



# Healthwatch Peterborough

Annual Report 2015/16



# Contents

|                                                                    |    |
|--------------------------------------------------------------------|----|
| Message from our Chair .....                                       | 5  |
| Message from our Chief Operating Officer .....                     | 5  |
| Our people .....                                                   | 6  |
| Our Team .....                                                     | 7  |
| Our Impact - how we have made a difference .....                   | 8  |
| Engaging with people who use health and social care services ..... | 11 |
| Signposting and Information .....                                  | 16 |
| Communications .....                                               | 17 |
| Strategic relationships .....                                      | 19 |
| Contact us .....                                                   | 23 |
| Our governance and finances .....                                  | 25 |





## From the Chair: David Whiles

Welcome to the third Annual Report of Healthwatch Peterborough. I am pleased to announce that our contract has been extended for a further year. The willingness of the City Council to do this is in no small part due to the hard work of our volunteers and dedication of our staff.

During 2015/16 we have continued to take forward our activities to make a real difference to the health and social care services delivered for the people of Peterborough and more widely. A few examples of our projects include: further development and national recognition of our Prisoner Engagement Project; raising awareness and carrying out research of mental health issues in young people at the Regional College and in secondary schools throughout the city and providing support for the development of non-clinical cancer support services.

We have also undertaken 'enter and view' at Peterborough City Hospital and local care homes, feeding back our findings to the providers, commissioners and the Care Quality Commission.

The Cambridgeshire and Peterborough healthcare system is recognised nationally as 'challenged', with increasing demand and limited resources. We are therefore working with our colleagues in Healthwatch Cambridgeshire to ensure that the voice of the user is heard as services are redesigned under the System Transformation Programme five year plan.

## From the Chief Operating Officer: Angela Burrows

Healthwatch Peterborough continues to challenge and influence decision makers, representing the voices of local people and engaging and listening to ensure our work reflects their needs. We provide extraordinary value for money through our engagement activities, reports and transformative projects. Our commissioner, Peterborough City Council, has confirmed the contract will go out to tender autumn 2016, and we look forward to exciting developments and growth from this opportunity.



Our Annual Report records the impact of our activities on issues affecting our local communities and services - driven by sound evidence. It also represents a chance to thank our volunteers and staff. In particular I would like to thank our Advisory Committee and Authorised Representatives, our eyes and ears who ensure we look at what matters to local people. Special thanks also go to our outgoing Directors, Louise Ravenscroft, Gill Metcalfe and Gordon Lacey. After many years supporting the local patient and carer voice, their support will be greatly missed.

I was delighted to welcome national organisation CLiNKS to Peterborough to witness our prisoner engagement project first-hand, and to be selected by them as one of six projects highlighted in their national publication that demonstrated *Good Practice for Service User Involvement*.

Healthwatch Peterborough is delighted by the joint work with the Peterborough City hospital and Macmillan to redevelop and shape local wellbeing services based at Robert Horrell Macmillan Centre.

Working with Peterborough Regional College, we spoke to 584 students and 265 members of staff to find out what emotional and mental health means local young people. We will use feedback from our report, *Young People: Emotional and Mental Health*, to inform our work in 2016-17.

# Our People

## Voluntary Directors

The Directors provide representation on a number of key local boards and committees including the Health & Wellbeing Board with the express aim of representing, influencing and on occasion challenging commissioners and providers of services in order to improve service delivery.

- 1) David Whiles (Chair)
- 2) Gordon Lacey (Vice-chair) (Resigning Apr 2016)
- 3) Louise Ravenscroft (Resigned 30 Sep 2015)
- 4) Gill Metcalfe (Resigned 31 March 2016)
- 5) Margaret Robinson (from 1 Oct 2015)
- 6) Nicky Hampshaw (from 1 Oct 2015)
- 7) Susan Mahmoud (from 1 Oct 2015)
- 8) Gordon Smith (from 14 Jan 2016)
- 9) Steve Kendall (from 1 Mar 2016)



## Voluntary Advisory Committee

The Advisory Committee (previously the Management Group) provide support to the Directors and staff, assisting as lay-persons. They provide valuable feedback and information to support the work of Healthwatch Peterborough.

- Ian Arnott
- Annette Beeton
- Geoff Bovan
- Rosemary Dickens
- Suzie Henson-Amphlett
- Jean Hobbs
- Dennis Pinshon

## Authorised Representatives

The Authorised Representatives act as volunteers for Healthwatch Peterborough undertaking various roles including our on-going Enter & View work. For this role they have all undertaken Enter & View training including safeguarding training and have completed a Disclosure and Barring Service check (DBS).

