

Healthwatch Oxfordshire Board of Directors

Date of Meeting: 26 th January 2016	Paper No: 2
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<p>Title of Presentation:</p> <p>Acting CEO / Head of Project Report, November 10th - 12th January</p>

This paper is for	Discussion		Decision		Information	x
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<p>Purpose and Executive Summary (if paper longer than 3 pages):</p> <p>This paper summarises activity undertaken by the Healthwatch Oxfordshire (HWO) Staff team in the period since the last Board meeting.</p>
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Financial Implications of Paper: None
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<p>Action Required:</p> <p>The Board is asked to:</p> <ul style="list-style-type: none"> • Note the contents of the paper.

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Introduction

The key areas of work for the team since the last Board meeting have been:

- i. Responding to Oxfordshire County Council's budget cut options.
- ii. Sending out annual 360 feedback survey.
- iii. Preparing for the January 2016 voluntary sector conference and Hearsay! events.
- iv. Continuing to build HWO profile with other organisations who can assist us with delivery of our mission and vision.
- v. Progressing work on conversion to a charitable organisation.
- vi. Following up publication of the report into Improving Discharge from Hospital.
- vii. Continuing to deliver the outreach programme
- viii. Identifying projects and priorities for final ¼ of 2015-2016, including sites for enter and view.
- ix. Identifying possible avenues for income generation.
- x. Identifying potential savings (including premises).
- xi. Progressing the website update, printing updated HWO leaflets and posters making progress on marketing strategy.

1. External meetings attended by acting Chief Exec in this period¹.

Organisation	Meeting	Purpose/outcome
OCC (Oxfordshire County Council)	<ul style="list-style-type: none"> • Regular monthly liaison meetings with Director of Adult Social Care, John Jackson • Performance Scrutiny meeting 	<ul style="list-style-type: none"> • Maintain 2 way flow of intelligence and discuss impact of cuts proposal. • To present our views on proposed saving options
OCCG (Oxfordshire Clinical Commissioning Group)	<ul style="list-style-type: none"> • Health Inequalities Commission steering group. • Regular liaison meeting with David Smith and Joe McManners 	<ul style="list-style-type: none"> • Agreed briefing papers and terms of reference for this commission. • Regular meeting to discuss ongoing issues - discussed transformation priorities in Oxfordshire.
District and City Councils	<ul style="list-style-type: none"> • Community Partnership Network Meeting, Banbury 	<ul style="list-style-type: none"> • Heard concerns of community groups in Cherwell and participated in workshop on infrastructure planning for health and social care

¹ Note some of these were conducted by telephone

Organisation	Meeting	Purpose/outcome
CQC (Care Quality Commission)	<ul style="list-style-type: none"> Carol Schubert, area lead for Adult Social Care. 	<ul style="list-style-type: none"> Discussed ways of making an improvement in working relationships with HW across Thames Valley Establish detailed joint working arrangements
Healthwatch England	<ul style="list-style-type: none"> Meeting with Network support lead (Olly Grice) 	<ul style="list-style-type: none"> Updated on the developments and changes in leadership at HWE - discussed the progress of our cuts campaign.
Oxford Health Foundation Trust	<ul style="list-style-type: none"> Jane Kershaw 	<ul style="list-style-type: none"> To discuss the potential of enter and view project in minor injury units.
Health Education Thames Valley (HETV)	<ul style="list-style-type: none"> Annual Conference 	<ul style="list-style-type: none"> Developed ways our recommendations can influence medical and clinical training.
Voluntary sector (some by phone)	<ul style="list-style-type: none"> SNVB Village networks (Nick King) Carers Oxfordshire (Jan Cottle) Get the Picture Project steering group 	<ul style="list-style-type: none"> Raised awareness of HWO with this group - discussed joint outreach events. Meeting the new lead officer for carers voice. To discuss potential directions for the project and how they might support the enough is enough campaign.

