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| Agenda Item: 06.01  |    |
| <p>Healthwatch Telford and Wrekin Board Meeting</p>                   |  |
| Date of meeting:  | 13 January 2016  |
| Title:  | Chair's Report   |
| Author:   | Jane Chaplin   |
| For Information   |  |
| Executive Summary:  | <ul style="list-style-type: none"> <li>• Previous Meeting</li> <li>• Board Arrangements</li> <li>• LHM &amp; CRM</li> <li>• Future Fit, Representation Meetings and A&amp;E</li> <li>• Operations &amp; Looking Ahead to 2016</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**

### **Chair's Report - Public Board 13 January 2016**

#### **Last Board - 5 October 2015**

Our last Board occurred just days after we had completed novation and said goodbye to Parkwood Healthcare and became an independent company with HWT&W fully managed by our Board in partnership with Telford & Wrekin Council and as part of the local Healthwatch network with Healthwatch England who are now fully part of the Care Quality Commission. Our last Joint report dealt with recruitment to the Board, our reduced grant position, the considerable workload that had led to novation, the HWE Conference in Manchester and our operations and welcoming Simon Wright as the new CEO of the Shrewsbury & Telford Hospitals Trust also our work in Future Fit which at that time had submitted its options and costings to NHS England, The Treasury and Trust Development Authority.

#### **Our Board Arrangements**

Since our last Board Report we have welcomed Tim Graham who comes with experience with complaints at the Royal Shrewsbury Hospital and a legal background. He has been of great help to us in dealing with our first major test in the complaints area - the ramifications of which have taken up staff and Board time and involved the Council and HWE. Tim is also helping with work on the future structure of our company. Following novation our new Committee Structure has swung into action with regular meetings of our Finance Committee led by David Jeffries, Enter & View led by Carolyn Henniker (who also looks after our IT issues and production of our management Gantt charts), Barry Parnaby who leads on Scrutiny & Safeguarding but also our YOUTH committee, Gill Stewart who leads on Operations and HR and David Bell who leads our new Information Governance Committee

We have restructured our Chair's team with Jane Chaplin as Chair and Gill and David as Vice Chairs.

#### **LHM & CRM**

Since October Kate and Matt have been putting a lot of time into the installation and development of our LHM data system and CRM which has been developed with HWE. We are grateful to the Council for their funding of the LHM system these systems will greatly improve our operations and allow greater feedback from GP surgeries, hospital clinics and wards and pharmacies, dentists etc. so we can capture patient, carer and community views on Health but also from Care Homes, Day Centres etc. All IT systems have their glitches - as we experienced with our phone system after novation.

The Council wish to use the LHM and CRM systems to ease the burden of monitoring our progress. We have recently held a monitoring meeting with our Commissioners to look at our progress since novation and to discuss future monitoring arrangements including the Quality Standards also being developed with HWE.

#### **Future Fit, Representation Meetings and A&E**

Despite all the activity detailed above, our staff and the Board have continued to attend a wide range of health and care meetings. Each quarter we meet with the Midlands Healthwatch Network. We attend the Telford Health & Wellbeing Board as well as the CCG Board and Hospitals Trust and Scrutiny & Safeguarding Boards and the Carers Partnership, System Resilience Group, Health Economy Group on Dementia and a wide range of other meetings including the Future Fit Programme Board and work groups. We meet regularly with Healthwatch Shropshire and with the senior management of the hospitals and the CCG.

In these difficult financial times the Future Fit programme has been told that before plans can move forward there must be deficit reduction across the local Health economy. Work has however now started on planning Urban Urgent Care at PRH and RSH and initial work has started with Primary Care with Community Fit.

A major local issue has been the future of 24 hour A&E provision at the two hospitals. A&E care (as well as hospital deficits) is an issue across the Country and the job of Healthwatch is to keep a watching brief on emergency levels and tipping points as A&E issues merge with Winter Crisis pressures as they build in January & February. The hospitals have contingency plans but part of the task is to better inform the public about health choices and alternatives to A&E and here chemists, Urgent Care, GP surgeries and 111 and Shropdoc have their role to play. It is our job to listen to the public as winter progresses and deal with issues as they arise.

### **Operations & Looking Ahead to 2016**

Around Christmas as well as our Annual review of the year celebration with our important volunteers and an Enter & View Workshop - we have been working hard to get survey forms to and back from Telford's Colleges & Academies. We are looking at younger people's mental health issues and local provision. We are also busy with our Primary Care Needs Assessment. Until March we will be engaged in a considerable work programme on Engagement, Enter & View, reviewing our policies, working on our projects embedding LHM and CRM systems and marketing them in the Health economy.

To enable the new organisation to operate successfully we will have to review our policies and procedures during the next few months together with the roles and responsibilities of staff and volunteers to effectively provide the service expected of a local Healthwatch organisation. Supporting our volunteers and development of them is one of the primary needs for the foreseeable future, to do this we have specific Board member responsible for the support and development of volunteers alongside the work undertaken by the staff.

Our chief officer Kate Ballinger, has had to undertake new roles and responsibilities which previously had been undertaken by Parkwood and this, together with the extensive work undertaken to support the work of Healthwatch Telford & Wrekin has placed considerable pressure upon her, hopefully this will be eased as we develop into our new organisation.

We will also have regular meetings with Telford & Wrekin Council who support the funding of the provision of Healthwatch locally.

Much remains to be done after novation but we are in good heart and send to all our best wishes for 2016.