Grayson Amies  
Ian Arnott  
Annette Beeton  
Geoff Bovan  
Peter Chilcott  
Rosemary Dickens  
Janet Feary  
Nicky Hampshaw  
Barry Henson  
Suzie Henson-Amphlett

Jean Hobbs  
Heather Hooper  
Sarah King  
Gordon Lacey  
Susan Mahmoud  
Gill Metcalfe  
Tom Murray  
Nik Patten  
Dennis Pinshon  
Louise Ravenscroft

Nicola Rees  
Margaret Robinson  
Peter Skivington MBE  
Jo Swift  
Lillian Swingle  
Paula Thacker  
Justine Thompson  
David Whiles

# Our Team

## Our Staff

### 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. Looking forward, as we see our local commissioners and providers embark on a journey of financial challenge, increasing demand for services and collaboration, we recognise the responsibility and opportunity we have to be pivotal to ensure the priorities of local people are made clear in the decisions being made.



### Heather Lord - Signposting and Information Officer

Providing Signposting & Information across Peterborough, ensuring local people can make informed choices and access the right information about services. As lead for Enter and View since January 2016, I have visited local care homes, A&E at Peterborough City Hospital and supported the local PLACE assessments. These visits have been supported by our Authorised Representatives and volunteer leads. I attend a diverse range of community events, making presentations and promoting the work of and highlighting how to access Healthwatch Peterborough.



### Samuel Lawrence - Communications Officer

Keeping the people of Peterborough informed on the latest developments in local health and social care is vital to ensuring they have opportunities for meaningful engagement with their local providers. I bring this information to them clearly and succinctly, and highlight ways they can make their voices heard using Twitter, Facebook, our weekly E-news and other channels.



## Our Volunteers

### Heather Hooper - Authorised Representative

'Caring for Mum, who had dementia and resided at a local care home, motivated me to volunteer, giving me a particular interest in dementia units, where residents are generally unable to speak for themselves. Healthwatch Peterborough presented an opportunity for me to make positive improvements to these people's lives. I work as part of a team of volunteers improving the environment and quality of care in Peterborough. Staff at Healthwatch Peterborough are professional, caring and approachable. I receive feedback on the work that I do, my suggestions are taken into account and I am valued. I would encourage others to volunteer for Healthwatch; you can really make a difference.'



### Jean Hobbs - Advisory Committee Member

'I frequently help with Enter and View visits. We observe what happens in a Residential/ Nursing Home, talk to residents, relatives and staff and ask the question "Would I place a loved one here?" A report of our observations is then shared with the home, the CQC and the Adult Social Care Quality Group. Enter and View visits are just one way Healthwatch Peterborough works to improve local health and social care across the City, and I am pleased to be a part of this work.'



# Our Impact - How we made a difference

## Local wellbeing services for cancer patients

### Strategic Evidence - Why did we start this project?

Shared experiences from local people highlighted limited holistic/therapeutic services, provision and support for those living with or caring for someone with cancer. Best practice examples from other support centres in the region highlighted that people in the Peterborough area were lacking a much needed resource.

Local statistical data from Public Health England showed that cancer was a priority concern for people in Peterborough.

The publication of the Macmillan report: [\*The Emotional Impact of Cancer\*](#) recommended 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.”

The Robert Horrell Macmillan Centre (RHMC), based at the site of Peterborough City Hospital, was seriously underutilised, had a tired environment and was failing to provide a range of services to patients and carers.

### Action - What did we do and who did we engage with?

We engaged with the hospital Trust, who own the site and are responsible for services being delivered from it. We worked with them to scope the use of the centre.

By conducting an Enter and View and making requested information from the Trust, we were able to establish the usage of the RHMC.

We established a focus group which included service users, carers and third sector organisations to develop a survey to research public awareness of the current centre and what local people want in a cancer centre.

We gathered the views of over 100 patients and carers - on a one-to-one basis - at the hospital's oncology department.



We provided evidence and recommendations to support the hospital's bid for redevelopment of the current centre to Macmillan.

Working with the hospital, we developed a further survey for feedback and to obtain additional evidence. We gathered evidence at *Race for Life* in Peterborough, talking to hundreds of people of all ages attending the event.

We also spoke to over 100 people attending the Beales Breast Cancer Fashion show in Peterborough in July 2015 (left).