2. Organisational development issues

2.1 In view of the proposed cut in funding by Oxfordshire County Council which has led to the risk of redundancy facing staff at Healthwatch Oxfordshire, Rachel Coney has decided to leave her post of chief executive to pursue a new career opportunity elsewhere. Given the ongoing uncertainty over funding, Head of Projects, Carol Moore has been asked to lead the organisation and Carol Ball has been asked to take on the role of Company Secretary. This arrangement will be reviewed in March once our final funding is clear.

2.2 The HR group has been revising policies on a grievance procedure, disciplinary procedure and absence. These are being brought to the Board for approval - see agenda item 6.

3. Oxfordshire County Council (OCC) budget saving options

In October OCC formally informed Healthwatch that the proposed budget options for 2016 would include a 100k cut in our funding. This equates to almost 1/3rd of our grant. In a meeting on November 9th, we informed John Jackson and Ben Threadgold about the expected impacts of a cut of that size. On 17th December Eddie Duller presented to the OCC Performance Scrutiny Committee about the impact of our cuts, the value of our service and the work we have done to make savings in the organisation. The Committee recommended that in view of the importance of the role played by Healthwatch the saving be phased over 2 years at £50k per year

Campaigns

3.1 The acting CEO is supporting 1 campaign at present:

a) Community Hospitals

Nothing has progressed on this campaign since the last board meeting, but we continue to monitor the progress of community hospitals.

4. Quality and Patient Experience leads.

At the last meeting Healthwatch convened of the Quality and Patient Experience leads in Oxfordshire, the group shared learning on the most effective means of gathering patient feedback. The conclusions of this discussion were that face to face conversations are the most effective, with surveys on specific issues also being useful, but that seeking generic online or paper based survey feedback is almost never effective. The group also began a shared consultation forward planner so that we can try and eliminate duplicate and overlapping consultations.

The next meeting of this group will be sharing learning on the most effective way to present data collected to those with the power to make change.

5. Oxfordshire Health Inequalities Commission

The CEO or head of projects have now attended 5 meetings of the support group for the Health Inequalities Commission. The TOR for the group and a general briefing about the Commission have now been agreed, and a Commission Chair, Dr Sian Griffith has been appointed.

6. Media activity

Since the last board meeting the team has undertaken press and broadcast interviews relating to:

- County council cuts
- Freedom of Information
- Bid to attain charitable status
- Ambulance wait times
- HWO response on DTOC plan
- OUH complaints
- Car parking charges
- Decembeard charity fundraising

7. Feedback from the Locality Patient and Public Involvement Forums

The West Oxfordshire Locality Forum changed its name to “Public and Patient Partnership for West Oxfordshire”.

8. Progress reports on key pieces of project and outreach work in last month

Appendix One sets out detailed progress reports on all major pieces of internal work being led by the team. The work of the Head of Projects and her team is, reported below.

APPENDIX ONE- PROGRESS REPORTS ON KEY PIECES OF INTERNAL WORK

These reports are risk rated using a traffic light red, amber, green system. Green projects are progressing well; amber projects have some risks attached but we are confident these can be managed effectively. Red projects are a cause for concern.

Developing use of CRM	
Lead	Head of Projects
Status	Amber
Progress	The team has so far made limited use of the CRM, and addressing this is a key objective. We had a day of on-site training provide by HWE, who advised that they are upgrading the CRM. HWE significantly underestimated the development time for the new CRM wizard tool. They are only just beginning the pilot phase, for which we have volunteered. As a result we have now input our backlog of comments and are up to date within the current framework. Internal training will go ahead based on the current and new CRM systems.
Risks and mitigating actions	<p>Risks:</p> <ul style="list-style-type: none"> That the delay will make future searches difficult because of slightly different input mechanisms and criteria <p>Mitigating Actions ongoing:</p> <ul style="list-style-type: none"> Staff training to increase consistency in the interim period
Issues requiring board input	None
360 degree survey	
Lead	Head of Projects (working closely with Marketing and Communications Manager)
Status	Green
Progress	<ul style="list-style-type: none"> The 360 survey has two versions, one for members of the public and one for providers and commissioners. These were sent out on 12th January and had 100 responses within 24 hours. Aim is to report the findings of the survey to the Board at the March Board meeting - the findings will also inform the annual report and 2016-2017 strategic planning.
Risks and mitigating actions	None at present
Issues requiring Board input	None

