

Working together to have the best health and social care services, shaped by local needs and experiences

Healthwatch Peterborough

2014 Winners of the National Award for Outstanding Achievement in Engaging with Hard to Reach/at Risk Groups



Annual
Report
2014/15





Contents

Note from the Chair	2
Note from the Chief Operating Officer	2
About Healthwatch Peterborough	3
Voluntary Directors	4
Voluntary Management Group.....	4
Authorised Representatives	4
The Team, volunteers and Healthwatch England	5
Engaging with people who use health and social care services	6
Young people under 21	6
Individuals over 65	7
People who volunteer in the area	7
People from diverse backgrounds and sectors of society.....	7
Vulnerable groups	8
The seldom heard	8
Carers	8
Engagement events	9
Enter & View.....	10
Community voice and influence	11
Providing information and signposting for people who use health and social care services	13
Our Impact	14
Minor Illness and Injury Unit (walk-in Centre)	14
Enter and View at Peterborough City Hospital with neighbouring Healthwatches.....	15
Prisoner Engagement Project	16
Non-clinical cancer services.....	17
Programme of engagement with children and young people	18
Complaints and complaint handling.....	19
Strategic relationships	20
Our Finance, governance and decision-making	25
Contact us	26



From the Chair: David Whiles

Welcome to the second Annual Report of Healthwatch Peterborough. We were established in April 2013 and hit the ground running with staff and volunteers in place and several innovative projects in development. Our hard work was recognised and received national plaudits in 2014.

During 2014/15 we have built on these foundations and have taken forward our activities to make a real difference to the services delivered for the people of Peterborough and more widely too. The following pages describe how the Prisoner Engagement project is now being rolled-out nationally; the local acute Trust has revised its complaints handling procedure following our intervention; the Minor Illness and Injury Unit has undergone changes to improve service delivery and our Dementia Friends training has gone from strength to strength.

I would like to personally thank our dedicated staff and volunteers for their commitment during the past year and also our partner organisations who have worked with us in our goal to improve the health and social care services of our City. We look forward to further successes in the future.

From the Chief Operating Officer: Angela Burrows



I am delighted by drive and desire to improve the quality of health and social care services by the Healthwatch Peterborough staff and volunteers. We demonstrate our role to challenge and influence decision makers in *Our Impact* and *Strategic Relationships*.

We attended over 43 events, facilitated six consultations, including those with national bodies - putting the Peterborough voice on the national map! We provide current and practical information with our innovative free weekly Enews to over 650 residents and organisations.

I truly believe we provide extraordinary value for money with the scope of our engagement activities, production of meaningful reports, focused activity and actual impact.

We have heard, acted and been effective on the issues shared with us by the workers, carers, patients and volunteers in Peterborough.

Our national award-winning prisoner engagement project is now established as best practice for engagement and evidence gathering, with requests for joint working from both NICE and the CQC to support their intelligence on prisoner health provision and delivery. Healthwatch England has agreed to develop the programme for the whole healthwatch network, and we look forward to delivering this in 2015-16.

We are delighted to launch our groundbreaking engagement with young people, led by Jennifer Hodges our Signposting and Information Officer, focusing on issues that matter, using new and innovative methods of engagement, we genuinely want to create an *informed generation* in the process - they are the health and social care users and workers of the future.



About Healthwatch Peterborough

Our Mission...

To make sure people's views are listened to and their experiences are used to influence decisions. To ensure the views, experiences and needs of the public drive change in how services are delivered.

The principles that drive us are...

Championing equality; representation, evidence, and accountability

Our vision is to...

Be brave, collaborate and be ambitious

This report aims to...

Demonstrate our role to challenge and influence health and social care providers and commissioners

Demonstrate our impact with improvements to health and social care service design and delivery

Contracting Local Authority

Peterborough City Council
Town Hall
Bridge Street
Peterborough
PE1 1HG



Sub-contracted to provide services:

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



Peterborough

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

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

Staff for the period 1st April 2014 - 31st March 2015:

Angela Burrows (from 1st April 2013-current) - Chief Operating Officer

Jennifer Hodges (from 30th July 2013-current)-Signposting & Information Officer

Femi Olasoko (March 2014-August 2014) P/t Community Development Officer

Voluntary Directors

Provide key representation, influence and challenge at a number of boards and committees including the Health and Wellbeing Board.

- David Whiles (chair)
- Gordon Lacey (vice chair)
- Mary Bryce (resigned 31 March 2015)
- Gill Metcalfe
- Louise Ravenscroft



Voluntary Management Group

Directors will be supported and assisted by the Management Group who provide lay person and volunteer involvement in the governance of the body. (Section 222(2)(b)). These members provide representation on boards and committees and provide valuable feedback and information. Their role, responsibilities and duties are defined in the Management Group Terms of Reference.