# Our Impact - How we made a difference

## Reporting - What did we do with our evidence?

We shared our findings with local cancer support groups. In the 2014-2015 period we submitted our report with recommendations to the local commissioners (CCG), the hospital Trust (Peterborough and Stamford Hospitals NHS Foundation Trust) and to Macmillan. This resulted in the hospital establishing a steering group to review our findings and explore possible project development.

Macmillan welcomed our findings and supported us to research further and feedback on any gaps in services for local people.

Following joint work with the hospital, the hospital submitted a bid for funding to develop a cancer wellbeing centre at the current site of the Robert Horrell Macmillan Centre. Healthwatch Peterborough submitted a full report, evidence, recommendations and support for the bid.

## Outcome - What difference did it make?

Healthwatch Peterborough plays an active part in the new Wellbeing Centre Steering Group which works to develop the centre to meet local people's needs. We have already seen new and exciting developments to support patients following treatment for cancer with a wide range of holistic services being delivered at the centre over the last 12 months.

In October 2015, Macmillan supported a *'Shaping the Future of Cancer Services'* event, with Healthwatch Peterborough having a leading role. The event in Peterborough brought together patients, carers, volunteers and staff to design new support services and redesign the RHMC as an innovative hub for Peterborough and Stamford.



In February 2016, we submitted a further recommendation to Macmillan to fund refurbishment of the centre to meet the needs of local people and reflect their views. We also supported a Macmillan BME event to target feedback from other communities and find out what they would want from a local wellbeing centre.

The Trust Board have confirmed that the centre will be refurbished, and the bid from Macmillan for full redevelopment is pending at the time of this report.

We have already seen key milestones, great partnership working, positive changes and new services for local people. We now look forward to the centre being refurbished, initiatives to ensure the sustainability and a much greater range of support, information and advice for all local people who are surviving and caring for someone with cancer. The centre will serve as a hub to a range of services provided across the whole community.

# Our Impact - How we made a difference

## Award winning prisoner engagement project

### Strategic Evidence - Why did we start this project?

- Peterborough has a rapidly expanding inner-city prison
- Part of Healthwatch Peterborough'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 significant mental health issues and chronic physical health issues

### Action - What did we do and who did we engage with?

Starting in 2014, we created, developed and delivered engagement training to prisoners, empowering them to act as Wellbeing Representatives. We gave them the skills and knowledge needed to support other prisoners, capture good practice, identify areas for improvement and promote health campaigns.

During 2015-16 we shared the training with other Healthwatches to promote better engagement with the prisoner population.

In April 2015 we carried out research with male over 50s in the prison around Bowel Cancer Screening awareness

We are currently developing the project to be sustainable, so that the Wellbeing Reps can deliver the training needed to ensure ongoing peer support in the prison.

### Outcome - What difference did it make?

- In March 2016 we were recognised as one of six national projects that is an example of Good Practice in Service User Involvement by national organisation CLiNKs. [Click here](#) for report or go to [www.clinks.org](http://www.clinks.org)
- In May 2015, using feedback from the project, Healthwatch Peterborough submitted a response to the CQC Consultation 'Regulating health and social care in prisons and young offender institutions, and health care in immigration removal centres'
- We responded to NICE's Call for Evidence on prisoner health by providing valuable findings on awareness of health campaigns in prison



# Our Impact - How we made a difference

## Young People Mental Health Report

### Strategic Evidence - Why did we start this project?

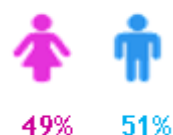
In Peterborough there are approximately 48,400 people under the age of 19. National statistics show 50% of mental illnesses start before the age of 15 and 75% start before 18. Healthwatch Peterborough recognised, from our own data, the need for better engagement with young people, specifically 16-25 year olds. Local statistics showed an increased prevalence of mental health issues and a lack of engagement with young people on this subject.



### Action - What did we do and who did we engage with?

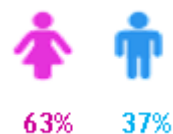
Working collaboratively with Peterborough Regional College, we developed a range of questions to gain an insight into a local young person's perspective on mental health. We also wanted to understand those who work closely with young people and were delighted to be able to ask the college staff a range of questions as part of this study.

584 Students



The survey was promoted from March - May 2015. It was hosted on Survey Monkey and made available through the College intranet, the VLE, the College's and Healthwatch Peterborough's social media pages and via email. We held stalls at the college throughout the period promoting the survey.

265 Staff



These methods proved successful. 584 students and 265 staff participated.