We Said They Did (or Didn't) Report

Lead	Head of Projects (working closely with Business Manager)
Status	Green
Progress	<ul style="list-style-type: none"> • Template has been reviewed and agreed to be fit for purpose • Responses received from providers and commissioners, on schedule to enable us to analyse and submit to HOSC for discussion on February 4th. • HOSC paper is being prepared
Risks and mitigating actions	None at this stage
Issues requiring Board input	None at this stage

Website Development

Lead	Marketing and Communications Manager
Status	Green
Progress	<p>The Marketing and Communications Manager has begun a systematic update of the website.</p> <p><i>In the period November 9 to January 12 we have had:</i></p> <ul style="list-style-type: none"> • 1,910 hits by 1,500 users. • 29.1% returning users, 70.9% new users • 4,223 pages viewed. • Average length of visit 1m 56s
Risks and mitigating actions	None at this time
Issues requiring board input	None

Stimulating Social Media Activity

Lead	Marketing and Communications Manager
Status	Amber
Progress	<p>Though we are posting much more regularly on social media, we continue to work to develop our messages as well as our active followers.</p> <p><i>In the period November 8 to January 12 , on twitter we have had:</i></p> <ul style="list-style-type: none"> • 1,289 followers • 38 Tweets • 15 Retweets • Retweet reach of 8484 people • 33 Mentions • Mention reach of 49,981 people

	<p>On Facebook we have:</p> <ul style="list-style-type: none"> - 186 page likes - 591 people reached
Risks and mitigating actions	<p>Risks: Social media profile still perceived to be poor by key stakeholders including members of the Board.</p> <p>Mitigating actions being taken now:</p> <ul style="list-style-type: none"> • Head of Projects, CEO and team tweeting on behalf of HWO. • Marketing and Comms Manager briefed to maximise potential of social media to support our work.
Issues requiring board input	None
Enter and View	
Lead	Head of Projects
Status	Green
Progress	<ul style="list-style-type: none"> • Agreed in the workplan for 2015-2016 to do 3 non-hospital E&V visits • Oxford Health Foundation Trust has since approached us to ask if we would be able to conduct an E&V programme in the 5 minor injuries units locally.
Risks and mitigating actions	<p>Risks:</p> <ul style="list-style-type: none"> • Work program remains very health heavy. • OHFT doesn't follow through. <p>Mitigating Actions completed by January 2016:</p> <ul style="list-style-type: none"> • CEO to discuss developing rolling programme of E&V in care homes with Care Quality Commission, Clinical Commissioning Group and Oxfordshire County Council following debate at Quality Surveillance Group. • Project group to consider how we could look at social care in 2016 • Important to have E&V shortlist for future visits.
Issues requiring board input	None
Outreach	
Lead	Community Involvement (Public)
Status	Green
Progress	<p>Events since November Board Meeting:</p> <ul style="list-style-type: none"> • 26th November - Didcot Christmas Street Fair and Lights switch On • 28th November - Faringdon Christmas Market and Lights switch on • 1st December - AGE UK Community Information Fayre, Oxford • 5th December - Oxford Green Fayre, Oxford Town Hall <p>Dates are being finalised for the following:</p>

