

Healthwatch Telford and Wrekin

Public Board 1 June 2015

Joint Chairs Report

The Healthwatch England Conference will be held on the 30 June and 1st of July in Manchester and will be attended by the Joint Chairs, members of the Board and our Chief Officer.

At the time of writing we are awaiting a meeting with our Commissioner from Telford and Wrekin Council to discuss the delays that have occurred in notification of our funding for 2015-2016 and the impact this is having on our operations and plans for Novation which is now timed for the end of June.

The Board has again been meeting regularly since our last Public Board on the 13th April to keep up momentum and to take forward plans for our independence. To lead this work we have established working Groups on Operations and HR and Finance and Income, to add to the established Enter & View Committee and our Y.O.U.T.H. group and our Volunteers group which are being established. As before the delays re funding and Novation have not interrupted our day to day work.

New Offices

We are now established in our two larger offices on the first floor and this has made us more visible and we now welcome more visitors and enquiries. This was not without the inevitable Phone & IT connection problems but these have now been overcome.

We need to congratulate Mark Boylan a member of our Board both on his success in the boxing ring and in the Council elections. Mark will declare interests and possible conflicts at all Board meetings. We also said goodbye to Bart Janac our young Office Assistant who helped with various tasks and made a good contribution to the establishment of our Y.O.U.T.H. network. Bart is travelling before starting University.

Our Hospitals

Gill Stewart is now leading on our work with the Shrewsbury & Telford Hospitals Trust including representing us at SaTH Board meetings. Gill is also leading on a new area of work being our representative on the new CCG Primary Care Committee whose role is to manage the new Commissioning relationship between the GGG and Telford GP's. Kate Ballinger as Chief Officer represented us in the process to recruit the new Chief Executive of the SaTH Hospitals Trust. Simon Wright will join SaTH in the summer and the current Chief Executive; Peter Herring will leave at the end of July. Simon comes from a Deputy Chief Executive post at the Warrington & Halton NHS Trust and impressed all in his visits to our Hospitals. We wish him well in a difficult job at a time of major change.

We held our last Telford & Shropshire Healthwatch meeting with the Shrewsbury & Telford Hospital Trust on the 12. May. In addition to the recruitment of the new Chief Executive, we discussed the recruitment of a new Deputy Director of Nursing and the latest levels of risk following the Winter Crisis. We also discussed the ongoing Fit to Transfer issue. The Hospital is trialling a "Breaking the Cycle" toolkit with an intensive week of action to break the log-jam of 90 or so patients who could be

discharged if all necessary arrangements were in place for transfer to home or other care settings. The aim is to provide "Safe Care" in a planned step by step programme.

The Hospital has been to the Philippines to recruit up to 70 nurses and recruitment is going on in local universities. The Hospital is advertising its progress on issues identified in the recent CQC inspection including improvements to mortuary services and End of Life care. We also discussed the increased numbers accessing the Women & Children's Unit and Clinical Service reviews to establish departments of the Hospitals as business units to improve cost management also the situation of the Community Health Council in Powys and difficulties being faced in some hospital services by some Transgender patients and those with different sexualities.

Regular Meetings

Dates have now been fixed to resume our meetings with Dr Mike Innis as Chair of the Telford CCG and CCG Board members' bi monthly from July. In addition a special meeting has been held with the CCG Roundtable which includes GP Practice Patient Groups. We compared our priorities for action and discussed a possible joint project on Medical Records. We are also working with the CCG on our Feedback Centre project and with TRAQS.

We also meet regularly with Healthwatch Shropshire as we share common providers. At the last meeting on 13 April we discussed the 27 April meeting of the Healthwatch England Midlands network (which we hosted at Meeting Point House). We also discussed the Dementia programme (see separate Report) and the problems of the West Midlands Ambulance Service response times in rural areas. And the issues for the SaTH meeting, End of Life issues and the current stage of Future Fit.

Healthwatch England – West Midlands Network

Telford Healthwatch hosted the latest quarterly meeting of the network of Midlands Healthwatch. After introductions Kate Ballinger outlined the characteristics of Telford & Wrekin and Carol Hall (Chair of Shropshire Healthwatch spoke about the rural & sparsity health issues in Shropshire. David Bell ran a workshop examining the issues of Local Healthwatch in their relationship with a London based Healthwatch England. Jan Senior from Engaging Communities, Staffordshire talked about work with the Care Quality Commission on "Experts by Experience" linked to Enter & View. HWE outlined aspects of recent work. It was agreed to re centre future Network meetings in Birmingham to ease access and to work on re-engaging those local Healthwatch who do not attend.

The HWT&W Board Discussions

As said, the Board has met regularly to discuss the funding issue, our relationship with Parkwood Healthcare in the run up to Novation and the raft of Novation issues including TUPE, new HR policies, future arrangements for IT provision and work with LHM to provide our planned Feedback Centre to improve data and community engagement and give patients, carers and the community a route to feed in current views and concerns or praise. The Board is reviewing its membership & skill gaps and looking at the ways in which HWT&W can generate further income. We also are looking at the role of Volunteers and improving support & communication and the roles of Volunteers. We have identified a task list for the next months which again will be a very busy period.