### Reporting - What did we do with our evidence?



Our report *Young people: Emotional and Mental Health Report 2015-2016* (available on our website) was shared with Cambridgeshire and Peterborough Clinical Commissioning Group to be used in developing the children's Emotional Wellbeing Service redesign, as well as with Peterborough Regional College and the Peterborough Adult and Children's Safeguarding Boards.

### Outcome - What difference did it make?



Our report highlighted key areas young people found to affect their mental health, such as money, exam stress and sleep. This intelligence can provide a foundation for future work to ensure there is adequate support in these areas. The college has reviewed our report, and will use the findings to identify where they can use it to build recommendations in to the Equality, Diversity and Inclusion action plan.

**"The process and findings of the report have actively helped in the further development of the College's own Mental Health Support Provision."**

Laila Bentley, ALS and SEND Manager Peterborough Regional College

# Engaging with local people who use health and care services



Healthy Schools Workshop  
 Cardiovascular Disease Workshop  
 Cross Keys Lifeline training  
 Peterborough Schools Self-Harm Conference  
 PRC Fresher's Fair  
 CAP Homelessness Campaign  
 PCC Eastern European Economic Migrants JSNA and CCC Migrant Populations JSNA  
 GP and veterans training event  
 Women's Institute DF training  
 St John Fisher and Hampton school  
 Dementia Friends (DF) John Lewis Carers Conference  
 PCH Maternity Forum  
 Happy Days LD event  
 Carers Conference  
 Learning Disability Happy Days  
 Bretton Festival  
 Race For Life  
 Alzheimer's Society Pamper Day  
 Carers Rights Day  
 Peterborough Hospital Open Day  
 Black Dog mental health day  
 Cancer Wellbeing Workshop



## Gathering experiences and understanding people's needs

### Young people (under 21)

Healthwatch Peterborough supported and worked as part of the development team on the first Peterborough City Council facilitated Peterborough Schools Self-Harm Conference in September 2015. Mental health clinicians from Cambridgeshire and Peterborough NHS Foundation Trust (CPFT) provided thought provoking case studies, and advice and information to enable those supporting local young people about how they can help their students and where to go for support.



Healthwatch Peterborough's short video on mental health aimed at young people was shown, and now has over 7,000 unique hits on You Tube.



Emotional and mental health research project, speaking to nearly 600 young people between 16 and 25 years old at the Peterborough Regional College, to find out the key issues that affect their mental and emotional health.

Delivering mental health short video in Peterborough secondary schools, with supporting information

packs for staff to be able to signpost effectively.

Attending the popular Peterborough Regional College Freshers' Fair speaking to hundreds of local young people.



### Older people (over 65)

- Attended Senior Citizen forum
- Delivered Dementia Friends training to the Women's Institute
- Seat on the Older People Programme Board
- Supported the Alzheimer's information day and

promoted its services to this client group and organisations which supports older people

- Spoke to dozens of older carers about their role and the challenges they face at the Carers Conference in April 2015 and the Carers Rights Day in November 2015



## *People you believe to be disadvantaged, seldom heard or vulnerable*

Our Signposting and Information Officer attended the Deaf Club and spoke to over 30 club members explaining how we can help people improve health and social care services for people who use BSL.

We attend the NHS England (Midlands & East) Learning Disability (LD) Health Checks project group, working to ensure all GP surgeries across the East, including Peterborough, are signed up to provide health checks for people with learning disabilities, and along with other members, we will promote this service to the client group. Healthwatch Peterborough attended PCC's 'Big health day' for LD self-assessment, contributing to the assessment process.

Healthwatch Peterborough trained new and existing volunteers at Citizens Advice Peterborough (CAP), enabling our work to reach those who access CAP services, who are often vulnerable and hard to reach.

We attended the PCC Eastern European Migrant JSNA: stakeholder scoping workshop and contributed to the formation of appropriate public information on how to access health services.



Healthwatch Peterborough attended the BME Cancer Culture & Mental Health conference, listening to the views and experiences of black and minority ethnic groups in Peterborough.

We attended and supported the regional GP training day for veterans. Healthwatch Peterborough is looking to work with key partners in 2016-17 to support veterans in our local prison.

We have worked closely with Peterborough City Council's four Community Connectors (who support the Latvian, Lithuanian, Slovakian and Czech/Russian communities). We have received a number of referrals and requests for information from them, and been able to make referrals to them, as part of their valuable work reaching our often excluded and vulnerable migrant population in Peterborough.

## *People who live outside your area, but use services within your area*

Our local acute hospital is accessed from four neighbouring counties. Therefore, when undertaking our Enter and View in the Emergency Department, we spoke to many patients and carers from outside the Peterborough area.