	<ul style="list-style-type: none"> • Bicester Market • Kidlington Market • Thame Market • Banbury Market • Didcot (27th Feb and 23rd April) • Faringdon (March 19th) <p>CIO (Public) is meeting with Caroline Heason (Head of Patient Experience at OUH) to discuss having a regular presence at OUH sites. She is also planning to approach Oxford Health to set up the same.</p> <p>Young Healthwatch - several meetings with young people and interested organisations have taken place and it's progressing well. The collaboration with City of Oxford College is underway and the goal is to support the Health and Social Care students (both years) to put an event to which they will invite commissioners and providers to listen to their views and experiences.</p>
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Voluntary Sector Outreach

Lead	Community Involvement (Organisations)
Status	Green
Progress	<p>Since initiating ongoing voluntary sector outreach in earnest in October Kanika has had meetings with the following organisations:</p> <ul style="list-style-type: none"> • SeeSaw- Grief support for children and young people following a bereavement • Terence Higgins Trust- provide HIV support service and preventative measures • Oxford Council of Faiths meeting - a network of different leaders from different faith communities in Oxford • Oxfordshire Mind-Mind housing is transitional housing- providing extra help for people towards recovery, with the aim of moving people into their own more permanent housing eventually. • Yellow Submarine-work with young people (from 11+) and adults with learning disabilities and autism providing activities, clubs and training and employment opportunities. • Bereavement Alliance meeting -organisations that provide support to people who are bereaved. • SEAP-provide NHS complaints advocacy • Archway Foundation-works with people who are suffering from isolation and loneliness with a befriending scheme and social groups • Crisis Skylight • Vale Disability Access Group, Abingdon • Sobell House Hospice, Churchill hospital • Oxfordshire Sexual Abuse and Rape Crisis Centre <p>Kanika will prepare a report of the findings from this work for the next project group and board meetings.</p>

Risks and mitigating actions	Risks: none at this time
Issues requiring board input	None
Voluntary Sector Conference	
Lead	Community Involvement (Organisations)
Status	Amber
Progress	<ul style="list-style-type: none"> To be held 28th January 2016 at the Town Hall. Theme of 'quality in austerity' set for the event. 3 quality officers have agreed to speak. 56 voluntary sector colleagues have registered for the event
Risks and mitigating actions	<p>Risks:</p> <ul style="list-style-type: none"> Low numbers and lack of engagement from busy voluntary sector colleagues. Two speakers have pulled out in January - leaving us with 3 speakers and a shortened agenda. <p>Mitigating Actions to be completed in January:</p> <ul style="list-style-type: none"> Working to find replacement speakers and an updated agenda have been developed.
Issues requiring board input	None
Hearsay!	
Lead	Community Involvement (Organisations)
Status	Green
Progress	Date set with Oxfordshire County Council staff for 18 th January at Four Pillars Hotel, Abingdon Rd. 36 people have signed up to attend and all the logistics are in hand.
Risks and mitigating actions	None at this time
Issues requiring board input	None
Project Fund	
Lead	Head of Projects
Status	Green
Progress	<ul style="list-style-type: none"> Two projects are currently underway: Support, Empower, Advocate, Promote (SEAP)'s project to engage Gypsy and Travellers should be complete by the end of January.

	<ul style="list-style-type: none"> • Oxfordshire Parent and Infant Project (Oxpip)'s project on children and parents from conception to 2 years is currently in the fieldwork stage • Oxford Against Cutting, Refugee Resource and Cruse bereavement service have received their initial payments of 80% and have taken initial steps to initiate their projects. • £4000 remains unallocated.
Risks and mitigating actions	<p>Risks:</p> <ul style="list-style-type: none"> • Non-completion or late completion of current projects - particularly given that some 2015 projects are likely to run into 2016 financial year. • The quality of reports might undermine the scheme overall <p>Mitigating Actions to be completed by October 2015, and ongoing:</p> <ul style="list-style-type: none"> • CIO (organisations) is working closely with fund recipients to ensure they are on track. • We are offering usual guidance. • We will be encouraging recipients, where possible to aim to complete their projects by the end of this financial year.
Issues requiring board input	None at this time