

Healthwatch Peterborough

Contract Monitoring/Outcome report April-June and July-September 2016 (Qs 1 & 2 of period: Year 2016-17)

Community Voice and Influence

49

Output/activity	Outcome
<p>PSHFT & Hinchingsbrooke Healthcare NHS Trust proposed Merger: Facilitation of an engagement session regarding the proposed merger of PSHFT and Hinchingsbrooke Healthcare Trust in August (second scheduled for November. HWP have also promoted other sessions on the merger run by the trusts. HWP have shared the draft and final business plans Use of live response pads for report writing/submitting</p>	<p>Public have been given multiple, useful opportunities to have their say, raise questions and highlight concerns on the proposal and business plans. Income generation Live feedback Production of reports APPENDIX 1</p>
Enter and views: care homes	20 September 2016: Cherry Blossom
<p>Enter and View activity: Supported PSHFT Patient-Led Assessment of the Care Environment (PLACE) Provided volunteers/staff to take part in the statutory activity all hospitals have to undertake.</p>	4 April 2016: Supports good key stakeholder relations, provides our volunteers with additional observational opportunities, provides local people to have input on locally delivered services.
Enter and View activity: 15 Step Challenge including HWP-led review of Assessable Information Standards (AIS)	29 September 2016: Focus on AIS as part of forward planning/use of new toolkit to ensure local compliance with new standards. Opportunity to observe local services at point of delivery.
Made public aware of 35 local and national consultations and surveys (16 national, 19 local) through Enews and social media.	Raising opportunity for local people to have their say/be involved in local and national development of services directly to health and social care organisations.
Facilitated patient/carer focus group on STP.	Chance given for local carers to give their views on STP.
<p>HWP Comms officer began learning British Sign Language Level 1 in September to improve communication with Peterborough's deaf community. Follows local Deaf Group event where range of issues were raised.</p>	Training is still ongoing. However, once BSL is of a sufficient standard, comms officer will attend BSL gatherings to get to know deaf community and their concerns.
<p>Youth engagement officer (shared post) funded by CCG/PCC/CCC Joint Commissioning Unit (focus on emotional/mental health) from 1 April 2016 Letters sent to Pboro schools / mtg with 1 school /mtg with second school pending</p>	<p>Better engagement with local young people Feedback/outcomes pending</p>

50

<p>Attended and highlighted engagement events (Enews sign ups - where recorded)</p>	<ol style="list-style-type: none"> 1. OPACS Learning Event (closed stakeholder event) 2. Family Voice AGM(20) Family Voice Conference 3. Children’s Safeguarding Threshold Event 4. PSHFT Quality Account Stakeholder Event 5. NICE local event 6. Goldhay Group (LD)(Presentation to 100 people - gave out easy read HW leaflets/PSHFT - patient passports) 7. PSHFT Annual Public Meeting 8. CCG Vol Org event 9. CCG AGM 10. HW Rutland AGM 11. HW Cambs AGM 12. Building Caring Communities (4) 13. Black History Event 14. CQC National Event 15. St George’s Hydro pool event (2) 16. Carers Awareness Event 17. PRC Freshers Fayre (13)(30 signed up for Youth Connect) 18. Thorpe Hall AGM 19. Care Home engagement event 20. PCC LD Partnership Board meeting (14) 21. PRC Wellbeing Event (13)(21 signed up for youth Connect) 22. Hospital Merger Events (9) 23. PCC Slovak Embassy Event (5) 24. Clayburn Court Networking meeting(4) 25. PARCA: Cultural Inclusive Event 26. Dementia Friends Champions Networking meeting 27. Regional HW Meetings 28. PCC ASC Quality Group Meeting 29. NHS LD Health Checks Project Group Meetings 30. Community Connectors Meeting
<p>Holding minimum of eight community meetings in public</p>	<p>Providing opportunity for public to scrutinise HWP’s work, share experiences, ask questions of local commissioners and/or providers.</p>

Relationship with Healthwatch England (HWE)

Output/activity	Outcome
Attendance of Angela Burrows, David Whiles and Samuel Lawrence at the National Conference	Improved knowledge of work that other local Healthwatch and national Healthwatch are undertaking.
Angela Burrows delivered prisoner engagement training at the National Conference	Other local Healthwatch enabled to replicate HWP's highly successful project.
Angela Burrows delivered Enter and View peer training at National Conference	Shared templates and recommendation/action plan formats
All cases brought to HWP by the general public logged on CRM.	Detailed data on local patient concerns made available to Healthwatch England.
Healthwatch England highlighted HWP's prisoner engagement project on their website as part of showcasing local HW impact	Obtain national coverage and recognition

