

Agenda Item: 06.02



## Healthwatch Telford and Wrekin Board Meeting

Date:

1 December 2014

Title:

**Manager's Report**

Author:

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For Information  X

For Decision

Executive Summary:

- Engagement
- Volunteers
- Enter & View
- 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:

- 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. Engagement**

We attended 8 engagement events in October and 5 in November, engaging with 784 people. Feedback received covers a range of services, including primary care, secondary care and social care. We have added a monthly engagement event at the new Shropshire Women and Children's unit to our regular activity

## **2. Volunteers**

Our volunteers have been fantastic over the past 2 months, not only enabling us to complete 18 engagement activities, but also ensuring that we complete the GP Access Project which in total has used more than 70 hours of volunteer time. I would like to say thank you to everyone involved in this. We have recruited 14 volunteers this month and will be holding an induction session in December and Enter & View training in the New Year.

The Jobcentre are now listing volunteering with Healthwatch Telford and Wrekin as an opportunity for people currently claiming Employment and Support allowance. They will support expenses for a period of 12 weeks if people wish to volunteer with us. We have received our first referrals and hope that this will prove beneficial to both Healthwatch and the volunteers.

## **3. Media**

I was interviewed by Radio Shropshire in response to patient concerns about a local GP practice, and received a volunteer application through our website the same morning. Martyn and I met with Emma Walker at the Shropshire Star and have agreed to regular meetings to discuss local issues. Our media file is growing - 2 mentions and a full article in the last 2 weeks. There will be a joint press release in December with NHS Future Fit to hand over our artwork.

## **4. Actions from Feedback Received**

Gill and I visited the Shropshire Women and Children's Unit after the articles in the press about sewage leaks in the children's ward. We were assured no doctors had needed showers after the leak (it was a nurse that cleaned the walls), and that one patient had been moved as a safety precaution because the leak had originated above the ceiling in their room and not because sewage was leaking into the room. We raised concerns about parking for the new unit, and have been assured that car park attendants are being lenient in the car park directly adjacent to the unit as there is currently no meter available.

## **5. Care Quality Commission**

Our regular meetings with the CQC are now established and that we are also being approached by Inspectors before they carry out visits locally.

The CQC Inspection of Shrewsbury & Telford Hospitals took place in October and we have been invited to the Quality Summit in January. The hospital expects to receive the draft report for comment in December, but will be unable to discuss at that time.

The CQC are carrying a thematic review of Mental Health Crisis Services and Shropshire will be one of the areas being looked at in January 2015. It wasn't known if Telford & Wrekin would be included so we are waiting for clarification.

## 6. Meetings/Projects

### NHS Future Fit

We have received the summary of the clinical model - copies are available in the office and we have been taking them to our engagement events. We got an additional 12 tiles at our town centre event in November and will be presenting the mosaic to the CCG before Christmas. We were unable to attend the Engagement workstream meeting on 06/10/14 as we had a board meeting and will be unable to attend the December meeting for the same reason. I took part in a teleconference in November where the Engagement Plan was discussed and it was agreed that Healthwatch would work with the CCG to engage with BME groups in the borough. I attended the November workshop at Meeting Point House and was pleased to see some new faces from Telford at the meeting.

### Better Care Fund

Presentation to Board by Michael Bennett, T&W Clinical Commissioning Group

### Primary Care Project

We are leading the way on this project, having submitted 86% (163 of 189) of the total surveys so far. Although we will complete the visits in November, there will still be opportunity for residents of Telford & Wrekin to participate by visiting the online survey or completing the paper surveys distributed to the surgeries we are visiting.

## 7. Performance to KPI's

KPI	September	October	November	YTD
Number of contacts made	418	227	557	4075
Number of views and opinions collected	40	85	55	593
Number of engagement activities	6	8	5	51
Number of meetings attended	3	3	2	79
Number of volunteers used	8	6	8	136
Number of members	11	9	14	66