

Engagement Report 2024

Purpose

1. This report provides an update on Healthwatch Cambridgeshire and Peterborough engagement activities, including the health and care forums for the period 1 May 2023 to 30 April 2024.

Key issues

2. Our programme of face-to-face engagement allows us to hear from people we might be less likely to hear from by other means including those who are digitally excluded. At events attended during this period, our engagement team and volunteers have gathered 1,896 feedback stories which have been logged by our Information and Signposting team and shared with local health and care providers.
3. Our health and care forums continue to be well attended with an increased presence from local Patient Participation Representatives and regular provider updates including Integrated Neighbourhood updates.

Action required by the Board

The Board is asked to:

- Note the report

Author

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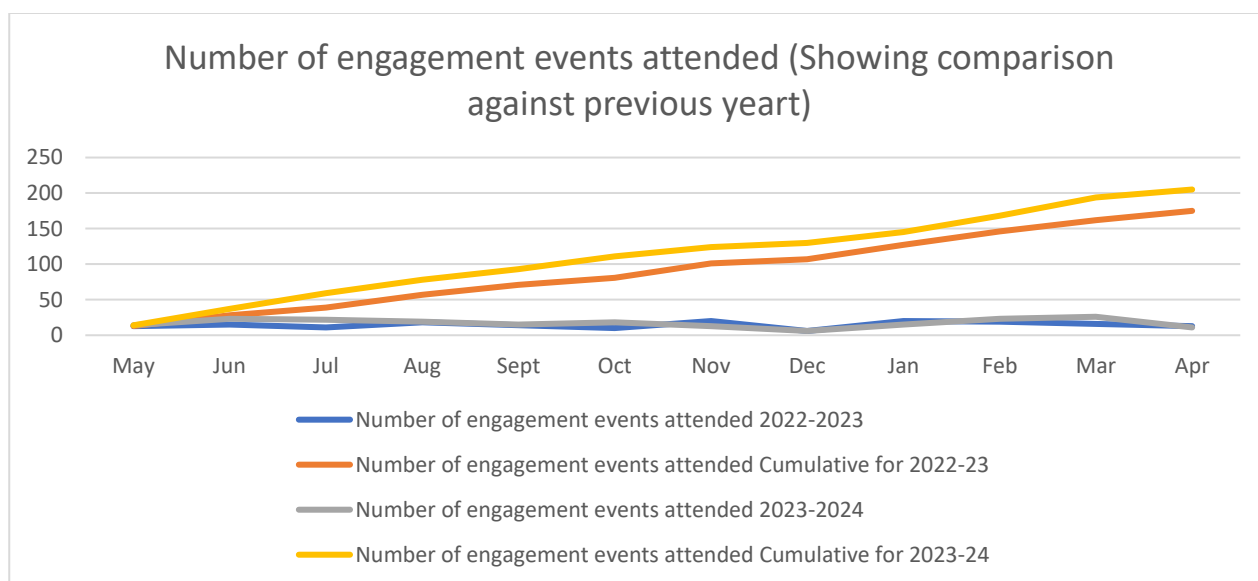
Overview of Engagement activity

