


Agenda Item: 06.01	
Healthwatch Telford and Wrekin Board Meeting	
Date of meeting:	13 February 2017
Title:	Chair's Report
Author:	David Bell
For Information	
Executive Summary:	<ul style="list-style-type: none"> <li>• Engagement</li> <li>• Volunteers</li> <li>• Healthwatch England</li> <li>• Meetings/Projects</li> <li>• Performance to KPI's</li> <li>• Complaints</li> </ul>
Financial Implications:	None specifically
Equality and Diversity:	None specifically
Public Engagement:	None specifically
Legal Impact:	None specifically
Recommendations:	<ul style="list-style-type: none"> <li>• Healthwatch Telford and Wrekin board are recommended to note the contents of this report</li> </ul>
Is there a need to consider inclusion in the Corporate Risk Register?	No

## **Healthwatch Telford & Wrekin**

**Public Board Monday 13 February 2017**

### **Joint Chair's Report**

#### **Welcome to 2017**

Our last Public Board was on the 11 October 2016 when we heard from the Diabetes Association. Since then there have been major changes in our future relationship with Europe and in the public realm in America. Also the NHS has never been out of the news both nationally and locally, with the debate over sandwiches and now over the Malling GP & Walk in Centre at PRH and the ongoing debate over the future of A&E.

2017 has also started with some Board members chasing the foreign sun for much deserved breaks and other Board members fighting the Christmas bugs and our Chief Officer absent for family or health reasons. Thanks to our other staff and board members for holding the fort and our busy Enter & View programme has continued uninterrupted with visits to Residential Homes, special facilities and to Malling and A&E to get a full picture. We thank Caroline Henniker, Paul Shirley and our E&V Volunteer Team for keeping the visits programme, meetings and reports on track.

#### **Future Fit the STP and Neighbourhood Working**

The other big issue in the last quarter have been meetings of the Future Fit Programme Board and joint meetings of Telford & Wrekin Council and the Shropshire & Telford CCC's including at the Shrewsbury Football Club, Telford & Wrekin College and the International Centre. Despite these meetings and the eventual publication of version one of the Sustainability & Transformation Plan we are no further ahead (as I write) with the decisions of future Hospital configurations including A&E provision. However work has now started under the STP on Neighbourhood Working to bring health teams and GP provision and improved services closer to communities. In Telford this will mean GP reorganisations e.g. the new Teldoc of some 30 GP practices and working to create healthier communities focusing on communities of 30-50,000. The key to future acute provision is compromise between the Council's and CCG's over key decisions of the Trauma Centre, A&E for serious cases. The Mother & Baby centre and Urgent Care provision on both hospital sites to reduce the pressures on A&E high end provision. This also needs first class communication & consultation with the public and a clear and understandable plan for the way ahead. NHS England and HM Treasury also need to be clear about the resources available to underwrite local health re-organisation.

#### **Healthwatch Surveys**

At the end of 2016 staff and volunteers were working to complete three surveys.

- The Trinity Health Care survey
- The PRH Car Park Survey
- Public response to options for hospital reorganisation

These surveys have been entered as data - including use of survey monkey, the data has been analysed and our out of house researcher is compiling the reports. Work has also started after the success of our 2016 survey on mental health and self-harm at nearly all of Telford's senior schools. The findings have aided commissioners re provision the new Children & Adolescent service. With our Youth Network and Club (for younger members) we are now designing the 2017 survey to look at healthy relationships.

### **Stakeholder Meetings**

In 2016 we have started or continued a regular series of stakeholder meetings including regular meetings with Dr Jo Leahey who is now Chair of the Telford CCG. We are continuing our regular Chair's meeting with the Telford CCG Roundtable and with our colleagues in Shropshire Healthwatch. Carolyn Henniker is now leading our work with the Joint Scrutiny Panels. We are regularly meeting with the senior management team of SATH and attend the SATH and CCG Board meetings when possible.

We meet with colleagues in the Healthwatch England west midlands network quarterly. We are seeking membership of the STP Board for both Healthwatch and attend the Primary Care Committee, The Children's Committee, Safeguarding, and the Carers Partnership. These meetings which are just a sample of the full list are a sizeable commitment for staff and Board members.

### **Challenges Ahead**

2017 is going to be an important year for seeking to secure the local running of Healthwatch Telford & Wrekin in the competitive Tender world. The Board has already started regular meetings to seek to focus on this task. A full schedule of meetings is in the diary for 2017. David Bell as Managing Trustee has started more formal meetings with Kate Ballinger, Chief Officer, to seek to improve operations and ensure the tighter and more effective use of resources including staff time. Regular meetings of the Finance & Income and Enter & View Committees will be held and regular volunteers meetings and workshops. We continue to supply quarterly monitoring reports to our commissioners and are working to ensure that these and all of our outputs are of high quality.

### **Feedback & Engagement**

To be fully effective and provide the information to influence our commissioners we must hold regular engagement events to obtain high quality feedback from all those accessing health services to get a full picture. This is a major priority for 2017 together with getting paying customers for our Feedback services.

## Thanks

We could not operate without our volunteers to help with our surveys and Enter and View programme and to support our engagement events etc... Our aim in 2017 is to greatly improve support for our volunteers. We thank our voluntary Board members and staff for their efforts. We thank Telford & Wrekin Council as our commissioners and all our stakeholders for their support. We hope that in 2017 some clear decisions will be made on the shape of future services but that such decisions put the patient, their carers and the community first.