG) is committed to ensuring that there is a strong patient voice helping us to design healthcare services for the future.



We recognise that empowered clinical leadership must go hand in hand with strong patient and public leadership, with patients working with the organisation as 'critical friends'. Healthwatch Peterborough have a valued and respected role to play in representing the views of local people and acting as a critical friend to the CCG.

Throughout 2013-14 we have continued to work closely with Healthwatch Peterborough on projects and programmes local to Peterborough through the Borderline and Peterborough Local Commissioning Groups (LCGs) and also on programmes and projects that cover the whole CCG area. Healthwatch Peterborough are involved at both a strategic level and an operational level in the work of the CCG. We also attend Healthwatch Peterborough meetings in public to be able to answer any queries and provide regular updates to Healthwatch Peterborough.

We have developed a Patient Reference Group which is a formal sub group of the CCG Board. Healthwatch Peterborough is represented on this Governing Body sub group ensuring that in all aspects of the CCG's business the public voice of the local population is heard. Each of our Local Commissioning Groups (LCG) is represented at the Patient Reference Group ensuring that we have two-way communications from the wider LCG patient groups so that the public voice of the local populations are heard.

Organisation overview

Cambridgeshire and Peterborough Clinical Commissioning Group (CCG) is the organisation responsible for planning, organising and purchasing NHS funded healthcare for people living in the Cambridgeshire and Peterborough area.

Cambridgeshire and Peterborough CCG is one of the biggest in the country with 108 GP practices. There is a federation of eight local commissioning groups (LCGs) covering all GP practices in Cambridgeshire and Peterborough, as well as three practices in North Hertfordshire and two in Northamptonshire:

Borderline LCG

Cam Health LCG

CATCH LCG

Hunt Health LCG

Hunts Care Partners LCG

Isle of Ely LCG

Peterborough LCG

Wisbech LCG.

Contact details

Email: engagement@cambridgeshireandpeterboroughccg.nhs.uk

Phone: 01223 725304

Website: <http://www.cambridgeshireandpeterboroughccg.nhs.uk/>

Cambridgeshire and Peterborough CCG has a patient population of 891,298, which has a diverse, ageing population with significant inequalities. It has budget of £854 million.

Family Voice

Family Voice has worked closely with Healthwatch Peterborough throughout the past year to champion the population of Peterborough.

Our main priority has been the forthcoming SEND reforms taking effect as of September 1st 2014. Healthwatch Peterborough facilitated two very successful events; one for the parents of children affected by the reforms and another for the professionals involved. The professional's event was used to share the feedback collated at the parent's event in order to highlight to professionals the parent's perspective. Additionally, the co-development of the Prisoner Wellbeing Representative training is an excellent use of joint working in order to meet the needs of a seldom heard group. This co-development has resulted in a fantastic piece of joint work providing an original project that has gone on to receive national attention.

A number of Family Voice parents representative have taken part in Healthwatch Peterborough's Enter & View and safeguarding training to become authorised representatives providing a parents perspective.

We hope to continue this level of joint work in the coming year.

John Ravenscroft
Chair



Cambridgeshire and Peterborough NHS Foundation Trust
Elizabeth House, Fulbourn Hospital, Cambridge CB21 5EF
www.cpft.nhs.uk

Healthwatch Peterborough has provided authorised representatives to a number of service audits allowing us to gather the perspective of members of the public. Through the use of social media and the weekly Enews, Healthwatch Peterborough has promoted a number of CPFT events, consultations and campaigns.



British Red Cross

The British Red Cross has worked with Healthwatch Peterborough to review re-establishing a patient support service in the Emergency Department at Peterborough City Hospital. Both parties recognise the importance of positive outcomes for patients and Healthwatch Peterborough have advocated and raised awareness of the high-level services which the Red Cross can provide.

Peter McGuinness
Senior Service Manager

Prisoner Engagement Project Feedback

I truly think this is such an excellent piece of work. The best I have seen regarding patient involvement in prisons that recognises the importance of patient voice and peer support. The initiative has been welcomed enthusiastically by those undertaking the training. The outstanding joint-working between Healthwatch Peterborough and HMP Peterborough healthcare staff is an example of what can be achieved by collaborative working, and we look forward to building upon it.

BARBARA ELLIS**Head of SJS Healthcare - Justice Services****Hydrotherapy project feedback**

Healthwatch Peterborough not only successfully championed and helped deliver the hydrotherapy service that local patients called for, but it has continued to provide vital support and to make a real and positive difference when needed. I wholeheartedly commend the team's work.

Karen Oldale**Volunteer and Service User, [St George's Hydrotherapy Pool](#)****Enews feedback****Peterborough and Stamford
Hospitals NHS Foundation Trust**

Peterborough and Stamford Hospitals 
NHS Foundation Trust

Healthwatch Peterborough Enews

is really helpful and I've forwarded to all the Medicine Ward Managers and Duty Managers to ensure they are kept abreast of local health/care news and information.

