


Agenda Item: 06.02	
Healthwatch Telford and Wrekin Board Meeting	
Date of meeting:	5 October 2015
Title:	Chief Officer's Report
Author:	Kate Ballinger
For Information X	For Decision
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> </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

## Operations

Much time has been spent working with the board to get us through novation and I am delighted to advise that our Feedback Centre is now up and running. This, together with the Healthwatch England customer relationship system - CiviCRM, will make operational reporting much more straight forward and present real opportunities to us as an organisation.

### 1. Engagement

Engagement since the last board meeting has not been without challenge due to staff availability and we have had to pull out of events because of lack of capacity. An audit of engagement activity is underway and an Engagement Plan being formulated to ensure the best use of resources. This will be presented to the HR & Operations committee at their next meeting.

It is important to note that we are unable to give any figures for the summer engagement at this time because of IT reorganisation. I hope to be able to update these verbally in the meeting.

### 2. Volunteers

Mark Boylan will be reporting on volunteer recruitment, but I would like to take this opportunity to thank our volunteers for their support since our last board meeting, particularly those who have worked with me to ensure our presence at many Telford & Wrekin events over the summer.

We are in the process of carrying out an audit of volunteers and will report in more detail at the next board meeting.

### 3. Healthwatch England

We received funding from Healthwatch England for our places at the Healthwatch England Conference in July and the conference was attended by myself, the joint chairs, Gill and Carolyn. I think we all found it useful to see examples of work being undertaken across the network.

At the last Chair/Chief Officer West Midlands Network meeting, I again raised the issue of preferred suppliers, and Healthwatch Telford and Wrekin is now leading on this. David Jeffries and I will be meeting with other local Healthwatch to progress this and will report back to board.

The Chief Executive of Healthwatch England, Dr Kathryn Rake, OBE, has announced that she will be stepping down from her role later this year. No information is yet available about her successor.

### 4. Meetings/Projects

## NHS Future Fit

Healthwatch Telford and Wrekin continue to raise the voice of Telford in meetings about Future Fit and Community Fit (the project looking at services outside of hospital). We have been raising concerns about the lack of a definitive plan for Urban Urgent Care Centres for some months now and have received assurances that a specification will be made available this month.

Again, Healthwatch have flagged concerns about the lack of Telford patient representatives across Future Fit and Community Fit. We understand the difficulty in recruiting patients to these roles and are keen to support this in any way we can.

## Better Care Fund

Myself and several board members attended the “Better Care, A Year On” event in July, hearing how different initiatives have impacted on admission avoidance. We are aware that feedback from the patients involved is not readily available and have developed a form specifically for people being cared for in their own homes. This is being distributed through social services, Shropshire Community Health and Shropshire Partners in Care and we will arrange home visits by Authorised Representatives as appropriate.

## Primary Care Project

The GP Access project was presented to Healthwatch England last week, and is being sent out to GP surgeries and the CCGs across Shropshire and Staffordshire today. The final report will be published on our website later this week.

## NHS Citizen Pilot

We have not been able to continue with the pilot over the summer because of reductions in capacity since July.

## Commissioned Work

We completed our first piece of commissioned work in September. This involved our staff and volunteers taking the Pharmaceutical Needs Assessment questionnaire out to the GP practices in the South Telford cluster to ensure that sufficient data is available for analysis. The project was carried out while we were a Parkwood Healthcare contract and as such, will not appear in Healthwatch Telford and Wrekin accounts.

## 7. Performance

As we are still moving information between systems, no statistics are available at this time. Conversations are ongoing with T&W Council to ensure that we are reporting in the most appropriate format, and these reports will be included in future board papers.

As stated earlier in this report, our new systems greatly improve the quality of information available to us and our focus over the next 3 months will be to increase public awareness of our new communications.