

Healthwatch Telford & Wrekin

Board Meeting 4 August 2014

Chair's Report – Jane Chaplin – David Bell

A period of change & progress

Since our last Board in June there has been great activity and many meetings and progress on a number of fronts.

We have produced and sent our response to the Quality Reports produced by the Provider Trusts including the Ambulance Service, the Shrewsbury & Telford Hospitals Trust, the Community Trust and the Mental Health Trust. But need to meet with the South Staffs and Shropshire Trust & the Staffordshire and Stoke Trust.

We have produced our Phlebotomy Report and recommendations and provided it to the Clinical Commissioning Group and others. We have also produced & distributed our first Annual Report on our first year of operation which has gone to Healthwatch England and the Health & Wellbeing Board and other stakeholders.

We have an active Enter & View Committee and are building our team of volunteers. We have carried out our first Care Home visit and produced our report and recommendations. We have a process and a programme of further visits. We are developing our relationship with the Care Quality Commission & Local Authority Inspections to cover safeguarding and other issues.

We meet regularly with Shropshire Healthwatch with whom we have undertaken an A&E Survey and we are working with Shropshire, Stoke and Staffs on a survey of GP surgeries and appointments. We also meet with the West Midlands network of Healthwatches on common issues and with the NHS Area Team.

Jane, Kate and David attended the national Healthwatch England two-day conference near Reading and attended a range of training workshops and networked widely with other Healthwatches. We have also attended and spoken at the launch of the Better Care Fund at Ingenuity.

Attracting more Volunteers and supporting them is a key issue as is getting out in the community to hear what people say about Health and Social Care. We have an almost weekly series of patient and community engagement events including at Asda Donnington, Princes Royal Hospital, The Older People's Forum, and Shrewsbury Town Football Club (with parents of disabled children from Telford and Shropshire), Dawley Day, Telford Lions, Mallinsley Day and the Family Day at the Queen Elizabeth Arena.

We have met with Clinical Commissioning Group to discuss issues and look at how we can work closely together. And we are meeting regularly with Dr Mike Innis the Chair of the CCG.

We are also meeting regularly with our Commissioners at Telford Council to discuss progress and we are working for our Board to take full ownership of Telford & Wrekin Healthwatch in January 2015 when we end our current relationship with Parkwood Healthcare.

Board members and staff are attending over 30 meetings with Health and Care bodies to represent local views and to influence changes where we can. The Board is building its membership to cover subject and geographical areas and meetings. We are fully involved in the Future Fit programme which is looking at the shape and location of hospital and accident services for the future.

We are also looking to build an expert and advisory panel of Non - Executive Directors to help with our work and the raft of papers and policies that come from the NHS.

Looking to our Future the Board is working on its first Business Plan and we will be holding a further Awayday in September to plan next steps. We are meeting regularly with our partners in the autumn to plan for January.

We have to be clear about what our priorities are and while we respond to every letter, call and visit we have to prioritise any extra work. In addition to Future Fit and Better care and preparing for our independence and seeking Board members and volunteers, our priorities are Enter and View and Community Engagement and to renew our database to get in and out the information on health and social care we really need.

So we are committed to change and improvement and winning the resources to do our job for the people of Telford and Wrekin.