*Many thanks,***Susan McIntosh****Operational Lead: Emergency & Medicine
Emergency & Medicine Clinical Directorate****Age UK Peterborough**

[Age UK Peterborough \[AUKP\]](#) works alongside Healthwatch Peterborough as members of Peterborough City Council [PCC] Dementia Steering Group. Working relationships are supportive, positive and upbeat between the two organisations as they are with all parties involved with the Dementia Steering Group, and contacts made have assisted in raising awareness of dementia. Healthwatch Peterborough's Enews update is extremely informative and useful, and AUKP has also taken the opportunity to advertise for volunteers through this medium.

**Julie Bourne****Client Services Manager**

Peterborough and Stamford Hospitals



NHS Foundation Trust

Links between the acute Trust and Healthwatch Peterborough have continued during the year with several key projects worked on together.

Underuse of a key location for patients with cancer has been investigated in partnership and, together with input from Macmillan, exciting developments are being considered for the Robert Horrell Centre focusing on wellbeing and support for patients and their families.

There is ongoing work around ensuring effective complaints handling processes in the Trust that provide timely responses of a satisfactory standard. Healthwatch Peterborough designed a questionnaire to survey complainant's satisfaction levels following use of the procedure and this work will continue in to the next year.

Members of Healthwatch Peterborough attend several key hospital committees providing a critical friend function and representing patient and public views. These include the Quality Assurance Committee, Pressure Ulcer Scrutiny Panels and the Infection Control Committee. In addition a new committee was convened this year to promote patient and community engagement with strong Healthwatch participation being key to progress. In order to ensure good communication between the two organisations the Trust has ensured improved attendance at the Healthwatch Peterborough monthly community meetings, and Director to Director meetings have also been held.

The Trust underwent a new style Care Quality Commission inspection in March and Healthwatch Peterborough was very active in collecting and providing information about patient experiences to inform the process. This included three Enter and View activities and very good attendance at the Listening Event ahead of the site visits by the inspectors.

It has been notable that the level of communication by Healthwatch Peterborough with the community has been enhanced in the year with an excellent Enews e-bulletin published weekly and active social networking. The Trust and Healthwatch Peterborough support each other through twitter to reach the community.

C Wilkinson

Director of Care Quality and Chief Nurse



Section 7: Request for Information

Requests for Information to providers and commissioners

SCHEDULE 1 Paragraph 2 section 10 (referring to section 224(2) of Health and Social Care Act 2010)

Formal *requests for information* are listed below. In addition to the details below, other requests for information about services were made and these are noted in meeting minutes throughout 2013-14.

Date	Provider and/or commissioner of the service	Request for information/action
May 2013	Peterborough and Stamford Hospitals NHS Foundation Trust	Range of issues highlighted by patient. Requested: Action plans, protocols and policies: (of both those in use at the time and currently) when: (1) A mother and/or baby is deemed to be high risk (2) When a high risk patient calls the maternity hospital (3) Staffing levels at time (4) Bereavement services: following the initial meeting (5) policy on requesting records, including time scales for responses to request and providing costing (All responses were passed to patient for further information and to action further if required)
July 2013	Peterborough and Stamford Hospitals NHS Foundation Trust	As part of our Cancer services project (looking at non-clinical local services for those living with and/or caring for someone with cancer) <ul style="list-style-type: none"> • Ownership of the Robert Horrell Macmillan Centre (RHMC) - including specifically legal duties and/or responsibilities of PSHFT and/or Macmillan • Donations made specifically for the RHMC and distribution of these funds • Update on the communications with GP - could we also have a copy of the communication pack that is sent to GPs • Comprehensive timetable (including day/duration/delivered by/room used etc) with activities/treatment etc carried out at RHMC • Does the 'Advice and Information Centre' based in the Oncology waiting area provide welfare benefit advice?
July 2013	Peterborough and Stamford Hospitals NHS Foundation Trust	Request for information on the use of 'This is Me' booklet (used by other Trusts)

August 2013	Peterborough and Stamford Hospitals NHS Foundation Trust	<p>Apparent refusal to treat at A&E. Patient re-attended three times. Admitted on final attempt.</p> <p>Requested:</p> <ul style="list-style-type: none"> • Record of patient complaints/concerns • Record of eating/feeding chart to be requested • request record of communicating patient move to next-of-kin • request meeting report overview/outcome and any follow up actions • advised to inform PSHFT of patient's death
October 2013	NHS England	Referring complainant to NHS England (re; issue with GP) - request for information on behalf of patient. (All responses were passed to patient for further their information)
October 2013	Lincolnshire Community Health Services NHS Trust (AND) Cambridgeshire and Peterborough Clinical Commissioning Group	<p>Re: Minor Illness and Injury Unit (MIU)</p> <p>Range of key concerns raised and request for these to be dealt with and/or action plans agreed to deal with them including:</p> <ul style="list-style-type: none"> • Lack of key information on promotional material including: <ol style="list-style-type: none"> 1. Map 2. Public transport links (bus stops) 3. Excessive-use of provider details/logo 4. New opening hours • Lack of privacy at reception desk • Failure to update websites with service information • No info provided by any means on average waiting times • Patients unable to hear name called as clinicians too far away • General signage is wither missing unclear, confusing and even wrong - both on route to the site and once at the site
February 2014	Cambridgeshire and Peterborough Clinical Commissioning Group	<p>Re: commissioning of aquatic therapy (hydrotherapy)</p> <ol style="list-style-type: none"> 1. Confirmation of commissioning of aquatic therapies for residents in the Peterborough and Borderline catchment area 2. Which Local Commissioning Groups within the CCG have referred patients to aquatic therapies - and how many have they <u>each</u> referred and to which site have they been referred 3. The total number of patients commissioned to receive aquatic therapies in 2013-14 (to date) at <u>both</u> St George's