1. Annette Beeton
2. Margaret Robinson
3. Gillian Bachelor
4. Geoffrey Bovan
5. Jean Hobbs
6. Nicky Hampshaw
7. Rosemary Dickens
8. Dennis Pinshon
9. Susan Mahmoud
10. Ian Arnott
11. Barbara Cork (resigned)
12. Anne Lockwood-Hall (resigned)



Authorised Representatives

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

Peter Skivington MBE	David Whiles	Geoffrey Bovan	Sara Rouke
Louise Ravenscroft	Gordon Lacey	Grayson Amies	Heather Hooper
Margaret Robinson	Mary Bryce	Chris Little	Jo Swift
Nicky Hampshaw	Gill Metcalfe	Peter Chilcott	Suzie Henson-Amphlett
Paula Thacker	Tom Murray	Lillian Swingler	Barry Henson
Nik Patten	Justine Thompson	Nicola Rees	Philip Lord
	Dennis Pinshon	Susan Mahmoud	Janet Feary

The Team

Angela Burrows - Chief Operating Officer

Ensuring Healthwatch Peterborough develops in line with its mission, statutory obligations and key objectives including to influence and challenge providers and commissioners. Current lead on nationally recognised prisoner engagement programme and working to ensure improvements are embedded for complaint handling locally, and recommendations are shared nationally.



Jennifer Hodges - Signposting and Information Officer

Providing signposting and information, making sure local people can make informed choices and access the right services.

Successfully developed, with Local Health Champions, a Videoscribe with key mental health messages, presenting to assemblies in local schools - created and providing staff with vital and useful resource packs to provide ongoing support to their pupils.

Provided Dementia Friends training to over 150 local residents including staff at the local prison, John Lewis Partnership and the Women's



citizens
advice

Healthwatch Peterborough are also supported by the administration team at Citizens Advice Peterborough

Volunteers

"Volunteering alongside the staff and fellow volunteers of HWP is quite simply a pleasure and privilege. HWP are a respected authority, who are incredibly inclusive and supportive. Everyone matters; all volunteers are offered ample and varied training opportunities, gaining new skills and developing their confidence and understanding of our wider Health and Social Care Community - keeping the patient/public at the heart of all they do."

Suzie Henson-Amphlett



Healthwatch England

Schedule 1. Para 2 section (7)

Healthwatch Peterborough submitted anonymised data to Healthwatch England Info Bank, so national trends could be identified and used to focus their priorities and work plans.

From April 2015 we are working with Healthwatch England's newly launched CRM system.

Healthwatch Peterborough shared their Complaints Handling questionnaire and analysis reports, highlighting key issues and recommendations for those using the complaints process and the barriers and challenges they face.

Healthwatch Peterborough submitted the Hospital Discharge report, following two days in the local acute Trust discharge lounge, speaking directly to staff, patients and carers. We are working directly with Healthwatch England to develop our award winning prisoner engagement programme for the whole local healthwatch network.



Engaging with people who use health and social care services

Understanding people's experiences *Section 9 Schedule 1*



Young people under 21

Healthwatch Peterborough has engaged with a number of local secondary schools, more to follow in 2015-16. Working with Peterborough City Council's Youth Health Champions, we created, developed and delivered the first Videoscribe on mental health.

Due to the success of this collaboration, further videoscribes are being developed to create *an informed generation* - for our service users and staff of the future.



Delivering the Healthwatch Peterborough mental health Videoscribe and free resource pack to all local secondary schools



Peterborough Regional College (PRC)
Healthwatch Peterborough have worked with Peterborough Regional College to develop surveys aimed at staff and one for students to investigate issues surrounding mental health such as stigma, local services and factors that influence their mental health. The survey will be closing in May 2015 with the final report due July 2015 which will be available on our website.

Healthwatch Peterborough attends a number of events at the college, including the Fresher Fayre meeting and hearing from 1,000s of students and staff.



Attending Fresher's to hear about young people's health and social care experiences

Mental health awareness survey launched in local vocation college, so far over 600 student responses and over 300 staff responses. Report to be published July 2015

Social media

With using twitter and Facebook, we have been able to engage further with this key demographic, sharing event information, health campaigns and promotions.



Individuals over 65



Delivered free Dementia Friends training to over 150 local people, including local prison staff, John Lewis Partnership and The Women’s Institute.

Through our Enter and View visits to local care homes and hospital ward visits, we have actively engaged with this demographic and acted on the feedback they have shared.

People who volunteer in the area



In addition to the volunteers on our board and management group, we work with the Peterborough Council of Voluntary Services (PCVS), and a number of key volunteer groups, including the highly successful Friends of St George’s hydrotherapy pool.

We work hard to ensure robust engagement, involvement and feedback from other third sector organisations within, and surrounding, Peterborough including Family Voice Peterborough, DIAL and Inspire

Peterborough. This has allowed us to gain valuable intelligence from individuals who have a disability or who often take a caring role. Engagement with volunteer PPG members and the Local Patient Forum has also allowed us to have an up to date awareness of issues within primary care from volunteer-led organisations. Following the award of the Older Peoples Contract to Uniting Care Partnership, Healthwatch Peterborough facilitated a meeting for this new co-commissioner to present their plan to relevant neighbouring Healthwatches and Patient Participation Groups.



People from diverse backgrounds and sectors of society

Healthwatch Peterborough attended the East of England BME listening event, during the session many culture specific issues were discussed.

Chief Operating Officer Angela Burrows, speaking at the local Polish School



With a growing Polish community in Peterborough, we gave a presentation to over 500 parents, carers and pupils at the local Polish School. We continue to recognise the diversity of cultures in our city, and aim to continue targeted and meaningful engagement with all communities.



Vulnerable groups

Healthwatch Peterborough engaged throughout 2014-15 with mental health service users and providers in order to empower service users and work with providers to make sustainable improvements.