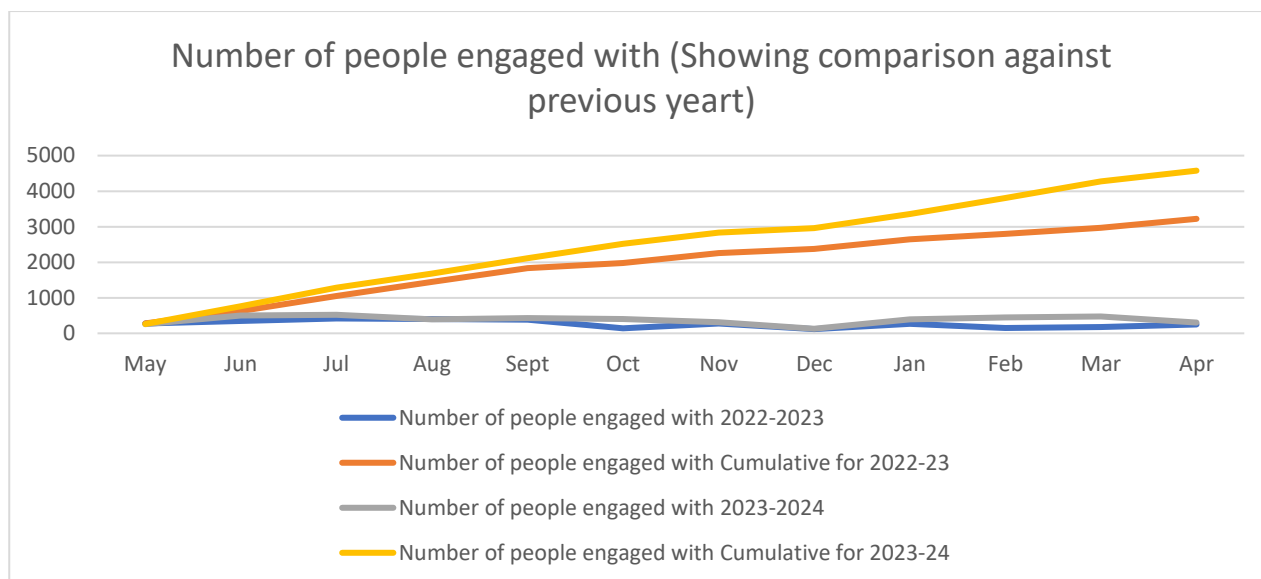
4. During the twelve-month period since our last report, our engagement team have attended a total of 205 events, speaking to 4,377 people. This is compared to the same period last year during which we attended 175 events and spoke to 3,221 people. This activity enabled us to hear 1,896 feedback stories from local people, compared to 1,338 last year. Some highlights of our engagement activity during this time are given below.

Being in the right places to hear from local people

5. In addition to attending events, our engagement team also regularly attend local health and care settings, also other settings well attended by members of the public to hear people’s views and experiences. Settings attended during this period include:

- Hinchingsbrooke Hospital
- Peterborough City Hospital
- Royal Papworth Hospital
- GP surgeries
- Jobcentre Plus Huntingdon
- Jobcentre Plus Cambridge





Engaging with young people

- Following on from last year’s report we have continued to hear from increased numbers of young people, creating relationships with schools and colleges and other organisations. We have also developed a ‘Youthwatch’ which is becoming established and has completed it’s first project, a survey of young people on vaping which received in excess of 500 responses. The Engagement team have also attended annual ‘Freshers Fayres’ as in previous years.

Engaging with people from diverse backgrounds

- Over this period our engagement team have built on their existing contacts and created links to communities we have not previously engaged with. We have also built strong links with groups working with local migrant populations. We intend to develop these relationships over coming months, being able to demonstrate that we are capturing an increased number of experiences from people from different ethnic backgrounds.

Community groups and events we have attended over this period include:

- Diverse Communities Forum, Wisbech
- Roma community Event, Peterborough
- Chinese New Year celebration, Peterborough

Other work carried out by our Engagement Team

Homelessness

8. We have engaged with a number of groups working with people affected by homelessness and visited local hostels, including one hostel supporting young people, to engage with residents, listening to their views on accessing health services.

Cost of Living

9. Issues around the cost of living have continued to be a key issue affecting many people. As in the previous year our team have attended a number of 'cost of living' events across Cambridgeshire and Peterborough, also local 'Warm Hubs'.

Other events attended

10. As part of our engagement programme we aim to attend a wide variety of community events which enable us to speak to local people, improving awareness of Healthwatch and listening to people's views and experiences.

