

Healthwatch Oxfordshire Board of Directors

Date of Meeting: July 28 th 2015	Paper No: 2
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<p>Title of Presentation:</p> <p>Chief Executive's Report, May 12th-July 13th 2015</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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<p>Financial Implications of Paper: None</p>

<p>Action Required:</p> <p>The Board is asked to note the contents of the paper</p>
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<p>Author:</p> <p>Rachel Coney</p>

1. Introduction

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

- i. Delivery of dignity project enter and view activity.
- ii. Promotion of online dignity project questionnaires for the public and staff.
- iii. Publication of annual report and newsletter.
- iv. Analysis and report writing on discharge project.
- v. Ongoing support for grant funded projects.
- vi. Completion of Hearsay programme and publication of report.
- vii. Voluntary sector conference.
- viii. Outreach programme.
- ix. Locality forum support.
- x. First meetings of HWO Ambassadors on the Children's Trust and Health Improvement Boards underway.
- xi. Campaigns on Chipping Norton Hospital, the Big Plan and Campsfield House.
- xii. Recruitment of new Marketing and Communications Manager.

2. External meetings attended by the CEO or Deputy in this period.

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. • Cllr Yvonne Constance, Chair of HOSC. • Steve Turner, Oxfordshire Adult Safeguarding Board manager. • Fiona Van Galen (contract manager) and Lisa Gregory (OCC Engagement Manager), year end contract review meeting. • Adult safeguarding team and Campsfield House campaigners. • Hospital avoidance workshop. 	<ul style="list-style-type: none"> • Maintain 2 way flow of intelligence. • Get to know you session for Chair. • Review current partnership working arrangements. • Agreed that outcomes for 2014/15 delivered and detailed KPIs will not be set until we have agreed strategy. • Share safeguarding concerns; agree protocol for volunteers making safeguarding alerts; NHSE required to investigate concerns. • OCC wanted to share/discuss its plans to address problems its providers have recruiting carers and how it wants to provide more preventative care at home.

	<ul style="list-style-type: none"> • Health and Wellbeing Board Steering Group (fortnightly). • External review of Oxfordshire adult safeguarding board by other local authorities (peer review). • Sarah Jelley, Locality meeting co-ordinator. • Health Overview and Scrutiny Committee (HOSC). • Health and Wellbeing Board. 	<ul style="list-style-type: none"> • Preparation of agenda and papers with OCC and OCCG. • HWO asked to give evidence of current working relationship. Outcome likely to be that CEO invited to join, which will improve our understanding of where the most serious failings in care are occurring. • To offer awareness raising presentation at each of these meetings once a year. • Share updates on key areas of HWO activity. • To support Chair
City and District Councils	<ul style="list-style-type: none"> • Community Partnership Network (CPN) meeting, Banbury. 	<ul style="list-style-type: none"> • To maintain links with key stakeholder groups in Cherwell DC and hear their concerns.
OCCG (Oxfordshire Clinical Commissioning Group)	<ul style="list-style-type: none"> • Prime Minister's Challenge Fund evaluation planning. • Diane Hedges, Director of Delivery and Localities. • Primary Care Co-Commissioning Board. • Primary care patient advisory group meeting. • OCCG/LFCs (Locality Forum Chairs) meeting. • Health Inequalities Commission steering group. 	<ul style="list-style-type: none"> • To agree we would not play an active role in this evaluation • To invite OCCG to submit updated context information to inform discharge report • To provide scrutiny and challenge on behalf of public • Input to Abingdon federation website proposal and scheme evaluation; Comment on primary care strategy • Joint information exchange between OCCG patient engagement leads, HWO and LFC • Determine HWO contribution to this Health and Wellbeing Board project.

	<ul style="list-style-type: none"> • Tony Summersgill, Head of Quality and Clinical Governance. • Regular liaison meeting with CCG Chair and CEO. 	<ul style="list-style-type: none"> • Share information on response to 111 call centre report by Daily Telegraph. • Share information on current work programme and public concerns.
NHSE (NHS England)	<ul style="list-style-type: none"> • Patient Experience Strategy Group. 	<ul style="list-style-type: none"> • Represent Thames Valley HW and ensure synergy between our work and patient experience work of Academic Health Science network, Clinical senates and University Patient Experience Institute.
Other	<ul style="list-style-type: none"> • Locality Forum Chairs. • City Practice Participation Group Forum. • Mill Stream Surgery PPG. • Campsfield House Stakeholder group. • Chipping Norton Action Group. • Oxfordshire Veterans Forum (and premeet with CCG and OCC). 	<ul style="list-style-type: none"> • Hear concerns bubbling up in each locality; share information on our work; request support with projects. • Raise awareness of HW. • Raise awareness of HW. • Attend meeting at Campsfield House to help progress action on concerns raised with us. • To fully understand concerns. • Raise awareness of HW & hear concerns of this community.
SHFT (Southern Health Foundation Trust)	<ul style="list-style-type: none"> • VERITA report meeting. • Lesley Stevens, Director of Quality. • Staff whistleblowers. 	<ul style="list-style-type: none"> • Hear findings of next stage of investigation into a preventable death. • Hear SHFT concerns about risks associated with way service transition planned • Hear concerns about the Big Plan.
SCAS (South Central Ambulance Service)	<ul style="list-style-type: none"> • Equality and Diversity steering group. 	<ul style="list-style-type: none"> • Scoping HW role, and agreed HW Reading to attend in future for HW in Thames Valley.
CQC (Care Quality Commission)	<ul style="list-style-type: none"> • GP practice inspections quality summit. 	<ul style="list-style-type: none"> • Hear feedback from CQC to NHSE and OCCG on first wave of GP inspections and clarify HW involvement in this rolling programme.