To support awareness of mental health challenges our volunteers and staff were partners in developing the World Mental Health Day event, providing an excellent opportunity to speak with service users, providers and other third sector organisations.

Healthwatch Peterborough also took part in the Mind Your Body 5k fundraiser with CPFT as part of World Mental Health Day 2014.

Healthwatch Peterborough continues to support and attend the Sporting Saturday event, highlighting services available for those with disabilities and their carers



Disability inclusive events such as Feel the Force (left) and Sporting Saturday (above) are very popular and well attended and with participation based engagement.

The seldom heard

The highly successful award winning, Prisoner Engagement Project has successfully enabled us to have meaningful engagement with prisoners where key concerns and best practice can be shared. Throughout 2014-15 regular updates have allowed us to collect intelligence gathered by the wellbeing reps in order to have an understanding of the challenges faced by the prison population.



Healthwatch Peterborough has also maintained a good relationship with local service 49 Lincoln Road, a drop in service for people with Learning Disabilities. A talk was held with this group to introduce the role of Healthwatch Peterborough and the group agreed to be consulted on issues affecting them.

Carers

Our Management Group member is on the Carers Partnership Board. We attend the Carers Conferences and consistently raise the voice of those caring for a loved one.

We attended and spoke to attendees at the Thorpe Hall Synergy Cafe (Dementia Cafe) giving many carers information and opportunity to raise concerns regarding local services.



As a partner in the Citizens Advice Peterborough's *Refernet* we make timely and direct referrals with Carers Trust, Age UK and other local organisations that support carers.





Engagement events

Healthwatch Peterborough attended over 43 events in 2014-15



General
Medical
Council

Regulating doctors
Ensuring good medical practice

QualityWatch

Healthwatch Peterborough facilitated over six consultation events, including those with QualityWatch and General Medical Council (GMC) in Peterborough - giving the opportunity to raise the voice of local people to a national platform

Enter & View

Healthwatch Peterborough carried out 12 Enter and View visits to social care, out of hour's emergency and acute secondary care settings

Enter and View visits were carried out by trained staff and voluntary authorised representatives that allow evidence to be collected from a lay person's perspective.

All visits were carried out in response to local feedback, trends being identified and/or concerns being directly raised to Healthwatch Peterborough. They were carried out with the specific purpose of obtaining feedback from service users and carers at the point of access.



Recommendations by Healthwatch Peterborough including facilitating a care home managers forum, and memory box provision where dedicated dementia resources are not available, have been taken up for development by UnitingCare Trust

Peterborough City Hospital

July 2014 PCH Discharge lounge (over two days)

Two day visit exploring Hospital's discharge procedures speaking directly to service users currently awaiting discharge from the hospital. Report shared with the hospital and Healthwatch England as part of their Special Enquiry [CLICK HERE](#) (or go to our website) to read report.

January 2015: Emergency Department (A&E) 5pm-10pm

Our local hospital was one the hospitals that announced 'major incidents' during December due to high demand and lack of beds. Further the Trust struggled to meet the four-hour A&E wait target for most of the year, and so an Enter and View visit was undertaken. Key recommendations were made and actioned [CLICK HERE](#) (or go to our website) for report.

Other observations of the Care Environment

15 Step Challenge is a method of reviewing patient experiences in a structured manner, Healthwatch Peterborough's trained volunteers and staff participated as patient assessors.

Patient Led Assessment of the Care Environment (PLACE)

PLACE assessments see lay people visit hospitals as part of teams to assess how the environment supports patient's privacy and dignity, food, cleanliness and general building maintenance. It focuses entirely on the care environment and does not cover clinical care or staff. Healthwatch Peterborough's trained volunteers and staff participated as patient assessors in the following PLACE audits:

Peterborough City Hospital, (PSHFT) 12 March 2015

Fitzwilliam Hospital, 20 May 2014

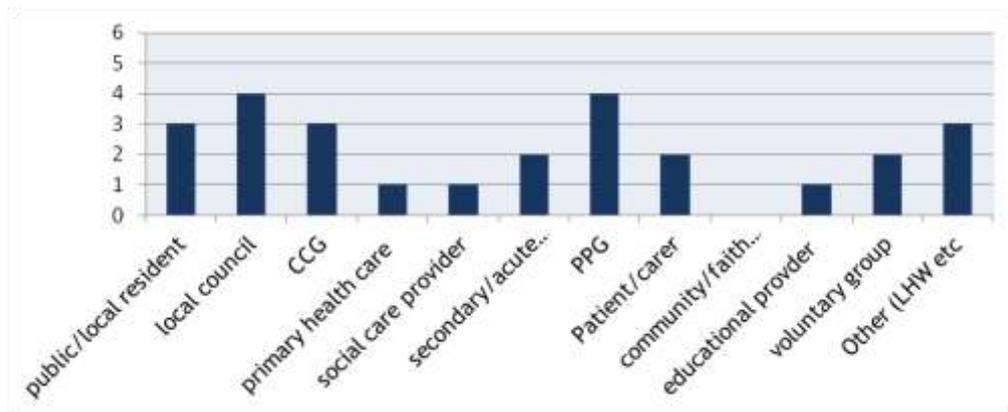
Cavell Centre, (Cambridgeshire and Peterborough NHS Foundation Trust) 2 March 2015