Engagement with **Cambridgeshire Bobby scheme**, a local charity providing proactive services to people aged 65 and over, disabled people and those who have been subject to domestic violence, who have been victims of crime and who are vulnerable and concerned about home security.

We continued our engagement with prisoners who are detained at HMP Peterborough, but are residents originally from outside the Peterborough area, through our trained Wellbeing Reps.

Healthwatch Peterborough are a stakeholder member of Peterborough City Council's Hydrotherapy Steering Group, which supports access for residents in and around Peterborough, including many young people, older isolated, those with disabilities, to aquatic therapies.

## *Carers*

Healthwatch Peterborough attends the Carers Partnership Board, promoting signposting and information services and listening to the views of carers from across the city and their experiences of health and social care.



## Listening to people who use health and social care services

### Enter and View

As a local Healthwatch we have a statutory right to visit places that provide publicly funded health and social care services. We do this to see and hear about people's experiences of these services. These visits allow us to:

- Respond to local concerns
- See the nature and quality of the service
- Collect the views of people using the service, the carers and those delivering the service
- Make recommendations to improve services and to highlight and share best practice
- Share reports on our findings with those who make decisions on services
- Review our recommendations and ensure they have been put in to practice

**Healthwatch Peterborough visited 7 health and social care settings during the year**

### Visits to local providers

- Enter & View visits to 3 care homes, in response to local feedback
- Peterborough City Hospital: Emergency Department following concerns about high demand and long waiting times
- Supported the Patient Led Assessment of the Care Environment (PLACE) at Peterborough City Hospital, Fitzwilliam Hospital and the City Care Centre; these assessments are part of a national programme carried out annually. They ask patients to make assessments which focus on 6 key areas including; privacy & dignity, cleanliness, food, general conditions, appearance and maintenance, Dementia friendly environment and new for 2016, disability friendly environment
- Together with staff from Peterborough City Hospital, we undertook, the 15 Steps Challenge in the rehabilitation services department
- Supported the CQC #YourMaternityCare campaign; encouraging feedback from those who access maternity care services in Peterborough



### Training our volunteers

During 2015-16 we provided training to both new and existing Authorised Representatives, who help us carry out our Enter & View work. We organised free training for our volunteers on Patient and Public Involvement, Adult Safeguarding and Dementia Friends.

**We facilitated a local consultation event on behalf of the General Medical Council to get vital patient, public and carer feedback on the development of new confidentiality guidance for doctors.**

General  
Medical  
Council  
Regulating doctors  
Ensuring good medical practice

# Signposting and information

## Helping people get what they need from local health and care services

Healthwatch Peterborough has supported over 70 people with a range of concerns and requests for support over the previous year.

**We do not directly handle complaints, but signpost to the NHS Complaint advocacy service, provided by POhWER. We have, once again, referred more clients to them than any other local organisation.**

We inform the Care Quality Commission (CQC), NHS England and the local Clinical Commissioning Groups (CCGs) of cases to provide local intelligence and insight to enable those who commission and monitor services to provide targeted inspections and to identify trends at the earliest opportunity.

We have a growing range of organisations we refer to directly through Refernet, an online referral system enabling secure signposting to other local organisations like Age UK, YMCA, Carers Trust, Peterborough City Council, Disability Peterborough, Axiom Housing and many more. Of the cases we dealt with, **29** came from partner organisations on Refernet.

**YMCA**

**carerstrust**  
Peterborough  
carers centre  
action-help-advice

**Peterborough**  
**ageUK**

**citizens**  
advice  
Peterborough

***'Healthwatch Peterborough is an extremely supportive and responsive organisation to work with. It's great to have them 'on side'. They are well respected and always provide timely and professional advice'*** Karen Oldale, Lead user representative, Hydrotherapy Steerage Group

## We have had over 12,000 hits on our website

Our website aims to provide a service that helps local people navigate the health and care system for themselves.

**Over 7,500 unique hits on our informational short video on mental health created for young people**

All our casework information is now recorded on Healthwatch England's Customer Relationship Management system (CRM) and is helping us to collate information on this service more efficiently.



***'I came into contact with Healthwatch Peterborough on the recommendation of a friend, after losing my partner to a stroke. I have found Healthwatch Peterborough a very supportive, helpful and compassionate organisation to deal with.'*** Local service user

# Communications



## Weekly Enews



Our popular and well regarded free weekly email E-bulletin (since May 2013) reaches over 600 individuals and organisations directly, and is shared with many more.

