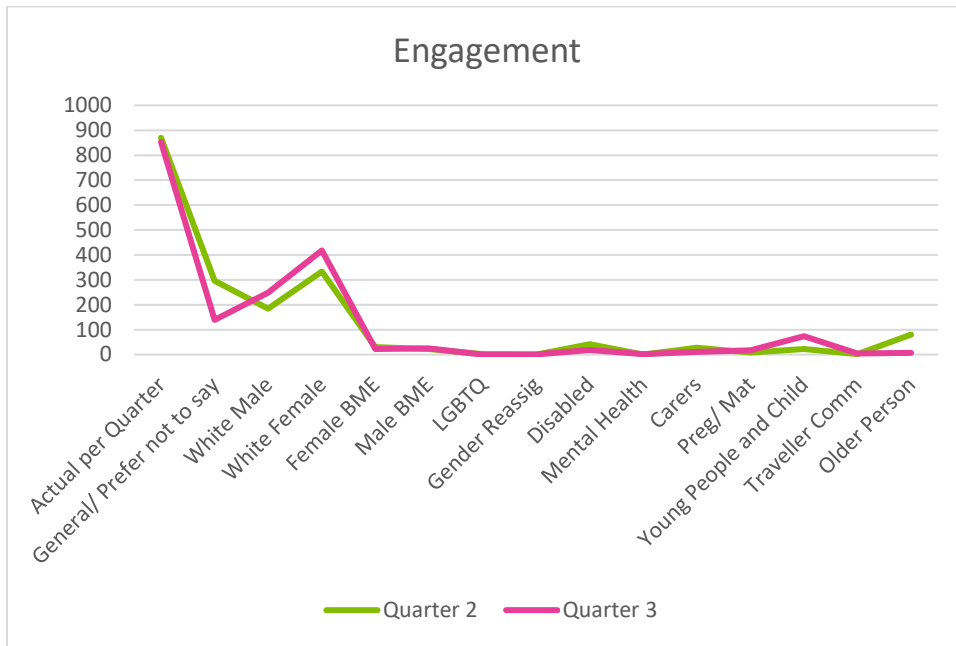


Agenda Item: 06.02	
Healthwatch Telford and Wrekin Board Meeting	
Date of meeting:	13 February 2017
Title:	Chief Officer's Report
Author:	Kate Ballinger
For Information	
Executive Summary:	<ul style="list-style-type: none"> <li>• Engagement</li> <li>• Volunteers</li> <li>• Healthwatch England</li> <li>• Meetings</li> <li>• Projects</li> </ul>
Financial Implications:	None specifically
Equality and Diversity:	None specifically
Public Engagement:	None specifically
Legal Impact:	None specifically
Recommendations:	<ul style="list-style-type: none"> <li>• Healthwatch Telford and Wrekin board are recommended to note the contents of this report</li> </ul>
Is there a need to consider inclusion in the Corporate Risk Register?	No



# Operations

## 1. Engagement



We completed 31 engagement activities in Quarter 3, speaking to 853 individuals.

I am confident that we will see an increase in both people engaged with and Feedback received over the next quarter as Paul is now proactively seeking feedback about services we have not heard about. This started with visits to both practices in Newport in early January and will continue with visits to services across the Borough over the coming months.

## 2. Volunteers

We have recruited an admin volunteer who is working specifically with Paul, and thereby freeing up more of his time to get out and engage with the public. We are now looking to recruit a small team of volunteers (2 or 3) who will be able to attend meetings and events on Paul's non-working days.

Other volunteer recruitment has stalled over the past couple of months and we have changed the way we handle volunteer information in the office to ensure that we are consistent in handling enquiries in a timely manner.

4 E&V volunteers became fully authorised in December, and training events are being organised and the calendar publicised for the coming months.

## 3. Healthwatch England

Jane and I attended the West Midlands Network Meeting in November.

The Chair of the network for the next 12 months will be Simon Adams, Chief Officer of Healthwatch Worcestershire. It will be interesting to see how we might benefit from his leadership, as Worcestershire are undergoing similar challenges around acute services to those we see locally.

There was a lot of feedback from the Healthwatch present about their involvement with their local Sustainability and Transformation plans, and we will be attending a Healthwatch England workshop in March to discuss further.

## 4. Meetings

### STP

Healthwatch Telford and Wrekin have been involved in meetings to discuss the Telford Neighbourhood which sits within the Sustainability and Transformation Plan. Work is being done within localities in Telford & Wrekin which are arranged around GP practices. These are Newport, South Telford, the area which will be covered by TELDOC and the fourth locality will cover Shawbirch, Wellington, Donnington and Charlton practices.

Meetings of both the Engagement & Communications work stream and the Operational Leads Group have not taken place over the last 3 months and steps are being taken to reinstate these meetings.

We have been advised that the Chair of the STP partnership board is pushing for Healthwatch inclusion in these meetings and I hope to be able to report that we have been invited in due course.

### NHS Future Fit

Much media attention was paid to the meetings last year when the Future Fit process appeared to stall. Healthwatch Telford and Wrekin attend the Programme Board and various work streams within the project. Our priority is that the population of Telford & Wrekin is fully involved in the consultation, due to take place later on this year.

### Primary Care Committee

Our involvement in this committee has given a structure to our Primary Care engagement. We are currently focussing on the practices which will form TELDOC, and those which are taking part in the Prescription Ordering Direct pilot at the CCG.

We have raised concerns about the way communication with patients is handled when services change and will continue to monitor this over the coming months.

### Other meetings

#### Suicide Prevention

HWTW have been involved in discussions about a local strategy for Telford & Wrekin for some time, and I recently attended a Public Health England workshop in Birmingham, where I learned about Postvention care for families bereaved by suicide.

The headline from the workshop is that although suicide is a major killer in the UK, 6122 recorded deaths by suicide in 2014, it is preventable.

#### Mental Health

Mark Boylan and I have attended regular meetings with local managers of South Staffordshire and Shropshire Foundation Trust, where we have discussed Hall Court, the new mental health service delivery hub in the centre of Telford. We have asked questions about parking for patients, public WiFi access in the new building and how patients are being advised of the change to services they receive.

We have requested that Healthwatch Telford and Wrekin volunteers be able to visit the new premises before it is open to the public and expect this to happen in March 2017.

### **Commissioned Work**

We completed a small piece of commissioned work for the Clinical Commissioning Group in Quarter 3, and continue to look for opportunities. Guidance produced by NHS England is that STP's should commission local Healthwatch to carry out engagement work and I expect to get further information on this at the HWE workshop next month.

## **5. Projects**

### **Trinity Healthcare**

The quantitative analysis was completed in December, and the qualitative work is due for completion in the next couple of weeks.

### **Hospital Car Parking**

Although we are not actively seeking further responses, we continue to gather a steady stream of feedback about parking at Princess Royal Hospital. We will be compiling our report before the end of the year, and are also producing a Healthwatch Telford and Wrekin Factsheet to explain how the parking system works, and how patients can apply for a concessionary pass if appropriate.

### **Hospital Reconfiguration**

We have gathered more than 1000 responses to our survey about hospital reconfiguration and will be working with Public Health at the council to analyse the results which we hope to