These have included:

- Sawtry Community Day
- Pinpoint Conference
- Riverside Gala, Huntingdon
- Peterborough Celebrates
- St Neots Disability Awareness day
- Holocaust Memorial Day Commemoration, Huntingdon
- Family voice Conference
- Poverty Truth Commission Launch Event, Peterborough

Our volunteers

11. Over the year over 100 volunteers have supported the work of our Healthwatch. This includes our Community Listeners, Youthwatch volunteers, Community Researchers working on our funded projects, Authorised Representatives, Independent Members of the Partnership Boards and but does not include our Non-Executive Directors.

12. Our Volunteer Manager and Engagement Team, also other staff managing groups of volunteers maintain regular contact with our volunteers to support them and enable them to become involved in many areas of our work.
13. Following the development of the new representation role, which allows some volunteers to represent our Healthwatch at certain meetings, to include attendance at Integrated Neighbourhood Board Meetings, as required as part of our ICS project work. A number of groups of volunteers have now completed our 'Representation training', enabling them to carry out this role.
14. We are currently undertaking work towards re-accreditation for the Investors in Volunteering quality mark following our successful award in 2020.

Health and care forums

15. Our four health and care forums continue to be well attended by members of the public and representatives from local health and care services. Local large healthcare trusts attend to give service updates, as well as other local health and care providers including local voluntary and community sector organisations, to answer queries and respond to feedback. We also receive regular updates about local Integrated Neighbourhoods work from local teams. Trusts who attend or give regular updates are as follows:
 - Cambridge University Hospitals Trust (CUH) – Cambridge and South Cambs Health and Care Forum
 - Cambridgeshire and Peterborough NHS Foundation Trust (CPFT) – all forums
 - Queen Elizabeth Hospital – Fenland and East Cambs Health and Care Forum
 - North West Anglia Foundation Trust – Huntingdonshire Health and Care Forum, Peterborough Health and Care Forum
16. During this period we have seen an increased attendance at our health and care forums by local Patient Participation Group (PPG) representatives. We have created a dedicated slot at all meetings to hear their feedback and are able to escalate any issues they raise via our escalation process. This is a key

aspect of our meetings we are keen to continue to develop over coming months.

17. The health and care forums use an action log to ensure we record issues raised and requests from the forums, providing feedback as appropriate to future meetings. Examples of matters we have followed up during this period include:

- Queries raised by Peterborough residents around planned Cambridge Cancer Research Hospital including whether they would be able to access it's services or whether they would be expected to travel there in order to receive treatment. A response was requested and received from the Integrated Care System which was shared with attendees.
- Queries around which services where provided at each site by North west Anglia Foundation Trust following Huntingdonshire residents being asked to attend Peterborough City Hospital for some appointments. Clarification was provided by Assistant Chief Nurse at meeting of Huntingdonshire Health and Care Forum
- A presentation on safe storage of medication was provided at the Cambridge and South Cambs Health and Care Forum following queries raised at a previous meeting.

18. Topics discussed/updates provided at the health and care forum meetings during this period include:

- **Enter and View** Visit by Professor David Croisdale–Appleby, Chair, Healthwatch England
- Transforming Intermediate Care
- Cambridge Cancer Research Hospital
- Breast Cancer screening programme
- Cornerstone Pregnancy Advice

19. We have recently resumed our Enter and view activity with visits planned to eye clinics following feedback received, with a report planned for National Eye Care Week. Further visits are planned for later on in the year with plans for regular E&V activity throughout the year. Authorised Representative volunteers

have received updated training to enable them to carry out their roles effectively and members of the staff team have also completed training to provide us with required capacity to carry out visits and support volunteers.

Future plans

20. We will continue to develop our engagement activity in line with our organisational objectives, seeking to hear from people in all districts of Cambridgeshire and Peterborough equally, continuing to seek new connections and engage with our diverse communities.
21. We will continue to develop our health and care forums, encouraging an increase attendance by representatives of local Patient Participation Groups and ensuring attendees are able to receive regular updates from representatives of local health and care services and Integrated Neighbourhood teams.
22. We will work towards renewing our Investment in Volunteers quality mark, seeking re-accreditation in Spring 2025.