

Agenda Item: 6.3.2	
Healthwatch Telford and Wrekin Board Meeting	
Date:	05 October 2015
Title:	Local health boards report
Author:	Gill Stewart
For Information X	For information
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 is recommended to note the contents of this report
Is there a need to consider inclusion in the Corporate Risk Register?	No

Introduction

Healthwatch has been present at all Telford and Wrekin Clinical Commissioning Group (CCG), Shropshire and Telford Hospital Trust (SaTH) and Telford and Wrekin Council (TWC) board meeting since the last public board in June. The main points of the meetings are outlined here, the full minutes of the meetings are available on the relevant websites, we also hold paper copies in the Healthwatch Telford and Wrekin (HWTW) offices.

CCG Board June-September

Public attendance at these meeting is limited to HWTW and on occasion one other, the CCG are aware of this issue.

A stakeholder survey was tabled in June on the whole quite a positive message was outlined however listening to views and suggestions could be improved.

There has been considerable discussion around new ways of working including Devolution Manchester, this is where the CCG's and councils work together to provide services, an announcement about a £200 million cut to public health budgets held by councils will impact Telford and Wrekin Council to the tune of 700K this year.

There continues to be an ongoing issue with the four hour wait in A&E. There has been improvement in the target at PRH over the past few months with 95% being achieved on a number of occasions, but no significant improvement at RSH, a detailed recovery plan is being formulated in conjunction with the resilience group HWTW are represented at this group and this approach is supported by NHS England.

The temporary closure of Castle Lodge was reportedly recommended on quality and safety grounds, it was noted there was a financial saving made by the Mental Health trust following this closure. However it was accepted by all parties that the closure could have been handled more effectively!

Dr Innes advised for the purpose of the minutes it should be recorded that substantial service change will not be handled in the same way in the future. The lack of a step down facility for Telford was discussed, this will be addressed in the new specification coming from the joint Mental Health strategy between TWCCG and TWC. HWTW has been asked to support this work.

The contract for delivery of the 111 service will need to go out to tender as a agreement could not be reached with West Midlands Ambulance Service who held the contract. The interim provider of the service from 7th September will be the VOCARE group. Vocare group was started by Northern Doctors on Call (NDOC) a GP co-operative. They already deliver several 111 contracts across the country, the contract will be for 12-18 months whilst the tender and service specification is formulated. There should be no change from a user perspective, however this will be monitored.

Following the successful concept of the Olympic "games makers", a Caremaker Scheme has been devised to encourage people to work in a CCG. TWCCG have been successful in bidding to host a student nurse, it is seen as being beneficial for the nurse and the staff, a new pair of eyes looking at quality, care and compassion. We look forward to see how the scheme works in practice.

There continues to be detailed discussion around Future Fit at the board meetings, with differing views held. See board report on Future Fit

TWCCG have implemented co-commissioning locally. The scope of primary care co-commissioning arrangements in 2015/16 is general practice services only. The model of 'Delegated Commissioning Arrangements' will include contractual GP performance management, budget management and complaints management. Changes to primary care complaints management are unlikely to come into effect this year. There will be a distinction between complaints about individual GPs (handled by NHS E) and complaints about the practice which will go to the CCG.

TWCCG have established a primary care committee to oversee the exercise of these delegated functions. The committee comprises of representatives from Telford and Wrekin CCG, NHS England, Telford and Wrekin Healthwatch and Telford and Wrekin council.

HWTW is represented by a member of the board on this committee as a non-voting attendee. This allows HWTW to contribute to discussions about primary care development for the local population, representing the voice of patients and service users. Attendance improves partnership working across the local area and provides scrutiny and challenge in within this committee.

Recent meetings have included proposals to merger, Hollinnswood & Priorslee practice and Holliwell surgeries, this was logical step as the surgeries already work together, the proposal was approved. Also Trinity healthcare, Leegomery surgery and Madeley medical practice have merged as agreed at the June PCM, the new practice is called Trinity Healthcare Partnership, the PPG's have been fully involved.

TWHW attended the CCG annual general meeting on 8th September to receive the annual report, the meeting was well attended.

