

Peterborough City Council Health and Wellbeing Board

24 March 2016

Introduction: This paper specifically looks at the work undertaken in the previous year to adhere to one of the four key statutory roles of a local Healthwatch in: *Community Voice and Influence*

Range of events attended, facilitated, supported and/or engaged in throughout 2015-16 to provide the widest range of opportunity for local people's experiences to be captured and to be used to drive improvements and a better understanding of service delivery from the patient and carer's perspective. Obtaining the views of local people regarding their needs for, and experience of, local health and social care services and importantly to make these views known.

This 'soft intelligence' has significance to both commissioners and providers of local services to enable them to provide person and community centred approaches for health and wellbeing locally.

Further, the activities provide opportunity for raising awareness of Healthwatch Peterborough (HWP), opportunities for active signposting and development of best practice in community engagement and to represent the views of local users into local forums and feedback information to services users.

We have attended numerous local, regional and national events to promote our services and to hear from those key groups, including BME, veterans, young people, women's Institute, cancer patients and carers, carers and Learning Disability groups. We raise awareness of local, regional and national consultations to ensure public feed in to the development of any new and/or redeveloped service. These will all be shared in our Annual Report.

Activity	Outcome
<p>Monthly Community Meetings held in public Provides open and transparent means to share information on workings of HWP. Commissioners and providers provide updates of local matters. Local people have opportunity to share their experiences.</p>	<p>Raises awareness of HWP and activity of local providers and commissioners. Number of issued shared by public attendees have been escalated to relevant bodies including; C&P CCG, PSHFT, CCS, CQC, HWEngland, NICE, GMC, CPFT. Updates from feedback/soft intelligence are shared to show action has been followed up.</p>
<p>Mental health research with 16-25 year olds of current understanding of mental health, commonly held views, experiences of talking, working and supporting those experiencing mental health difficulties and current information and support available to them. In collaboration with Peterborough Regional College. Attended a number of events over four months to share survey and get feedback from students. Also staff surveyed as responsible on day-to-day basis for students wellbeing.</p>	<p>Raised profile of HWP Total response: <ul style="list-style-type: none"> • 265 staff survey responses • 584 students survey responses Full report due for publication end March. Findings will be used for C/YP event to be facilitated by HWP on 31st March. Findings will be shared with commissioners.</p>
<p>Sharing short video created by HWP in local secondary schools assemblies.</p>	<p>Raise awareness of basic information on mental health using age-appropriate means. Support awareness of HWP with young people. Over 4,500 hits on YouTube.</p>

APPENDIX A

<p>Enter and View of local Care Homes Three visits in first phase. Target of three per quarter. Using data from CQC/PCC ASC.</p>	<p>Share findings with CQC and PCC ASC to provide soft intelligence for contract and oversight of commissioned care services. Enabled targeted inspections from our findings.</p>
<p>Prisoner Engagement Project Training and supporting prisoners to provide peer-to-peer support and led on new initiatives.</p>	<p>National award 2014-15; selected as one of six schemes as Best Practice' by CLiNKS for service users involvement 2016; training to Healthwatch network nationally; referrals from public re: prisoner health; Provides opportunity for support orgs to share info/campaigns in prison setting (for first time).</p>
<p>Non-clinical cancer services (RHMC) Since 2012 have been continuing to provide support and evidence to support development of local cancer centre. 2015-16: presented at a number of events, carried out surveys at Race for Life and Beale's Breast cancer fashion show. Provided evidence and written support to fund redevelopment.</p>	<p>First phase completed to explore possibility of centre re-development. Currently with Macmillan for decision for re-launch/furb of centre. Feb 2016: HWP provided patient-led support communication.</p>
<p>Dementia friends Sessions Providing HWP facilitated events at The Fleet. Delivering at rural community centres, local workers and care staff.</p>	<p>Raise awareness of Dementia and HWP. Opportunity for first-time engagement with public.</p>
<p>Maternity services Attend and promote Maternity Forum led by PSHFT. Enter and View Maternity Dept. at PCH.</p>	<p>Raise awareness of platforms to share experiences. Supported CQC national campaign to increase feedback from maternity services. Historically low levels of engagement. Raise awareness of HWP.</p>
<p>Enter and View ED (A&E) at PCH (Out of Hours 6pm-midnight) To review urgent/emergency care at point of access. To review patient/carer knowledge of other urgent care/access to GPs.</p>	<p>TBC - looking to triangulate with other national/local data to establish picture and support targeted campaigns to reduce avoidable A&E admissions.</p>
<p>PLACE and 15 Steps Audits With local health partners (CCS, CPFT, PSHFT, SLCH)</p>	<p>Supports patient-led review of local sites delivering care. Provides our trained volunteers with ongoing development in lay-person reviews.</p>
<p>PCC Health and Wellbeing Strategy Create and promote surveys to provide feedback tool to gather views of local people and stakeholders in the three year development of key services.</p>	<p>Provided opportunity for feedback in to consultation/engagement</p>