We surveyed our readers to find out what they thought:

100% of respondents said they found the Enews either 'somewhat' or 'very' 'clear or easy to understand' with 95% saying it was 'very clear and easy to understand'.

**100% of respondents said they found the Enews either 'somewhat' or 'very' 'relevant or useful', with 78% saying it was 'very relevant and useful'.**

50% of respondents said they shared the Enews with friends and colleagues.

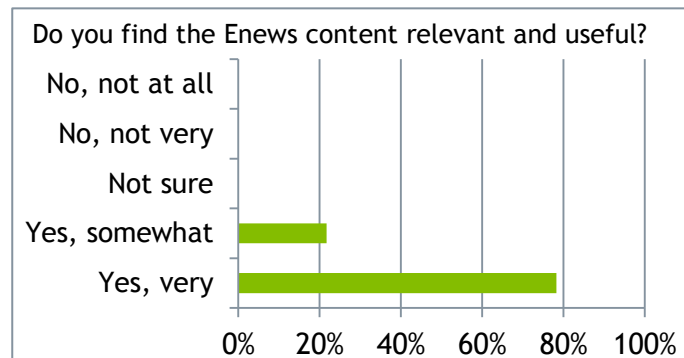
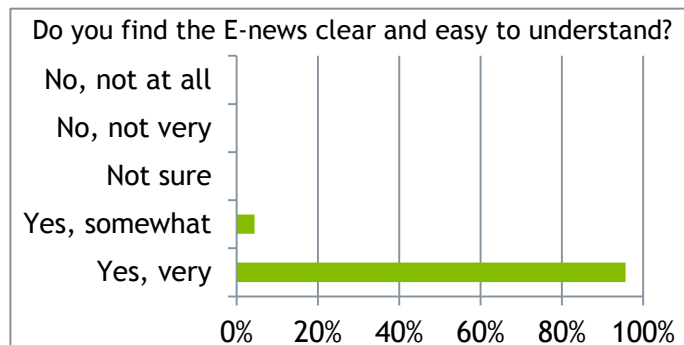
Suggestions for things we could improve included highlighting a different local group/service each week, including the minutes of our community meetings and an increased focus on local news, all of which we plan to implement.

Some of the comments we received:

Thank you for this valuable resource!

Please keep up the good work!

It's a manageable size and yet still comprehensive and relevant.



## Monthly HealthAware

Our monthly HealthAware bulletin keeps local PPG leads aware of the latest local, regional and national health campaigns, giving them all the information on resources available to support and enable their GP surgery to participate and reinforce valuable health messages.



**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).**

## Social media

We have continued to expand our online presence and ensure we reach more people through social media. Here are some of our achievements over the past year:



125K

Impressions earned by our tweets

1488

Followers on twitter, up 239 from 2015



67%

Increase in Facebook like' from 2015

5K+

Impressions earned from our posts



7500

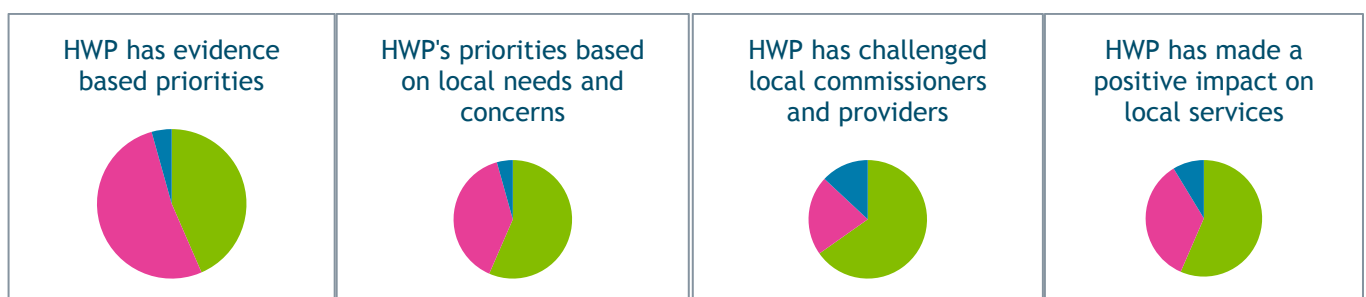
YouTube hits for our mental health Videoscribe, created for young people about mental health, shared with local secondary schools and is also available on the 'Keep your head' website

## Quality Accounts

Healthwatch Peterborough responded to and provided feedback and scrutiny to Quality Accounts including:

- Peterborough and Stamford Hospitals NHS Foundation Trust
- Cambridgeshire and Peterborough NHS Foundation Trust
- Cambridgeshire Community Services NHS Trust

## Reflective audit (from attendees at Healthwatch Peterborough's (HWP) AGM)



Strongly agree Agree Don't know Disagree Strongly disagree

# Strategic Relationships



One of the CQC's core values is to ensure that we put service users and carers at the absolute centre of what we do and, therefore, it is essential that we work with local Healthwatch to ensure that we can hear their voices.