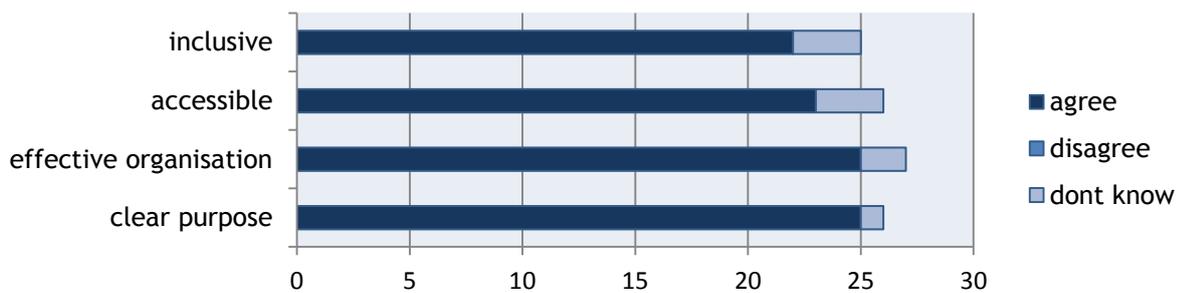
Community voice and influence

Reflective Audit (carried out March 2015)

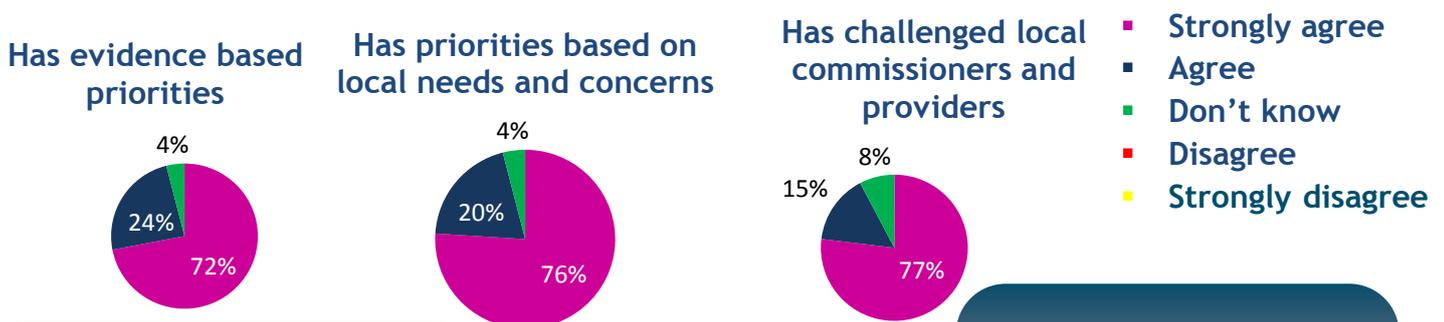
To what group, organisation or category do you belong?



Can you indicate if you agree or disagree with the following statements? Healthwatch Peterborough is:



To what extent do you agree or disagree with the following statements about Healthwatch Peterborough:



Over 95% of respondents agreed that Healthwatch Peterborough is making a positive impact on local services

"I believe that Healthwatch Peterborough will challenge and have a positive impact"

Over 95% of respondents agreed that Healthwatch Peterborough is effective and has a clear purpose

All requests for Information were responded to within the 20 working day timescale (or within agreed extensions where complex and/or range of information was requested)



Weekly Enews: free weekly local and national news E-bulletin since May 2013, now reaching over 650 individuals and organisations. Recognised by organisations as an effective source of media that reaches local people. We regularly get fantastic feedback from partners and members of the public.

HealthAware Bulletin: The regular (monthly) HealthAware is now circulated to 65 individuals, primarily local Patient Participation Group (PPG) leads. HealthAware was created following a request when attending a PPG meeting, to support them to raise awareness of health campaigns through provisions and resources displayed in waiting areas in order to ensure relevant, engaging and updated displays.



Facebook: The Healthwatch Peterborough Facebook page has now reached 60 likes, however through posts being liked and shared we have reached upwards of 400 people being engaged. Facebook has been used to highlight local services, events and news and has a more local focus than the Twitter page. Facebook has also proven to be an interactive format from which we have received soft intelligence about local services and feedback about our work.

Twitter: 1,128 followers, an increase of over 500 from 2014. Twitter has provided an excellent platform to share information and raise awareness of local services, events, local and national campaigns as well as sharing updates on our activity including Enter and Views, projects and our own events. Through high profile retweets, we have been able to reach upwards of fifty thousand people and significantly increased our social media presence.



Healthwatch Peterborough has been featured, interviewed and activities shared in local, regional and national media, including social media, newspapers, television and radio.



Providing information and signposting for people who use health and social care services

Getting people what they need from local health and social care services

The Healthwatch England *Info Bank* has been used to record all feedback we received during the 2014/2015. All comments are recorded anonymously without identifiable information. This statistical information is used as intelligence and shared with organisations such as the Care Quality Commission (CQC). From April 2015 information will be recorded on the new Healthwatch England's Customer Relationship Management (CRM).

The most common area for feedback during 2014-15 was primary care services/GPs, many of these issues were escalated to CQC, specifically in light of their impending inspections.

