

Agenda Item: 06.02



Healthwatch Telford and Wrekin Board Meeting

Date:

4th August 2014

Title:

Manager's Report

Author:

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For Information X

For Decision

Executive Summary:

- Annual Report
- Quality Accounts
- Issues Raised
- Escalations
- Volunteers
- Activity
- Meetings/Projects
- Healthwatch England

Financial Implications:

None specifically

Equality and Diversity:

None specifically

Public Engagement:

None specifically

Legal Impact:

None specifically

Recommendations:

- Healthwatch Telford and Wrekin board are recommended to note the contents of this report

Is there a need to consider inclusion in the Corporate Risk Register?

No

1. The Annual Report

Healthwatch Telford and Wrekin completed our annual report and submitted it to Healthwatch England at the end of June. This was a major piece of work and involved close collaboration between staff and board. I would like to personally thank Matt for his commitment and energy and particularly for sticking with the cumbersome HWE template to ensure we ended up with a professional looking document.

2. Quality Accounts

Despite responding to 5 sets of quality accounts, we only received notification from SaTH that comments from Healthwatch would be included in their Quality Account 13/14. We have heard nothing from the other trusts. This reflects our interaction with the individual trusts so we will be working to strengthen these across the health economy over the next few months.

3. Issues Raised

There are still issues coming in around GP appointments, in particular around the inability to book to see a specific GP or to book appointments per se. We are working with Healthwatch colleagues from across Staffordshire and Shropshire to gather information for the Local Area Team Primary Care Joint Commissioning Board. This will involve completing surveys across a number of practices in Telford and Wrekin to gather patient experience of booking processes over the summer.

We are seeing an increase in the number of comments received about the hospital. On the whole these comments are positive but there are areas of concern, particularly in relation to Ophthalmology.

4. Escalations

We have escalated 4 issues since our last board meeting. One, around availability of gender reassignment surgery to Healthwatch England for work nationally as no one local Healthwatch will have sufficient numbers of patients to prioritise it locally. 2 issues were escalated to Safeguarding. One of these issues has resulted in action by our E&V committee. The last issue has been escalated to the LAT, infection control and the CCG. We are waiting for a response to the formal letter sent by Healthwatch to the provider concerned.

5. Volunteers

We have recruited 5 new volunteers and completed Enter & View training for 3 existing volunteers, making a total of 8 Authorised reps with another waiting for DBS return. We have been advised that volunteers may subscribe to DBS update which is free of charge for volunteers and makes their DBS check

portable. This may be of use to people who volunteer for more than one organisation and the volunteer induction has been updated to ensure that this information is passed on appropriately.

6. Activity

An updated Engagement Calendar has been included as a separate agenda item. We have been very busy recently and have managed to attend events across the borough. We will be working with a number of partner organisations over the summer ensuring that we raise the profile of Healthwatch at as many events as possible. Our first major collaboration is with the Upstart team from RAFT who will be helping us with a art themed event at T in the Park on 2nd August. We will be carrying Future Fit information at all events and encouraging people to get involved at public meetings over the summer and into the Autumn.

We will be chairing the Maternity Engagement Group (MEG) alongside Healthwatch Shropshire. As part of this work stream, we are hoping to encourage Telford new mums to join the group and have got agreement from a number of organisations to publicise the meetings for us.

7. Meetings/Projects

Shared Lives

We chair the Shared Lives approval panel. An audit has identified the need for increasing the robustness of the approval pathway and we are currently working with T&W council to ensure that processes are in place to cope with an increase in Shared Lives carers of 233% (from current 60 to planned 200).

Future Fit

We continue to work closely with the Future Fit project and have agreed to collaborate on engagement over the summer. We have been involved in a reader panel for Future Fit information leaflets and have managed to secure an undertaking that all communications will be “easy read” by default. Where this has not been possible due to time constraints, a small print run has been ordered with a revised version to be produced at a later date.

Better Care Fund

We are involved in the Programme Board, Comms and Engagement and the Service redesign work streams.

An accelerated pilot started on 07/07/14, and results are being fed into the Programme Management Board. A number of Healthwatch representatives attended the official launch event on 9th July.

Early Years Partnership Board

We have been given a seat on the Early Years Partnership Board and are able to contribute to the planning of the Early Years offer. It is hoped that as the board grows, this would be an area for a director to take on.

Health & Wellbeing Advisory Group

We have now received an invitation to sit on this group. This is an operational meeting that feeds into the agenda planning for the Health and Wellbeing Board.

Quality Surveillance Group

We have brought escalated issues to the attention of the QSG this month and will feedback results of this at future meetings.

Primary Care Project

We have now agreed a format for the Primary Care project with other local Healthwatch. I will table a copy of this at the meeting.

Phlebotomy Project

Report has been presented to both CCG and SaTH Phlebotomy Services. A response will be available at the meeting.

8. Healthwatch England

I attended the Healthwatch England conference with Jane and David. David has produced a report for Board on this. I was disappointed that the volunteers nominated for awards were not invited to the awards ceremony and have made this point to the HWE committee. Overall it was an excellent conference and we had plenty of time to discuss our experiences on the way back from Reading on a Friday afternoon (additional feedback about conference timings and venue has been sent!).

We attended the Healthwatch West Midlands Chair and Chief Officer meeting in Birmingham. As part of the work coming out of this meeting, we are part of a working group looking at collaboration between local Healthwatch. I will report back after the first meeting of this sub group.

Jane and I attended the Healthwatch England Committee meeting in Nottingham last week and again, brought back a great deal of information to assist with issues in Telford.