Our work with Healthwatch Peterborough demonstrates the success of this approach.

The work you have been doing with our local inspection teams, including sharing your 'enter and view' reports from Care Homes, helping us arrange listening events and sharing your concerns about Out of Hours services and primary care, has been invaluable. In addition your work with Peterborough and Stamford NHSFT on their response to complaints, and your commitment to reaching out to vulnerable people such as prisoners are fantastic examples of the difference local Healthwatch can make.

I would like to thank all of the staff and volunteers for the time you give to working with CQC, congratulate you on a fabulous year and express my confidence that the coming year will be equally successful.

**David Behan**  
Chief Executive  
Care Quality Commission

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



Since the commencement of this relationship, Healthwatch Peterborough have established themselves as a key organisation, referring more than any other single organisation to us from the Peterborough area, and in raising our profile to local residents who need support from POhWER.

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

Healthwatch are a well-respected and valued partner for public health work in Peterborough. Over the past year we have worked together on the public and stakeholder consultation for the draft Health and Wellbeing Strategy. Healthwatch created and distributed surveys to support the consultation, and suggested stakeholder meetings at which we could discuss the Draft Strategy.



**“Healthwatch Peterborough supports the health needs of Peterborough communities and are sensitive to local requirements.”**

Healthwatch staff also attend the monthly Healthy Peterborough campaign meetings where they make recommendations and promote the messages locally.

**Dr Liz Robin**

Director of Public Health  
Peterborough City Council

Peterborough Regional College were delighted to have the chance to work closely with Healthwatch to help produce the recently published *‘Healthwatch Peterborough Young People and Mental Health Report.’* The collaboration provided a valuable opportunity for both Healthwatch and the College to take a sample of the attitudes held by local young people about Mental Health issues, and importantly their understanding of services and pathways to help and support.



**The College is pleased to be able to support Healthwatch in its ambition to represent all service users and the delivery of local services that can effectively meet the needs of the community they serve.**



Peterborough Regional College shares Healthwatch’s aims and passion for promoting positive mental health and wellbeing for the young people of the Peterborough and Fenland area.

The process and findings of the report have actively helped in the further development of the College’s own Mental Health support provision, as part of its commitment to Equality, Diversity and Inclusion.

**Laila Bentley**

ALS and SEND Manager  
Peterborough Regional College

Healthwatch Peterborough has a valued and respected role to play in representing the views of local people and constructively challenging the CCG. We have a positive and open working relationship with Healthwatch Peterborough.

Throughout 2015/16 we have continued to work closely with Healthwatch Peterborough on a range of projects and programmes local to Peterborough through the Borderline and Peterborough Local Commissioning Groups (LCGs) (now greater Peterborough Local Commissioning Group) and 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.

“We have been particularly impressed with the work that Healthwatch Peterborough have done to engage young people and their in-reach work in prisons.”

These have included continued involvement in the Older People’s and Adult Community services programme, the Sustainability and Transformation Programme as well as 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 project board for the new integrated 111 and Out of Hours service. 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 is a formal sub-committee of the CCG Governing Body. Issues of concern are raised at Governing Body level through this route. The CCG Governing Body also receives reports on Healthwatch correspondence.

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

**Jessica Bawden**

Director of Corporate Affairs

Cambridgeshire and Peterborough Clinical Commissioning Group

Healthwatch Peterborough has continued to flourish throughout 2015/16, with both organisations working alongside each other in a number of areas.

Representatives from Healthwatch Peterborough continue to provide support to the Trust's Quality Assurance Committee (QAC) and Hospital Infection Control Committee (HICC), putting across the voice of the patient as well as supporting the Trust in its aims and objectives.

“One extremely positive outcome from the collaborative working was the significant progress made in improving the Trust's complaints process. Healthwatch Peterborough were an active member and contributor to the Trust's Complaint Review Group (CRG) making key recommendations and providing support for ongoing improvements. This task and finish group completed its main aims and objectives and was subsequently disbanded during 2015/16.”

