

Agenda Item: 06.02



Healthwatch Telford and Wrekin Board Meeting

Date:

6th October 2014

Title:

Manager's Report

Author:

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For Information X

For Decision

Executive Summary:

- Engagement
- Volunteers
- Enter & View
- SaTH listening events
- 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 have continued our programme of engagement events, using as many of our volunteers as are available to ensure we can talk to a greater number of people. We spoke to 363 people in August compared to 1201 in July - largely due to the weather. We were rained on everywhere we went! The variety of events attended enabled us to raise our profile with groups we have not previously met including young people and the population of south Telford.

Chris is taking our stand out to supermarkets around Telford in the Autumn and will be including Newport, Donnington, Lawley and Madeley as well as our usual ASDA stalls.

2. Volunteers

We have used in excess of 300 volunteer hours this quarter which equates to a lot of hours each for a small number of people. Recruitment of volunteers remains a priority.

Parkwood Healthcare are providing Understanding Public Health Level 2 qualifications for our volunteers and staff and we are in the process of organising this. Anyone interested in attending this should contact Chris Hancock.

3. Enter & View

We have advised the committee of operational difficulties meeting the target timelines set out in the policy and a revised version is included for decision at this meeting.

4. SaTH Listening Events

We worked with the Trust in late summer to facilitate their listening events in Telford. This provided a fantastic opportunity to listen to people's experiences of hospital facilities and again, to raise awareness of Healthwatch with the local population.

5. Actions from Feedback received

On a number of occasions in the past two months we have needed to raise issues with service providers instantly and in all cases, we have had an extremely positive response from them.

This leads to items for consideration by the board:

- Mixed sex accommodation at the Redwoods Centre. Although not strictly mixed sex according to NHS guidelines as each room is ensuite and lockable, concerns have been raised with Healthwatch Telford and Wrekin about women being placed on the "men's corridor" and vice versa.

- **Maternity Services.** Ongoing engagement around maternity services is proving rich feedback on a number of issues. We will have had our team in the new Shropshire Women and Children's Unit for the opening week by the time of the Board meeting so I will feedback verbally on this.

6. Care Quality Commission

We have now met with the Inspector for Primary Medical Services in Shropshire and Staffordshire and I am confident that a productive relationship is now in place. We are currently working with the CQC engagement team to ensure that as many people as possible are aware of the listening events taking place across Shropshire as part of the inspection of SaTH. The local event will take place on Tuesday 14th October 2014, at the Telford AFC Learning Centre starting at 18:30.

7. Meetings/Projects

There have been less meetings held over the summer period, but I am delighted to report that we now have a representative attending SaTH Board Meetings (*as tweeted by the Trust*) - welcome and thanks to Gill Stewart, our most recent addition to the Board.

Shared Lives

We continue to develop the protocols for the Approval Panel in collaboration with T&W Council.

NHS Future Fit

This work continues at pace. A number of Healthwatch representatives attended the public workshop events over the summer and most recently the NHS Future Fit Champions workshop.

We continue to work with the team to ensure that the population of Telford & Wrekin is properly included in all discussions.

Better Care Fund

Meetings have been cancelled over the summer, next Board meeting is 17/10/14.

Health and Wellbeing Board

Our report was presented to the September meeting of the Health and Wellbeing Board, and was received very well. It was particularly encouraging to see Councillors looking for ways of supporting Healthwatch in regard to our work with young people.

Primary Care Project

We have selected a sample of 6 surgeries to NHS England for this piece of work. These are:

Surgery	Reason for inclusion
Stirchley Medical Practice	Feedback received ¹
Oakengates Limes Walk Medical Practice	Feedback received ¹
Wellington Medical Practice	Feedback received ¹ /Dr First appointment system
Dawley Medical Practice	Feedback received ¹ /Sit and Wait system
Leegomery Surgery	Feedback received ² /CQC report
Linden Hall Surgery	Feedback received ²

¹ Feedback is both positive and negative

² No feedback received

Survey work will be completed by mid-November 2014 and both local and area wide reports produced before the end of the year.

Phlebotomy Project

Our project is being included in a pan Shropshire Review of Phlebotomy Services being carried out by both Telford & Wrekin and Shropshire CCGs.

Performance to KPI's

KPI	July	August	September	YTD
Number of contacts made	1201	363	418	3291
Number of views and opinions collected	85	12	40	453
Number of engagement activities	6	7	6	38
Number of meetings attended	22	5	3	74
Number of volunteers used	25	39	8	122
Number of members	5	5	11	43