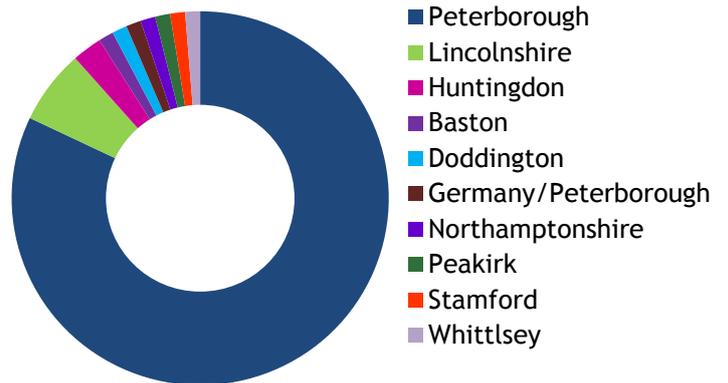
23 direct referrals were made to the local, free and independent complaints advocacy service, POhWER

Carers and relatives make up nearly 36% of all feedback, showing an improvement from 2013-14 for engagement with carers & relatives.

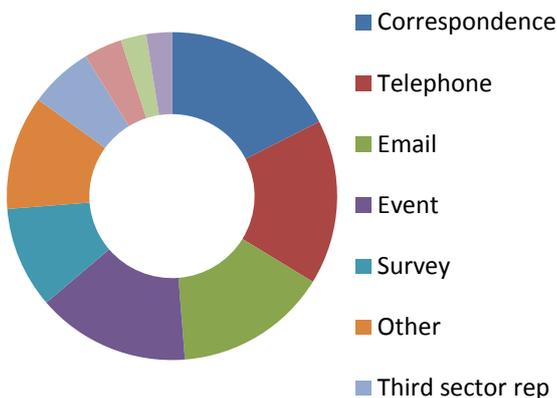


We accepted 31 cases through Refernet Peterborough

Where we were contacted from



How we were contacted



Access to information and services, complaints and appointments were the most common concern shared with healthwatch Peterborough in 2014-15
Over 14,000 hits on the website



Our Impact

*Producing reports and recommendations to effect change
Putting local people at the heart of improving services*

Minor Illness and Injury Unit (walk-in Centre)

Strategic evidence

- The service was re-designed and being delivered by a new provider.
- Feedback included issues with accessibility, lack of awareness and service delivery.
- The unit was to provide vital support to the highly demanded local A&E department

Action

We carried out an explorative Enter and View in June 2014. Due to the range and serious nature of the findings, a full report including photographic evidence was escalated to the provider and commissioners of the service.

Some of issues Healthwatch Peterborough highlighted in the report:

- Lack of confidentiality and information at reception
- Access from public transport (visibility crossing road, footpath condition etc)
- Failure to use notices/signposting and information in displays/notices
- Out of date information (NHS Direct poster - 2 years out of date)
- Accessibility and accommodating wheelchairs and disabled toilets
- Road signage and car parking information
- Prescription charges information

We carried out further Enter and Views to scrutinise action plans provided in July 2014. [CLICK HERE](#) (or go to our website) to read our report.

We made a further site visit the following week. [CLICK HERE](#) (or go to our website) to read. Our survey undertaken in November 2014 reviewed actions due for completion [CLICK HERE](#) (or go to our website) to read findings.



Impact

Action Plan created in response to our report. [CLICK HERE](#) (or go to our website)

- Barriers erected as recommended to prevent obstructive parking
- The footpath repaired - for the first time in months those with mobility issues or with pushchairs could access the site safely.
- Wheelchair area established and issues in disabled toilets addressed.
- The use of leaflets and notices were improved, although this took three attempts to be actioned with success.

Due to our ongoing concerns and failure to address outstanding recommendations, the issues were escalated to the CQC and the local CCG. Due to lack of adherence to the action plans, the commissioners carried out an unannounced visit (report pending)





Enter and View at Peterborough City Hospital with neighbouring Healthwatches

Strategic evidence

Healthwatch Peterborough, as well as Healthwatches Cambridgeshire, Lincolnshire, Northampton and Rutland regularly received feedback on services delivered at the local hospital.

We reviewed our findings, with those of our neighbouring Healthwatches, together with the outcome from the Trust's own 15 Step Challenge.

Action

From evaluations of the strategic evidence we designed a targeted Enter and View:

- Dementia Nurse activity/training
- Displays and notices providing vital and useful information
- Patient experience including call bell responses/placement etc

We were joined by staff/volunteers from all four neighbouring Healthwatches.

We submitted a comprehensive report based on our findings with detailed and credible recommendations.

Impact

The hospital reviewed our findings and created a comprehensive and relevant action plan to address the issues raised.

By actioning the recommendations, the hospital make sure that people should get safe and appropriate care that meets their needs and supports their rights.

[CLICK HERE](#) (or go to our website) to read our **Report** and Peterborough and Stamford Hospitals NHS Foundation Trust's **Action Plan** to address the concerns.





