

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
- Healthwatch England
- 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 had a bumper month in January, largely due to YOUTH engagement at local senior schools. Chris and the engagement team continue to provide stalls at Princess Royal Hospital and the Women and Children's Unit, and we are starting to build a programme of engagement across the borough over the summer months. We have established communication with most of the supermarkets in Telford and this will be used to ensure that we engage with as many people as possible. Again we will be at as many locality events over the summer as we can manage.

## **2. Volunteers**

We have recruited new active volunteers in each month this year. These are across all ages but I am delighted to report that we have a growing number of young people who want to work with us.

I have asked Chris to arrange training across all areas over the next 2 months and this will provide additional volunteers for office, engagement and Enter & View before the summer.

## **3. Healthwatch England**

I attended Media training and Case Study training workshops hosted by Healthwatch England in March, both of which were extremely useful. The Case Study training will form the afternoon session at the HWE West Midlands Network meeting that we are hosting on 27/04/15.

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

As a result of feedback received, we have been in contact with Princess Royal Hospital and escalated concerns about cancelled operations. This has been an issue in the early part of the year because of the escalation levels at the hospital. We have received assurance that protocols are being followed and are keen to gather patient experience in this matter.

We have again received feedback about transgender referrals, and these have been actioned appropriately.

## **5. Care Quality Commission**

Our regular meetings with the CQC continue. The report about Mental Health Crisis services in Shropshire will be published shortly, and we are assured that feedback from residents in Telford & Wrekin has been included where possible.

## 6. Meetings/Projects

### NHS Future Fit

The meeting schedule continues. We are able to supply representatives to the majority of the meetings requested, but still struggle to gather reports centrally. NHS Future Fit is currently subject to purdah restrictions so nothing will be published until after the election

### Better Care Fund

There have been no meetings since our last board meeting. I believe that this now needs to be included on our risk register as we have not been able to progress the offer to meet with patients and gather their experiences.

### Safeguarding Adults Board

Barry Parnaby and I attended a workshop for the new Telford only Safeguarding Adults Board. Healthwatch Telford and Wrekin have a seat on the board and this will be taken by Gill Stewart, with Barry as deputy.

### Primary Care Project

Final survey responses were received last month and we are in the process of writing the report for Telford & Wrekin.

## 7. Performance to KPI's

KPI	January	February	March	YTD
Number of contacts made	833	205	320	5405
Number of views and opinions collected	95	48	57	817
Number of engagement activities	6	5	5	65
Number of meetings attended	4	2	10	125
Number of volunteers used	6	10	3	169
Number of members	45	9	31	162