

Agenda Item: 6.1



Healthwatch Telford and Wrekin Board Meeting

Date:	05 October 2015
Title:	Joint chair's report
Author:	David Bell, Jane Chaplin, Gill Stewart
For Information X	For information
Executive Summary:	<ul style="list-style-type: none">• Engagement• Volunteers• Healthwatch England• Actions from feedback• Care Quality Commission• Meetings/Projects• Performance to KPI's
Financial Implications:	None specifically
Equality and Diversity:	None specifically
Public Engagement:	None specifically
Legal Impact:	None specifically
Recommendations:	<ul style="list-style-type: none">• Healthwatch Telford and Wrekin board is recommended to note the contents of this report
Is there a need to consider inclusion in the Corporate Risk Register?	No

Introduction

Our Board last met in Public on the 1st June 2015 and the meeting planned for the 1st August was not held for various reasons. However, the full Board has continued to meet throughout this period on Fridays for discussion meetings and to keep in touch with operations, the financial position and our plans for independence (Novation). In the latter part of this period a number of financial and novation issues have finally been resolved between our parent Parkwood Healthcare and our Commissioners, Telford and Wrekin Council. The delays reported in our last Chair's report have been overcome and we are now making good progress to our independence on 1st October 2015. Throughout this period despite staff shortages we have continued our concentration on our day to day work.

The Board

In this period we have sadly said goodbye to Charles Hannon our accountant & Hon Treasurer and we hope to fill this important vacancy shortly. However, we have welcomed Cllr Mark Boylan who is a boxer but also has business and third sector experience. Mark will abstain where there are any conflicts of interest with his public role. We have also welcomed David Jeffries who brings business and financial experience and David O'Loughlin who has gained wide experience in a number of key roles at RAF Cosford. Due to personal reasons Jane Chaplin has had to take a break from her role as Joint Chair although continues to be fully informed. Gill Stewart has most ably stepped into the breach at this critical time to support David Bell in the Chairs role. We now have a strong and able Board of nine but wish to fill a small number of skill gaps. The Board will take on a much higher number of responsibilities as directors of the Company. We are also pleased to welcome Cllr Stephen Reynolds who has been appointed by Telford & Wrekin Council and who will attend our Public Boards.

The Financial Position

From the 1st October 2015 the Board will receive a reduced grant of £100,000 per annum for operations. This is a reduction of the previous grant to Parkwood Healthcare of £165,000. The Council is however generously making a further one off grant of £25,000 towards re-equipment costs and to finance an improved data feedback package which will greatly improve our service to the local health and care economy. The reduced grant will however require stringent financial management and will require an emphasis on generating further income from selling services and commissioned work. The Board and staff and volunteers are up for this challenge and to make HWT&W even more successful.

Steps towards independence

To prepare for taking over the full management of HWT&W the Board has been engaged in a detailed work programme to achieve our target date of 1st October. This has included a number of **due diligence** checks by the Council which has included preparation of a **Business Plan and Implementation Gantt Charts**, making new **Insurance** arrangements for employee and public liability and to make

our **Bank Account** operational and to transfer our company registration from Parkwood to Meeting Point House. The Board will become the employers of our small staff team and this involved TUPE and other **HR** arrangements. In addition we have appointed a new **IT** provider to replace and improve our Information and Communications arrangements and we are working with LHM Birmingham to set up our new data system. Our reduced grant has also had implications for our staff who (to reflect the budget) are working in general on reduced hours. This will be kept under review as we hopefully generate additional income. As part of our move to independence we have appointed solicitors and welcome Lanyon Bowdler to our family. We also wish to thank **Healthwatch England** for supporting our case to the Council and for other support and advice in the ups and downs of recent months. We also wish to thank the Telford & Wrekin Clinical Commissioning Group and the Shrewsbury & Telford Hospitals Trust for supporting our case. We wish to thank all our Board Members and staff for their perseverance in this period and particularly to thank Gill Stewart and Carolyn Henniker for their work with the Council and our IT suppliers and the work on our plans and to thank Kate Ballinger and team for keeping the show on the road.

The Healthwatch England Conference

The HWE Conference was held at the end of June and beginning of July in Manchester and brought together the HWE Board and team with the Chairs and Chief Officers of most of the 114 local Healthwatch to network and celebrate three years progress including a conference dinner and awards ceremony. After introductions by Anna Bradley the Chair and Dr Katherine Raike the CEO of HWE the conference discussed social care our relationship with the Care Quality Commission and sessions on ways to influence change. There were break-out sessions on a range of topics. The conference provided opportunities to network and hear the experiences of other Healthwatch. In addition to the Conference, Telford & Wrekin with Shropshire Healthwatch hosted a recent West Midlands Healthwatch Network and attended the most recent network in Birmingham.

Operations

The Chief Officers report will report in detail on our operations and work plan and progress including elsewhere on our Enter & View programme of visits and reports and our engagement activities. A critical area of our work in the period and in the Autumn will be helping to provide patients and community perspectives on the final options within the Future Fit programme including for the location between Shrewsbury and Telford of High Emergency provision, urgent care and planned care. A key issue is the provision of Women & Children services. Another area of work is the new CCG Primary Care Committee looking at the arrangements for the provision of GP services and avoiding conflicts of interest. A big current work programme is the Pharmaceutical Needs Assessment and looking again at the situation of Phlebotomy services.

In Conclusion we welcome the new Chief Executive of the Shrewsbury and Telford Hospitals Trust and we look forward to working with him and his team through the coming changes. When we are through Novation we will be able to give full attention to the Health and Care issues in Telford & Wrekin to the development

and funding of our Youth Network and to implementing our plans for better use of data and better outreach into the community and getting into new communities and areas of Telford not yet fully explored. We need to develop relationships with all local provider trusts and other parts of the Health & Care community.