


Agenda Item: 6.1	
Healthwatch Telford and Wrekin Board Meeting	
Date of meeting:	06 July 2016
Title:	Joint Chairs Report
Author:	David Bell
For Decision	
Executive Summary:	<ul style="list-style-type: none"> •
Financial Implications:	None specifically
Equality and Diversity:	None specifically
Public Engagement:	None specifically
Legal Impact:	None specifically
Recommendations:	<ul style="list-style-type: none"> • Board members 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

Public Board – 6th July 2012

Joint Chairs Report

We have been informed that our contract has been extended to the spring of 2018. Our Board has continued to meet regularly during the quarter as have our committees. We are producing our Annual Report for the period June 2015 to June 2016. We also marked our first six months of independent financial management and operation.

On the 25 May we launched our LHM Feedback Centre and celebrated our independence at the Place in Okengates. We began with a Healthwatch England video on our roles and there were contributions from Jane Chaplin and Gill Stewart and speakers from the Telford CCG and Telford & Wrekin Council who paid tribute to our work and the importance of our Feedback Centre in collecting data on health and care services so that providers had data to evaluate the quality of their services. The technical side and operation of the data system was presented by LHM. Delegates were able to try the Feedback Centre, visit displays on local services and network. The morning finished with a round table discussion to identify the main local health and care priorities.

During the quarter our two remaining staff has (with our Board) kept the show on the road. We have recently recruited a new Engagement Officer who will join us in July. The quarter has also seen continued success in recruiting volunteers to help us in our work but we need to fully deploy our volunteers and support and value them. Board members have continued to represent local views at important decision making bodies including the Health & Wellbeing Board, The Hospitals and Telford CCG Boards. The Future Fit Programme Board and at key Scrutiny and Safeguarding meetings etc.

In this period we have successfully completed a Primary Care Needs Assessment – completed over 4,000 surveys and inputted data with the help of our volunteers. We have also brought together findings from our very successful Youth Network survey of local senior schools and academies which looked at issues of mental health and self-harm. The survey was analysed by Public Health and has significant findings. In the coming period young people will present it at meetings with key decision makers.

David O'Loughlin has taken over the role of Chair of our important Finance and Income Committee as David Jeffries has filled an important role with local Rotary. David Jeffries will however continue on our Finance Committee. We are working on our budget for 2016/17 and confirming arrangements with our new financial advisers. We continue to seek new contract work to boost our income and we are gaining expertise in survey work.

We have continued to visit Care Homes and hospital wards to collect the views of residents, patients and staff as part of our Enter & View programme. We have also visited end of life services to evaluate improvements that have been made. Our Enter and View committee plans the visits by our trained volunteer teams. In the future we will be visiting GP surgeries under new arrangements continuing with our discharge project and we will start to look at dental services and Triage arrangements at the Accident & Emergency department.

Board members visited Nottingham to attend the fourth national Healthwatch England conference at Nottingham University and attended conference sessions on volunteering, governance and children's services etc. Board members and staff and volunteers continue to attend the Future Fit and Community Fit meetings and work streams. Future Fit is now part of a Strategic Transformation Plan for the areas of Telford & Wrekin, Shropshire and Powys. The public is very concerned to see that plans for the hospitals, accident & emergency, women and children, urgent care and primary care services are robust and reflect local needs and community views. The role of Healthwatch Telford and Wrekin is to collect and reflect public views and ensure that these opinions reach the decision makers and that local services are improved.

Our Public Boards improve our accountability to local people and we are committed to holding a public event or conference annually. Our growing team of volunteers are drawn from and reflect our community. Our Board members have responsibility for building links with all areas of Telford and Wrekin. We use what opportunities we have to communicate our work via Shropshire Radio and the press and through our newsletters and at engagement events including at the Princes Royal Hospital and community festivals.