Ongoing quality compliance is monitored through the QAC on a monthly basis, of which Healthwatch Peterborough are an active member.

The Trust also welcomed a number of Healthwatch Peterborough volunteers on the annual Patient-Led Assessment of the Care Environment (PLACE) audit at both Peterborough City Hospital and Stamford Hospital sites. This entailed two full days of assessments and feedback which has been incorporated into action plans for the Trust to take forward.

Healthwatch Peterborough have also supported the Trust in its application to the John's Campaign, which works with carers to provide support to patients with dementia, and has also worked alongside Trust staff at the Robert Horrell Macmillan Centre to improve the provision of non-clinical cancer care to patients in Peterborough.

The Trust continues to welcome Enter and View visits carried out by Healthwatch Peterborough, with the most recent visit taking place in the Emergency Department in March 2016. The Trust has been able to use the reports to formulate action plans which ultimately help improve the quality of care provided to our patients.

As we move into 2016/17, the Trust looks forward to continuing its support to Healthwatch Peterborough by means of providing senior clinical representation at the Healthwatch Community meetings which are held in public on a monthly basis.

The Trust is also looking forward to the support that will be provided by Healthwatch Peterborough who have agreed to provide key engagement and support mechanisms for the forthcoming consultations regarding its plans to merge with Hinchingbrooke Hospital in Huntingdon.

**Jo Bennis**  
Chief Nurse  
Peterborough and Stamford Hospitals NHS Foundation Trust

# Contact us

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Email: [info@healthwatchpeterborough.co.uk](mailto:info@healthwatchpeterborough.co.uk)

Website: [www.healthwatchpeterborough.co.uk](http://www.healthwatchpeterborough.co.uk)



@HWPeterborough



Healthwatch Peterborough

## **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

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

This report aims to show how Healthwatch Peterborough has fulfilled its statutory duty over the last year in challenging and influencing health and social care providers and commissioners; demonstrating the impact we have had on the design and delivery of improved health and social care provision across Peterborough; ensuring the voice of local people is heard in local and national consultations and supporting our local stakeholder partners.

**Engage:** We aim to be accessible to the public and stakeholders to ensure inclusive participation, engagement and communication, particularly with hard to reach and vulnerable members of our community.

**Impact:** Our objective is to be a 'critical friend' to stakeholders, be credible in using our statutory powers appropriately and to greatest effect and to drive improvements by challenging providers and commissioners.

**Evidential:** We will gather and use a full range of evidence, feedback and intelligence to influence our work plan and projects, championing the voices and views of local people.

**Inform:** We provide signposting and information in a range of formats to help people access local health and social care services and support them in making informed choices.

#### **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 Patient and Public Involvement Network CIC (registration: 8263473)**

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

We will be making this annual report publicly available by 30th June 2016 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

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.

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# Governance and Finance

Healthwatch Peterborough Board consists of the Peterborough Patient and Public Involvement Network Community Interest Company (CIC). The CIC is governed by a Board of Directors, who also act as the Board of Healthwatch Peterborough, providing strategic direction. Each director has been allocated specific areas of interest, not only managerially, but also aligning with the disciplines and issues covered by the work streams of the System Transformation Programme. The operation of the CIC is overseen by its Regulator and it has filed all necessary reports. The CIC is regulated and governed by its Articles of Association.

The CIC sub-contracts Citizens Advice Peterborough to provide operational management. Staff are governed by Citizens Advice Peterborough's employment policies. The Advisory Committee (formerly Management Group) are governed by its Terms of Reference.

| INCOME                                                                                  |  | £       |
|-----------------------------------------------------------------------------------------|--|---------|
| Funding received from local authority to deliver local Healthwatch statutory activities |  | 153,000 |
| Additional income                                                                       |  | 356     |
| Total income                                                                            |  | 153,356 |
| RESERVES                                                                                |  | £       |
| Reserves as of 1st April 2015                                                           |  | 12,431  |
| EXPENDITURE                                                                             |  | £       |
| Office, management and services costs                                                   |  | 36,948  |
| Staffing costs                                                                          |  | 70,524  |
| Volunteer costs                                                                         |  | 2,952   |
| Meeting and workshops                                                                   |  | 3,444   |
| Promotional items and printing                                                          |  | 2,486   |
| Irrecoverable VAT                                                                       |  | 24,413  |
| Legal Costs                                                                             |  | 5,596   |
| Other                                                                                   |  | 7,284   |
| Total expenditure                                                                       |  | 15,3647 |
| Balance brought forward (carry over)                                                    |  | 12,140  |