Prisoner Engagement Project

Strategic evidence

- Peterborough has a rapidly expanding inner-city prison, with an additional 300 units planned in 2014
- Part of Healthwatch's role and responsibility is to engage with all those in our geographical area, specifically the seldom heard and vulnerable
- Prisoners are a key demographic recognised as having chronic physical and significant mental health issues

Action

- We created, developed and delivered meaningful engagement training with, and to empower prisoners to act as Wellbeing Representatives (through peer-to-peer working)
- Provided the Wellbeing Reps the skills and knowledge to support other prisoners, capture good practice, and areas for improvement and promote health campaigns.

Impact

- We won national award for outstanding achievement for engaging with hard to reach/at risk
- Significantly raised awareness of healthwatch network with prison organisations.
- Supported Wellbeing Reps at first event (prison-staff Wellbeing Day).
- Create Train the Trainer and project delivery scheme for Healthwatch network.
- Provided opportunity for national organisations, for the first time, to directly reach prisoners with key awareness messages.

“Since the development of the Healthwatch Peterborough Wellbeing Reps, one of the major achievements has been the reduction of complaints received regarding medication on arrival at the prison.”



Healthwatch Peterborough gave Bowel Cancer UK the unique opportunity to deliver an awareness talk within a prison setting, something the charity has been looking to do for some time now.



Ovacome, the ovarian cancer support charity, speaking to prisoners gave us a unique opportunity to raise awareness of ovarian cancer among a population who do not have access to campaigns running elsewhere.



Non-clinical cancer services

Strategic evidence

- Feedback from members of the public highlighted limited non-clinical/holistic services and provision for those living with or caring for someone with cancer.
- The demand and best practice examples from other support centres meant the people of Peterborough were missing out on a much needed resource.
- Local statistical data from Public Health England, cancer was a priority concern for local people in Peterborough.

**WE ARE
MACMILLAN.
CANCER SUPPORT**

Our project reflects on the findings of *The Emotional Impact of Cancer* Macmillan report recommending that “the NHS should give greater priority...to services that address the emotional, practical, information and support needs of people with and affected by cancer.” It also recommended “...they should also find effective ways of involving people with and affected by cancer so that services become more person-centred.” [CLICK HERE](#) for report (or go to our website).

Action

- Through our statutory powers, we established that the Robert Horrell Macmillan Centre (RHMC) was being underutilised and providing limited, if any, non-clinical services, support or information to patients or carers.
- We carried out surveys on a one-to-one basis with patients and carers, providing credible evidence for a patient-centred approach to develop local services. [CLICK HERE](#) (or go to our website) to read report.
- We submitted this report to the local hospital Trust and Macmillan.
- We provided supporting evidence for the need for the centre to be developed, as part of a bid by the Trust to Macmillan.

Outcome

The newly appointed, Macmillan Cancer Wellbeing Project Manager, Kathy Dickinson has requested further evidence gathering and joint working with Healthwatch Peterborough.

The hospital’s proposal, which included our report and evidence, has been successful. Macmillan will support the development of community holistic services for those living with or caring for someone with cancer.

The project will move forward in 2015-16 with key engagement plans to make sure the voice of local patients and carers are taken into account when designing new services.



Programme of engagement with children and young people

Strategic evidence

- Analysis of our 2013-14 engagement activity and issues raised showed that engagement those under 25, specifically under 18, was disproportionately low.
- 2014 Child Health Profile for Peterborough identified Peterborough as performing worse than national average for self harm, childhood obesity and more
- National statistics show that 50% of mental illnesses start before the age of 15
- Mental health problems have wide-ranging effects, including impact on educational attainment, social relationships, as well as life chances and physical health.
- Mental Health awareness is not yet mandatory in the academic curriculum despite calls from parents and professionals.

Action

- We developed [Mental Health Videoscribe](#) (go to our website to view) supported by Youth Health Champions, to introduce every day mental health to young people.
- We created mental health information packs developed to provide all secondary schools with the resources to inform students and staff.
- Focus groups were held within the College to collect the key areas of concern that students and staff have regarding mental health.
- We developed a survey addressing issues such as stigma, their knowledge of mental health, access to information, support and services launched at Peterborough Regional College.

Impact

Local secondary schools are now better equipped with resources to raise awareness of mental health amongst students.

Over 600 hits on YouTube and seen by hundreds of local children in school assemblies and deemed successful by local health organisations

Due to success, Public Health team have requested the development of further Videoscribes to cover topics such as the “Healthy plate”, self harm and access to primary care services.

Request for badges to support Dementia Friends sessions for Brownies and Guides in 2015

Peterborough Regional College survey has received around 600 student responses and over 250 staff responses. Full report is due summer 2015.



Complaints and complaint handling

Strategic evidence

Healthwatch Peterborough submitted report highlighting concerns recommendations for local and national improvements in the complaints process. [CLICK HERE](#) (or go to our website) to read report.

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. These were primarily from the local acute Trust hospital.

Action

- Healthwatch Peterborough designed and created a new-style complaints handling questionnaire, which was shared with the hospital. From August 2014 the questionnaire was sent by the Trust to complainants to review how the complaints department was performing. [CLICK HERE](#) (or go to our website) to see questionnaire.
- Healthwatch Peterborough submitted our findings and questionnaire to Healthwatch England as part of their work on escalating the national concerns around the standard of complaint handling.

Impact

Our quarterly reports monitoring the complaint handling, demonstrated the need to scrutinise and monitor complaints.

We are delighted the Trust has agree to continue to monitor their complaint handling to ensure improvements are maintained and patients are assured that their complaints are valuable for learning and development.