Shrewsbury and Telford Hospital (SaTH) Board June-August

Public attendance at these meetings is sporadic there is usually at least two members of the public as well as HWTW.

Each board begins with a patient story usually presented by the Director of Nursing and Quality. The stories highlight good and poor practice in the trust and give the opportunity for the members of the board to interact with the public.

Quality Account for 2014/15 which looks back at where the Trust has made improvements over the last fiscal year and looks forward to the quality priorities for 2015/16. The priorities for improvement were discussed and agreed at a stakeholder event held on 26 February 2015 which involved Shropshire, Telford and Wrekin Healthwatch, Powys Community Health Council, Shropshire Community Health Trust and acute and community provider patient experience representatives; and, in response to comments received, the Trust has made a small number of amendments to the 2014/15 Quality Account.

A&E 4 Hour Access Standard -Demand above plan - Emergency Department attendances - During the last 2 months have remained in high escalation with some patients bedded down in the Emergency Department waiting for beds; however there were no reportable

Gill Stewart Director/Vice Chair

12 hour breaches, but there remained a high number of patients waiting in excess of 8 hours for a bed. The year to date figure is disappointing as this is an overall deterioration on previous year's improvements.

The Board discussed their concerns of the safety of the existing model and the fragility of the Emergency Department. It was highlighted that the risk register and Board Assurance Framework does not reflect the severity of the risk that the Trust is currently carrying, but it was agreed that the risks are becoming more pronounced.

This year's inpatient survey numbered 436 completed usable surveys were received for SaTH, giving a response rate of 52%; this compares favorably to the national response rate of 47%. In summary, the results for the Trust have shown a steady improvement since 2012. The Trust no longer appears as one of the 'worst performing Trust's' for any of the eleven sections surveyed, compared to four sections where the Trust was rated 'worse' than other Trusts in 2012 and one section where the Trust was rated 'worse' in 2013.

For 2014 the Trust is now rated as 'about the same' as other Trusts for all eleven sections of the survey.

It was reported that the Trust has applied to the National LEAN Development Programme to look at improvement to the Trust's systems and processes. A significant amount of external support is provided, such as the Virginia Mason Institute. The Trust has been shortlisted to the final seven.

Peter Herring SaTH CEO has retired, HWTW would like to thank him for all his support given to HWTW, we welcome Mr Simon Wright new CEO whom we have met and look forward to working with him over the coming months.

Health and Wellbeing Board (HWBB) September 2015

This is joint board between TWC and CCG, the Chair is a TWC councillor and the Vice Chair is the Chair of the CCG. Minimal numbers of the public attend, but several attendees give presentations to the board.

A presentation was given on improving adult and children carer's health and well being, there are thought to be 18,000 adult carers and 600 child carers in Telford and Wrekin but only 2000 adults and 332 young carers are known to the council. The presentation outlined the progress on the carers strategy.

A report was tabled from the Living Well Board leading on a programme of work including reducing excess weight, improving emotional health and reducing the number of people who smoke. MECC (making Every Contact Count) an online learning package is available on line to support people in behaviour changes.

Smoke free ambition update included a request from HWBB to the Boards of SaTH and Shropshire community health to become totally smoke free as soon as practically possible, this request was endorsed, we await the outcome.

The mental health and wellbeing strategy is seeking to improve the mental health and wellbeing of the residents of Telford and Wrekin, HWTW have been asked to participate in the gathering of information from the public to inform the commissioning of these services in the future.

A Local action plan for the Mental Health Crisis Care Concordat was tabled to support the ongoing development, to improve the quality and experience of someone in a mental health crisis.

CCG reported on the successful approval for delegated commissioning of Primary Care. This allows the CCG to make decisions on some aspects of GP provision, HWTW have a seat on the Primary Care Commissioning Committee.

A presentation was given on local planning of new developments in line with the Governments National Planning Policy Framework.

HWTW delivered their annual report to the board.

G
i
l
l

S
t
e
w
a
r
t

D
i
r
e
c
t
o
r
/
V
i
c
e

C
h

© Gill Stewart Director/Vice Chair