		<p>Peterborough and Addenbrookes Cambridge sites</p> <ol style="list-style-type: none"> 4. Capacity for referrals from patients in Peterborough to use Addenbrookes pool 5. Cost to the CCG and/or LCG of aquatic therapies delivered at Addenbrookes per patient 6. The grounds and all evidence presented to reach the decision to commission this service (and all documents presented) 7. The LCGs and/or CCG's policy on referrals to aquatic based therapies
February 2014 (with additional follow up communications)	Peterborough and Stamford Hospitals NHS Foundation Trust	<p>Following a range of concerns regarding complaint handling, the following request were made:</p> <ul style="list-style-type: none"> • How many complainants have had face-to-face meeting in the year April 2013-March 2014? • How many complainants have had face-to-face meetings with the <u>actual</u> clinician/s and/or staff member allegedly at fault during April 2013-March 2014? • Copies of the most recent CLAEP report for April 2013-March 2014 (or up to and including the most recent quarter) • Copy of the PALS report for 2013-2014 (or up to and including the most recent quarter)
March 2014	Cambridgeshire and Peterborough Clinical Commissioning Group	<p>Following the launch of the CCG's consultation on Older People's Services:</p> <ol style="list-style-type: none"> 1. What lessons have been learnt to ensure a reasonable response to the current consultation on the redesign of older people's services for Peterborough and Cambridgeshire? 2. We are concerned about d been raised by the lack of demographics/information that will be obtained from the Feedback Form - can you explain why the following fields were omitted and/or incomplete: <ol style="list-style-type: none"> a. gender option: 'prefer not to state/declare' and/or gender is as at birth/gender reassigned b. Sexual orientation field c. disability d. carer e. religious status f. marital status g. ethnicity - 'prefer not to declare/state' 3. The availability of a summary questionnaire/Feedback Form - due to the fact that the extensive length of the consultation response Feedback Form. 4. The process has identified key timescales. We would like reassurances that due diligence has been applied to determine that the timescales for commencing the service/s and the TUPE process are realistic.

March 2014	Cambridgeshire and Peterborough NHS Foundation Trust (CPFT)	<p>Issues with PALS leaflet raised</p> <ul style="list-style-type: none"> • Underutilisation of an important and costly resource • Only contact details to share a story is through Patient Opinion
March 2014	Lincolnshire Community Health Services NHS Trust (AND) Cambridgeshire and Peterborough Clinical Commissioning Group	<p>Re: Minor Illness and Injury Unit (MIIU) Following additional concerns raised, details of the contract specification/delivery expectations/outcomes were requested.</p> <ol style="list-style-type: none"> 1. Percentage of patients seen within the 45 minutes target time 2. Percentage of patients completing treatment between one and two hours 3. Percentage of patients completing treatment within two-three hours 4. Percentage of patients completing treatment over three hours <p>Further, initial data confirmed that less people are using the MIIU than the previous Walk-in Centre for the same periods (Oct -Dec and Jan -Mar) The publicity campaign centred solely on the speed of treatment at the new MIIU, therefore:</p> <ol style="list-style-type: none"> 6. What conditions in the contract/data requests for delivering the service have commissioners requested to maintain thorough assessment of the service being delivered in regards to treatment times (not just initial assessment targets). 7. Staff figures for the last two quarters and if shortages, what action plans have been implemented to address any shortages. 8. What is being done to address the lack of waiting space/seats.
March 2014	Cambridgeshire and Peterborough Clinical Commissioning Group	<p>Access to hydrotherapy (aquatic therapies) for Peterborough residents. Following lack of information in a previous communication the following was requested: Having recently had confirmation of commissioning intentions we would like the following information. Confirmation of commissioning of aquatic therapies for residents in the Peterborough Local Commissioning catchment area including:</p> <ol style="list-style-type: none"> 1.1 The value of that funding 1.2 The period referred to in terms of 'short term' 1.3 How much funding has been spent 2013-2014 1.4 How much funding has been allocated for 2014-2015 <p>Confirmation of commissioning of aquatic therapies for residents in the Borderline Local Commissioning catchment area including:</p> <ol style="list-style-type: none"> 2.1 The value of that funding 2.2 The period referred to in terms of 'short term' 2.3 How much of this funding has been spent 2013-2014 2.4 How much funding has been allocated for 2014-2015



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