Healthwatch Peterborough was invited to support, give advice and challenge the Trust as a member of their Complaint Review Group.

“The analysis Healthwatch Peterborough has undertaken into complaint satisfaction levels has been pivotal in framing changes that have taken place within the complaints department. Healthwatch Peterborough, through the Complaints Review Group, has offered appropriate challenge and has helped us to focus on complaints handing from the patient/carers perspective.”

Stephen Graves - Chief Executive

Peterborough and Stamford Hospitals NHS Foundation Trust



Strategic relationships

We have worked hard to maintain and build key strategic relationships and partnerships to enable us to challenge, influence and scrutinise local services

The Care Quality Commission looks forward to maintain and building upon our relationship with Healthwatch Peterborough in the coming years. Over the last year, CQC has engaged with Healthwatch Peterborough to gain local information and intelligence for inspections in acute hospitals, primary care and adult social care.



They have provided evidence and insight to enable robust planning of inspections to identify key areas and priorities

Healthwatch Peterborough actively share information to further enable intelligence based risk assessments of services and encourage the improvement of local health and care services.

Healthwatch Peterborough has been extremely important in using imaginative ways to engage with hard to reach groups and understand their views on local services

The Care Quality Commission is committed to involving patients and the public whenever we undertake an inspection; to listen to their views and consider their feedback in relation to care provided in health and social care. Healthwatch, as the independent consumer champion for people using health and social care services, are a key partner in ensuring CQC understands the views of patients and the public regarding these services.

Fiona Allinson - Head of Hospital Inspection - Care Quality Commission



Healthwatch Peterborough has played a crucial role in providing us with open, honest and constructive feedback in relation to our service proposals and in enabling us to get the views of patients and carers.

They are a key partner for us going forward and will be crucial in helping us to develop truly patient and carer focused services for older people.

**Keith Spencer
Chief Executive, UnitingCare**

Our relationship with Healthwatch

Peterborough during this last year continues to be positive and we are very grateful to the support they have given, as a critical friend. Their input into the redesign of our complaints process has indubitably represented the views of the public.

The analysis they undertook using their complaint handling questionnaire, into complaint satisfaction levels has been pivotal in framing changes that have taken place within the complaints department

Healthwatch, through the Complaints Review Group, has offered appropriate challenge and has helped us to focus on complaints handling from the patient/carers perspective.

We have benefitted from the input their staff and volunteers have provided on a number of our committees, in particular the Hospital Infection Control Committee and Quality Assurance Committee. Their contribution to the 15 Step Challenge is always welcomed, as has been the collaborative working that has taken place around the cancer centre project. Healthwatch Peterborough again contributed and assisted in the Patient Led Assessment of the Care Environment (PLACE) audit and it has been helpful to have the some members contributing year on year, enabling us to showcase the changes we have made as a result of the last audit.

We always welcome the Enter and View visits that Healthwatch Peterborough undertakes and are grateful for their reports and recommendations. We have been able to use the reports to formulate action plans, thus improving on the quality of care that we are able to offer.

We look forward to continuing our relationship with Healthwatch Peterborough and to further enhance the open joint-working that we have been able to foster.

Stephen Graves

Chief Executive

Peterborough and Stamford Hospitals NHS Foundation Trust

Working with Healthwatch Peterborough gave Bowel Cancer UK the unique opportunity to deliver an awareness talk within a prison setting, something the charity has been looking to do for some time now. Bowel Cancer UK is determined to save lives by raising awareness of the disease, and ensuring people from all walks of life are made aware of the key messages around symptoms, risk factors and bowel screening, prison inmates included. This group can be particularly hard to reach, so the charity was grateful for the opportunity to work with Healthwatch Peterborough on this project, and would be delighted to continue to work with them in future projects such as this.



Ross Little

www.bowelcanceruk.org.uk

We have a positive and open working relationship with Healthwatch Peterborough and throughout 2014-15 have continued to work closely on a range of 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 is involved at both a strategic level and an operational level in the work of the CCG.

Healthwatch Peterborough has a valued and respected role to play in representing the views of local people and constructively challenging the CCG

Healthwatch Peterborough have been involved in the Older People's and Adult Community services programme, the System Transformation programme and a range of projects to improve NHS services for people in this area. For example, Healthwatch Peterborough provided a patient representative to be part of the procurement panel for the new provider for Ear Nose and Throat (ENT) services for Peterborough.

Healthwatch Peterborough is working very closely with us to improve services at the Minor Illness and Injury Unit at the City Care Centre, and we welcomed their scrutiny of this service.

Healthwatch Peterborough is involved in the NHS 111 and GP Out of Hours Service Procurement with a patient representative on the programme board. We are also pleased to have their representation on our important Patient Safety and Quality Committee.

Healthwatch Peterborough is represented on the CCG's Patient Reference Group, which a formal sub-committee of the CCG Governing Body. Issues of concerns are raised at Governing Body level through this route. The CCG Governing Body also receives reports on Healthwatch Peterborough's correspondence.

We are also welcome to attend Healthwatch Peterborough meetings in public to be able to answer any queries and provide regular updates to Healthwatch Peterborough

Jessica Bawden
Director of Corporate Affairs
Cambridgeshire and Peterborough CCG

The Trust has developed a really good relationship with Healthwatch Peterborough, it has supported the development of recovery services, and acted as a “critical friend” in relation to a number of other mental health issues, and children’s health services in Peterborough. It has also joined us and other partners on a number of key planning initiatives around mental health and health in general where its voice is very useful.