Informing people/signposting

Output/activity	Outcome
<p>Publishing a weekly electronic bulletin: Enews. Informs people about changes to local services. Invites people them to have their say in consultations and engagement events. Keeps people up to date on the work of HWP.</p>	<p>Created and delivered to nearly 700 direct subscribers. Many of these are organisations or local people who disseminate the enews to their contacts. In a survey carried out in June this year on the enews, 50% of respondents told us they shared the enews with friends and colleagues. Sent out every Friday between April-September, Ensures know what services they are entitled to, have access to and how to access. Ensures they have a chance to respond to changes in local services. Ensures opportunities for engagement and awareness of consultations (often being only org. to reach some participants) Very positive feedback from subscribers.</p>
<p>Carried out a survey on the readers' experience of the Enews.</p>	<p>Very positive feedback received. 95% of respondents found the enews very clear and easy to understand, and 100% found it either very or somewhat useful. Increased focus on local news and decreased focus on national news implemented as a result of feedback. Services feature, which had been an irregular feature highlighting an interesting local service, was received positively and has been made a regular feature - public now made aware of at least one interesting service they can access each week in addition to news items.</p>
<p>Production and delivery of HealthAware (target to PPGs to promote national health campaigns in advance and identify links to resources for local GP surgeries.</p>	<p>Three delivered in period</p>
<p>Using social media (Twitter/ Facebook)to: Further inform people about local services, consultations, engagement events and health information Share relevant/useful posts from other Healthwatches/health organisations Using Hootsuite to time information release for optimal impact</p>	<p>1575 followers on Twitter and 109 likes on Facebook. Public are alerted to health services/ events/developments. Useful information from other organisations can be easily shared.</p>
<p>Signposting and information officer responds to patient cases with relevant and useful information Signposts to relevant partner agencies including Complaint Advocacy services (POhWER)</p>	<p>Patients get prompt, direct service with the information they need. Good knowledge of other organisations to refer ensures patients are able to make informed choices. Patients are protected when safeguarding issues arise</p>

52

Reports safeguarding issues to relevant organisations when necessary	
Use Refernet - local referral system which allows for quick and secure referrals to other local organisations and for you to be notified when they accept/reject them. We promote the use of Refernet to other local health organisations to facilitate ease of referrals for all organisations across the city.	Referrals made and received Apr-Sep 2016: 8 cases dealt with Quicker easier referrals reduce patient waiting times. Having referrals logged on a central referral base system makes it easier to monitor them and collect data about referral success/failure.
Logging all contact where referral/signposting has been actioned	Cases logged on CRM Wizard total for Apr-Sep 2016: 59
Use of promotional items for engagement/ signposting including: Leaflets; Posters; Pencils; Pens; Fabric carrier bags.	Local people know they can turn to Healthwatch Peterborough for information, advocacy and support.
Production of a comprehensive, informative and easy to read annual report.	Detailed information on the work of HWP made available to the general public. APPENDIX 2
Involved in PCC Public Health Healthy City campaign	Helping to support the prevention strategy and using extensive comms tools to share/highlight key messages. Supporting development and providing input to strategy.
Included on the Keep Your Head website aimed at young people	Reaching younger audiences
Part of Youth Connect - electronic monthly newsletter	Obtained 40 subscribers at first event
Health and Wellbeing Board Draft Strategy: Created a comprehensive and detailed and separate summary questionnaires and shared through a range of mediums HWP also submitted a response to the strategy	The questionnaires enabled local people to provide feedback on the strategy for PCC to use to develop and make sure local people have been able to be included in the development of the strategy. APPENDIX 3

53

Making a difference locally

Output/activity	Outcome
<p>Non-clinical cancer services (RHMC). Since 2012 HWP have provided support and evidence to develop a local cancer wellbeing centre. We identified the need for a holistic cancer wellbeing service and the severe underutilisation of the existing Robert Horrell Macmillan Centre. We gathered intelligence and facilitated engagement events to find out what people wanted. In 2016 we have been active on the RHMC wellbeing steering committee, using our data to support and shape final development.</p>	<p>HWP key stakeholder in development. Highlighted opportunities to Board for disseminating project developments.</p>
<p>Advocated/working with local hydrotherapy pool steering group</p>	<p>Supporting facility that makes a huge difference to the lives of local people. Angela Burrows formally requested data and policy on aquatic therapies (hydrotherapy) David Whiles request for a uniform policy on hydrotherapy provision from CCG on HWBB due to inequality with Cambs use of Addenbrookes hydro pool.</p>
<p>OPACS learning event Joint working with HWC to facilitate event following the failure of the UnitingCare contract. Angela Burrows drafted key points and provided invitation/attendee lead for event</p>	<p>Income generation Providing platform for leads to share issues, feedback, learning</p>
<p>Completing submission to Quality Accounts for local stakeholders</p>	<p>Raising awareness with providers of key activity of HWP PSHFT APPENDIX 4 CPFT APPENDIX 5</p>
<p>Angela Burrows delivered Enter and View training to volunteers</p>	<p>Increase numbers and diversity to carry out statutory tool (E&V)</p>
<p>HWP seat on Older People's Partnership Board provided input to Ageing Well programme.</p>	<p>OPPB specifically leading this programme</p>
<p>Post submission addition (David Whiles) With fundamental changes occurring in the health and social care economy nationally and locally through the coming together of local authority activities and staff and the development of the STPs we have considered changes to the delivery of our own services too.</p>	<p>Post submission addition (David Whiles) We have looked at ways of improving the effectiveness and efficiency of our service delivery to match the changing environment and have concluded that working together with a neighbouring Healthwatch is the way forward. Discussions have been held this period with Healthwatch Cambridgeshire and we have agreed to jointly commission a consultant to advise us on the best way forward. Appointment and reporting will take place during Q3 2016/17.</p>

54

This page is intentionally left blank