

Agenda Item: 06.02



Healthwatch Telford and Wrekin Board Meeting

Date:	1 June 2015
Title:	Manager's Report
Author:	Kate Ballinger
For Information X	For Decision
Executive Summary:	<ul style="list-style-type: none">• 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:	<ul style="list-style-type: none">• 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 continue to hold regular engagement events at the hospital, and are looking at other areas we can establish a presence, including MIND in Sutton Hill and TACT in Wellington.

JUNE 2015					
Date		Type	Time	Description	Where
05/06/15	Friday	E	09:00-14:00	Stall at league of friends cafe	PRH
06/06/15	Saturday	E	12:00-17:00	Carnival of Giants	Telford Town Park
07/06/15	Sunday	E	10:00-15:00	Sutton Hill Community Centre Event	Sutton Hill
12/06/15	Friday	E	09:00-14:00	Stall at Women and Children's Unit	PRH
13/06/15	Saturday	E	12:00-16:00	Newport Carnival	Newport
23/06/15	Tuesday	E	14:00-16:00	Shropshire Deaf & Hard of Hearing Forum,	Whitehouse Hotel, Wellington
28/06/15	Sunday	E	12:00-16:00	Hadley Fun Day	Village Green, Hadley
JULY 2015					
Date		Type	Time	Description	Where
03/07/15	Friday	E	09:00-14:00	Stall at league of friends cafe	PRH
04/07/15	Saturday	E	12:00-16:00	Ercall Wood Community Day	EWTC
04/07/15	Saturday	E	TBC	Oakengates Carnival	Oakengates
10/07/15	Friday	E	09:00-14:00	Stall at Women and Children's Unit	PRH
12/07/15	Sunday	E	11:00-16:00	Hollinswood Fun Day	Hollinswood
12/07/15	Sunday	E	08:00-16:00	Wellington Lions Wheel Day	Bowring Park Wellington
21/07/15	Tuesday	E	09:00-17:00	Town Centre Engagement Event	Town Centre
25/07/15	Saturday	E	11:00-16:00	Arleston Community Event	Arleston Community Centre
AUGUST 2015					
Date		Type	Time	Description	Where
07/08/15	Friday	E	09:00-14:00	Stall at league of friends cafe	PRH
14/08/15	Friday	E	09:00-14:00	Stall at Women and Children's Unit	PRH
31/08/15	BH Monday	E	12:00-16:00	Ironbridge Coracle Regatta	Ironbridge

We saw fantastic engagement results last summer and hope to build on them this year, recognising of course that success at outdoor activity is weather-dependant! Anyone available to help at events should contact Chris to volunteer.

2. Volunteers

We have had 4 training events since the last board meeting and have 2 new fully qualified Authorised Reps and 10 volunteers who have completed part of the necessary training. I have identified training that we can send volunteers to on an individual basis at Shropshire Partners in Care and am confident that we will have at least 4 more Authorised Reps by the end of July.

The next Healthwatch Induction event is on Monday July 6th, and will be publicised across all media. Maximum number of attendees is 20 for these events.

A further discussion will take place at Agenda Item 6.3.6.

3. Healthwatch England

Healthwatch Telford and Wrekin hosted the regional network event on 27 April 2015. We gave a brief presentation about the demography and environment in Telford which was very well received and invited Healthwatch Shropshire to do the same. It was agreed that this format was useful and it will be carried forward to future meetings. Katherine Rake and Anna Bradley from Healthwatch England have agreed to hold meetings with HW West Midlands Chief Execs and Chairs following requests by our chair, David Bell.

I am delighted to report that we have secured bursary funding for both chairs and myself to attend Healthwatch England Conference at the end of the month.

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

At our regular meeting with the CQC we were made aware of a CQC thematic review of End of Life Care - details can be found here:

<http://www.cqc.org.uk/content/themed-review-end-life-care>.

6. Meetings/Projects

NHS Future Fit

The Programme Board last week agreed to delay the Options Appraisal Panel due to take place this month, to allow further work to be done on the financial viability of the proposals. Work is ongoing in the other programme workstreams and the community model is now titled Community Fit. The initial stakeholder meeting for this is on June 24th and Healthwatch Telford and Wrekin have opportunity to take 8 people to this event. As well as Jane representing us on the Programme Board, HWTW continue to be involved in Comms & Engagement, Integrated Impact Assessment and Workforce workstreams and we have received an invitation to be part of the rural Urgent Care Centre (UCC) workstream as people living on the outskirts of Telford & Wrekin may choose to attend there rather than the urban UCC.

Better Care Fund

The Programme Board for Better Care Fund has been stood down and we are meeting with Michael Bennett next week to find out what progress has been made since the last meeting of the Board.

Safeguarding

Healthwatch has now taken a seat on the Safeguarding Adults Board and we continue to be involved in Large Scale Investigations.

Primary Care Project

Both local and joint reports are now written and will be published once presented to commissioners.

NHS Citizen Pilot

We met with local patient reps, NHS England and the Tavistock Institute to plan the pilot project looking at GP access in Telford & Wrekin. The report from this needs to be presented at the end of the summer and additional resource from both NHS England and the Tavistock Institute will be available to speak to local groups outside the selected surgery.

7. Performance to KPI's

KPI	LY	April	May	YTD
Number of contacts made	6036	352	784	1136
Number of views and opinions collected	828	36	18	54
Number of engagement activities	84	8	9	17
Number of meetings attended	119	18	20	38
Number of volunteers used	181	11	22	33
Number of members	162	15	8	23