Healthwatch Peterborough assisted us greatly with open and honest, but constructive feedback on the Uniting Care contract for older people and long term conditions, in which the Trust is a partner

In short, its input has been invaluable and we look forward to a growing and deepening relationship, with Healthwatch Peterborough both influencing the Trust, and being a key player in holding the Trust and its services to account on behalf of local people.

**Aidan Thomas - Chief Executive
Cambridgeshire and Peterborough NHS Foundation Trust**

Having recently arrived in Peterborough, I have been impressed by the pro-active work that Healthwatch Peterborough is doing to engage with a range of age groups and communities.



They not only listen to people’s views, but make sure this information is used to bring about improvements

I’m looking forward to working more with them in future.

**Dr Liz Robbins - Director of Public Health
Peterborough City Council**

Since the development of the Healthwatch Peterborough Wellbeing Reps, one of the major achievements has been the reduction of complaints received regarding medication on arrival at the prison. This is due to the presence of the trained rep on the induction meeting and being able to explain the processes involved in gaining the information on a peer-to-peer basis.

They are visible on the wings during the day and highlight issues to the healthcare team, which can then be dealt with appropriately and in a timely manner. The reps on both the male and female estate have been proactive in supporting attendance at the Healthwatch Peterborough’s delivery of informative sessions for the over 50s clubs. Continuing this service will maintain these improvements and I would be delighted to see this developed in other prisons.

**Susan Robinson -Head of SJS Healthcare
Justice Services, Sodexo**





Since 2003 POhWER has been the provider of the statutory NHS Complaints Advocacy service in Peterborough and have jointly worked with Healthwatch Peterborough since 2013 to promote this service to the local community.

In the year 2014-2015 Healthwatch Peterborough referred one of the largest number of clients, 23, to POhWER ensuring they received this support appropriately and quickly.

Another key aspect of this professional relationship is the support Healthwatch Peterborough provides in raising awareness of this local service to local people.

Currently POhWER provides this service by their NHS Complaints Advocate, Kathryn Donovan and her colleagues in the East of England Team - all have many years experience in NHS Complaints Advocacy to support clients to understand their rights and help them gain a satisfactory resolution during what can be an upsetting and unsettling time.

Since the commencement of this relationship, Healthwatch Peterborough have established themselves as a key organisation in raising our profile and referring local residents who need support from POhWER.

The team continue to liaise with other key professionals in Peterborough ensuring literature is available and accessible to all, further facilitating the access to our free, confidential support service.

This successful partnership relationship has also seen the development of regular meetings to identify areas of local concern in relation to NHS and social care and the sharing of appropriate and confidential data; this joint effort aims to raise standards for the local residents while saving time and money in accessing this key support to the benefit of all.

**Anita McArthur-Worbey
Community Manager Central and East of England**

Speaking to prisoners gave us a unique opportunity to raise awareness of ovarian cancer among a population who do not have access to campaigns running elsewhere. It enabled us to speak to groups of women most likely to be affected by the disease and we hope to work with other local Healthwatches and their local prisons to highlight information about ovarian cancer.

**Ruth Payne
Support Line Nurse**



Our Finance, governance and decision-making

Our board

Healthwatch Peterborough Board consists of the Community Interest Company (CIC) which was made up of five voluntary Directors until 31st March 2015. From 1st April 2015 it will be four (Mary Bryce resigned at the end of March 2015). We wish Mary well and thank her for her much needed support during the first two years of Healthwatch Peterborough. The CIC is regulated and governed by its Articles of Association. Staff are governed by Citizens Advice Peterborough's employment policies. The Management Group are governed by its Terms of Reference.

We share all reports and developments, policies and proposals at our public monthly community meetings where voluntary Management Group and Directors, local providers and commissioners and members of the public are invited and contribute and/or approve and challenge the decisions and activity in an open and transparent way.

Finance

INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities		153,000
Additional income		687
Total income		153,687

EXPENDITURE	
Office, management and services costs	36,948
Staffing costs	69,881
Volunteer costs	2,730
Meetings and workshops	2,837
Promotional items and printing	3,870
Irrecoverable VAT	23,561
Legal costs	5,636
Other (inc. Professional charges, bank costs, insurance etc)	3,571
Total expenditure	149,034
Balance brought forward	4,653

Contact us

Get in touch

Phone number: 03451 20 20 61

Email: info@healthwatchpeterborough.co.uk

Website: www.healthwatchpeterborough.co.uk

FREEPOST Address

Healthwatch Peterborough
Citizens Advice Peterborough
FREEPOST ANG30384
Peterborough
PE1 2BR

Direct address

Healthwatch Peterborough
Citizens Advice Peterborough
16-17 St Mark's Street
Peterborough
PE1 2TU

We will be making this annual report publicly available by 30th June 2015 by publishing it on our website and circulating it to Healthwatch England, Care Quality Commission (CQC), NHS England, Cambridgeshire and Peterborough Clinical Commissioning Groups, Overview and Scrutiny Committee, and Peterborough City Council.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.

© Copyright (Healthwatch Peterborough 2015)