


Agenda Item: 06.02	
Healthwatch Telford and Wrekin Board Meeting	
Date of meeting:	06 July 2016
Title:	Chief Officer's Report
Author:	Kate Ballinger
For Information	
Executive Summary:	<ul style="list-style-type: none"> • Engagement • Volunteers • Healthwatch England • Annual Report • Meetings/Projects • Performance to KPI's • Complaints
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

Operations

1. Engagement

I am delighted to confirm that we have appointed a new Healthwatch Engagement Officer who will join us on 18 July 2016. The post is now part time and our officer will be working 24 hours/week.

Despite having quite a large group of volunteers to call upon, we are struggling to cover the engagement events over the summer. This is the most important time to be out and about gathering feedback and it is essential that we build some resilience in our volunteer pool.

2. Volunteers

We currently have more than 60 active volunteers. This is a major achievement and I hope that the new volunteer posts will help us to manage our volunteers more effectively.

Mark and I will be meeting the volunteers who expressed an interest in the Volunteer Engagement Administrator and Enter & View Administrator roles when I come back from my leave and I hope that we might get these posts operational over the summer.

We will also be recruiting a (volunteer) Volunteer Co-ordinator and will be advertising this role later in July.

3. Healthwatch England

Jane and I attended the regional network meeting in May. There was a very interesting presentation by the General Medical Council Regional Liaison service lead and there may be opportunity for local Healthwatch to be involved in gathering the patient feedback necessary for revalidation of doctors.

We attended the Healthwatch England Conference in June, and were joined on Day 2 by David Bell, Gill and Carolyn. I think we all learned a great deal from the conference and have come back enthused and inspired by the people we met and the presentations we attended.

I attended a workshop on Children and Young People's Emotional Health and Wellbeing which was led by Neil Churchill of NHS England and Anne Longfield, the Children's Commissioner. In discussion with them after the main session, it was suggested that we send copies of our CAMHS Survey report to both of them and other national figures as they were very interested to see the results of such a "comprehensive" survey.

4. Annual Report

June has largely been taken up by writing the annual report. My thanks to everyone who contributed and in particular to David and Matt, without whose efforts we would be in dire straits.

We will be instituting new recording methodologies over the next couple of months to ensure that we are more easily able to identify achievements and case studies for the report next year!

5. Meetings/Projects

STP Operational Group

The latest Sustainability and Transformation Plan for Shropshire/Telford & Wrekin will have been submitted by the time this report is available. Both local Healthwatch organisations sit on the Operational Group and have been key to raising issues such as representation from the voluntary sector in these meetings.

NHS Future Fit/NHS Community Fit

There has been a lot of media attention given to the Strategic Outline Case from the hospital trust and HWTW have been in attendance at all local meetings to ensure that the Telford voice is heard. We continue to push for better engagement with the population of Telford & Wrekin and are keen to hear from members of the public who would like to be involved. HWTW have 3 seats at the upcoming Options Appraisal Panel.

Discharge Pilot

Covered under separate agenda item

CAMHS Project

The total number of survey responses received is 4352. We have been assisted with the data analysis by Damion Clayton from Public Health, T&W Council. The Draft Report is within the papers for this board meeting and is currently being presented to a number of organisations including the Secondary Heads Network, The Early Help Partnership Board and ultimately, the Health and Wellbeing Board in September.

It has already been picked up by Commissioners at both Telford & Wrekin Council and Telford & Wrekin Clinical Commissioning Group and will form part of the information pack for people wishing to tender for the new service later on this year.

Commissioned Work

The Future Fit commission has been delayed and we will be picking this up as soon as possible.

We have received several expressions of interest for Feedback Centre Subscriptions and will be pursuing these over the summer months.

6. Performance

Healthwatch Telford and Wrekin Performance Quarter 4, January - March 2016

Ref	Measurement	Current Period	Cum. YTD	Observation	Source
1	Strategic Context and Relationships				
1.1	New Contacts Made by HWTW	341	712		CRM; Export
1.2	HWTW Marketing & Commission Events	0	0		Manual records
1.3	Meetings Attended by HWTW (All)	106	123	Meeting categorisation has not yet been used properly.	CRM
1.4	Complaints Received about HWTW	0	1		CRM
1.5	Resolved Complaints about HWTW	0	1		CRM
1.6	Compliments & Comments about HWTW Received	0	1		Manual Records
1.7	Key Reports Published by HWTW	0	0		Manual Records
2	Community Voice and Influence				
2.1	Views and Opinions Collected by HWTW	34	151		FBC
2.2	Community Engagement Activities by HWTW (All)	13	19		CE Monitoring Records
2.2.1	Community Engagements - PRH/Health Providers	5	9		CE Monitoring Records
2.2.2	Community Engagements - Specific Community Groups	6	10		CE Monitoring Records
2.2.3	Community Engagements - General Public Events	2	12		CE Monitoring Records
2.2.4	Community Engagements - User Groups	0	1		CE Monitoring Records
2.2.5	Community Engagements - "Hard to Hear" Groups	0	0		CE Monitoring Records
2.3	Volunteers (<i>New/Total</i>) - statutory activity involvement	15	138		CRM
2.3.1	Authorised-Representative Volunteers (E&V)	7	23		CRM

2.3.2	Board Director Volunteers	0	9		CRM
2.3.4	Engagement-Only Volunteers	10	14		CRM
2.3.5	Youth Volunteers	0	6		CRM
2.3.6	Administrative Support Volunteers	2	6		CRM
2.3.7	Volunteers in Training	13	42		CRM
2.4	Volunteer Hours Spent on Statutory Activities	127	254	Engagement only, excludes Representative Meetings and E&V	Currently Manual
3 Making a Difference (Local)					
3.1	Enter & View Visits/Activities Completed	5	10		Currently Manual
3.2	Key Project Work - Started	1	2		Currently Manual
3.3	Key Reports Published	0	0		Currently Manual
4 Informing People					
4.1	People HWTW have Signposted	8	22		CRM
5 Relationship with Healthwatch England / CQC					
5.1	Contributions to HWE / CQC (<i>escalations</i>)	0	1		Manual Records & CRM
5.2	Reports Sent to HWE by HWTW	0	0		Manual Records & CRM
5.3	HW Requests for Information Sent by HWTW	0	2	Includes E&V, and Other Reports	Manual Records
5.4	HW Requests for Information Received by HWTW	0	0	Includes E&V, and Other Reports	Manual Records

7. Complaints/Compliments

	This Quarter	Year to Date
Compliments	0	1
Complaints	0	1

We are reviewing how we gather feedback about Healthwatch Telford and Wrekin. As a learning organisation, we welcome all comments about services that we provide and need to find a better way of recording these!