

Agenda Item: 06.01



## Healthwatch Telford and Wrekin Board Meeting

Date: 2 February 2015

Title: **Joint Chairs Report**

Author: David Bell

For Information  For Decision

Executive Summary:

- **Work Programme**
- **Representation**
- **CQC Inspection of the SaTH Hospitals Trust**
- **The Future of the NHS**
- **Mental Health & Projects**
- **Novation**
- **Our Board**

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

## **Healthwatch Telford & Wrekin**

### **Joint Chair's Report – Public Board, 2 February 2015**

Our last Public Board was held on the 1<sup>st</sup> December and, apart from Christmas & New Year it has been an intensive period of work – although we did stop just before Christmas to celebrate achievements!

#### **Work Programme**

Whatever else, our main focus always remains on our day to day work including staffing our office, dealing with calls and enquiries, giving information and advice (signposting), organising and attending our range of Community Engagement events including at the Town and other district centres, supermarkets, PRH Hospital and the Women & Children's Unit and community events for all ages. In addition our programme of Enter and View visits to Care Home's, Hospital Wards and GP surgeries led by our Enter & View Committee and our trained Volunteers. In addition our Board and Staff have continued to attend & play a part in a wide range of Representation meetings.

#### **Representation**

Board members & Kate have continued involvement with the Health & Wellbeing Board (HWT&W Annual Report), Joint Health Scrutiny Committee, Future Fit Programme Board, Better Care Programme Board, CCG Board & Board members, SaTH Board & meetings of the Shropshire & Telford Healthwatch's with the SaTH management team. Meetings of the Midlands Healthwatch Network and meetings with the NHS Area Team and Shropshire Healthwatch, etc. In all we are regularly involved in representing local opinion & collecting views from some 30-40 meetings to make sure the Telford voice is heard.

#### **CQC Inspection of the SaTH Hospitals Trust**

An issue spanning our December and February Boards has been the in-depth Care Quality Commission Inspection of SaTH in October and the Quality Summit and publication of the Inspection Report in January 2015. Healthwatch as well as meeting regularly with the Hospitals and our past work on the A&E Survey and development of the new PRH Women and Children's Unit was asked by the CQC to help with "Listening Events" held before the inspection and we provided data. In addition we have attended the Quality Summit and are holding Community Engagement events to collect public reactions.

The Inspection has come at time of discussion on Fitness First and at a time of pressure across the country on A&E Departments and the focus on Hospital bed space in the NHS due to winter pressures. Both the CCG and Healthwatch have been monitoring the situation in A&E and the winter pressure levels and done our bit to provide public information on the alternatives to A&E including 111, Shopdoc and Walk in Centres.

#### **The Future of the NHS**

The state & future of the NHS is a key debate at the moment and this will be accelerated by the coming May 2015 General Election. The best guide to the future is the new Head of the NHS – Simon Stephens paper on his 5 Year Vision – which stresses: progress in care, change, prevention, empowerment, engagement, new models of care, co-designing diverse solutions, innovation, long term conditions, technology, health inequalities & challenges, incentives, dementia, choice & partnership working.

## **Mental Health & Projects**

Mental health is often called the poor cousin of Acute Care although there are national efforts to equalise the resources allocated to both areas. About one in five of us experience mental ill health at some period in our lives and it can have devastating effects for young people and in terms of memory loss and issues for those of us growing old. For this reason Telford & Wrekin Healthwatch has been working to put a spotlight on this area and we have been attending the consultations on the closure of Castle Lodge in Telford and the Mental Health Trusts modernisation programme and attending the Chorus User & Carer Group at the Redwood Centre in Shrewsbury. We are inviting the Director of Mental Health to speak to our next Public Board. Mental Health is one of our Project areas as is Sexual Health and development of our Youth Network.

## **Novation**

Novation is the technical term we use to explain the process we are going through for Telford & Wrekin Healthwatch to become a fully independent body by **1 April 2015**. This involves separation from our parent body Parkwood Healthcare who received a contract to establish & manage HWT&W in 2013. The Board are leading a complex programme of activity to take the steps necessary to achieve independence by the deadline. Board members are meeting very regularly to plan the process and we have all taken areas of responsibility and our main tasks are around, agreeing next year's budget and financial arrangements including banking and payroll. Re-equipping ourselves for IT and telecommunications including a new Feedback Centre to improve our data handling and provide patient & community views in a much more exciting way to our Provider colleagues. HR & TUPE issues and we are also moving offices to the first floor of Meeting Point House. We are in touch with Solicitors about our company structure etc., and we are regularly meeting with Telford & Wrekin Council who commissions the Healthwatch service.

## **Our Board**

We now have 7 Board members. Board members are recruited through a process that includes application, interview, DBS checks and registration at Companies House and all Board members are volunteers and are allocated subject & geographical area responsibilities. As Chairs we wish to welcome new members who have joined our Board: Carolyn Henniker – Chair of our Enter & View Committee and leading on IT, Gill Stewart who has had a distinguished career in nursing & the NHS and Barry Parnaby who is leading on Care & Children & Young People issues and who comes to us from OFSTED. Also Charles Hanon a very experienced Accountant and our Hon. Treasurer. We will be seeking a few additional Board members with the required skills after Novation. Jane & I wish to pay tribute to our colleagues – old and new – for their commitment and hard work