HWE (Healthwatch England)	<ul style="list-style-type: none"> • National HWE/NHS Citizen workshop. • HWE conference. • Thames Valley Healthwatch network meeting. 	<ul style="list-style-type: none"> • Share Thames Valley HW concerns about this programme. • Networking, profile raising and sense checking our approach. • Agree how to share workload when all Thames Valley HW being asked to comment on/support programmes and areas for joint campaigning (eg 111 concerns).
OUHT(Oxford University Hospitals Trust)	<ul style="list-style-type: none"> • Caroline Heason, Patient Experience lead. • OUHT Quality Improvement meeting. 	<ul style="list-style-type: none"> • Plan Dignity Enter and View. • Attend stakeholder meeting on quality account.
Voluntary sector (some by phone)	<ul style="list-style-type: none"> • University Health Experiences Institute. • Age UK Oxfordshire. • Picker Institute. • SEAP • OXPIP • Carers Oxfordshire workshop 	<ul style="list-style-type: none"> • Plan Dignity in Care event. • Plan Dignity in Care event. • Explore joint working possibilities and provide article for their website. • Catch up on issues SEAP uncovering. • Early discussion about possible grant application. • Organisations/carers agreed to meet every 6 months to share information and progress/ Flagged issues of pay and conditions.

3. Organisational development issues

3.1 We have completed the Board induction programme and begun work to review Board management and meeting arrangements.

3.2 The Communications Officer was given notice that he was at risk of redundancy.

3.3 The new post of Marketing and Communications Manager has been advertised.

3.4 The Community Involvement Officer (Organisations) and Head of Projects successfully completed their probationary periods.

3.5 The Business Manager has been developing proposals for holding Board meetings in public (see Paper 4)

3.6 The Chair and HR Group have been progressing actions arising from agreement made at the June Board workshop on Directors terms of office.

3.7 The Business Manager has been to view premises with SEAP and Oxfordshire Advocacy above Lidl on the Watlington Road, but recommends we do not progress as the parking is very limited and public transport access is poor.

4. Campaigns

4.1 The CEO is supporting 5 campaigns at present:

- Lobbying HW England to take on as a national issue the local concerns that the new GP contract will adversely affect development of effective PPGS.
- Lobbying NHS England to demonstrate how it is assuring itself that medical services for detainees at Campsfield House are fit for purpose.
- Supporting the Chipping Norton Hospital campaign group.
- Seeking clarification from OCC on a wide range of concerns raised with us about the Big Plan consultation on learning disability services and subsequent planned change of provider.
- Raising the generic concerns highlighted by the case of a severely autistic young man whose care needs cannot be met locally with OCC, OCCG, NHSE, SHFT and OHFT.

4.2 The Townlands Hospital Group has also approached HWO seeking support, and we are working to set up a preliminary meeting with them.

5. PR update

5.1 Media coverage for Healthwatch Oxfordshire achieved from 1 April to 30 June 2015 included:

- 43 items of media coverage secured in total*
- 11 regional newspaper articles
- 14 broadcast features and interviews
- 18 online features

**Since there is no formal media monitoring service in place, total figures are approximate*

5.2 Firebird have supported the following PR activity:

Hearsay! events – announcing events across the county and publishing report.

Annual Report – publicising the annual report and changes to local health and social care provision.

Project Fund – announcing new round of grant funding and publicising Alice's report. There was widespread media interest in Alice's report, including BBC Radio Oxford, BBC South Today, Oxford Mail, Bicester Advertiser, Witney Gazette, the Herald, Jack FM, Channel 5 and ITN. Unfortunately the latter two TV channels dropped the interviews scheduled.

Dignity in Care Enter and View project – organising a press conference involving project partners to launch the project. Coverage included leading item on BBC Radio Oxford breakfast and drivetime programmes, as well as news bulletins, news piece on BBC South Today, Oxford Times and Oxford Mail, as well as interviews on Jack FM and That's Oxford TV.

Campaigns – releasing comment on Chipping Norton Hospital after HOSC.

Commentary – supplying expert comment to the media on a range of health and social care issues in the county, ranging from A&E targets to 7-day GP services.

Training and coaching – sharing knowledge and skills with Communications Officer Ben Mabbett during a two-day work experience; preparing and delivering a practical media skills training course for five new staff members as well as the Deputy Chair of the Board.

5.3 Planned PR activity at the time of writing includes:

- First Person column by Alice Hicks in the Oxford Times (print date TBC)
- Publish and promote Project Fund report: ORCC dementia-friendly communities (July) and Guideposts Trust (TBC)
- Announce Enter and View Discharge project findings (September)
- Support issue-based campaigns.

A verbal report will be given on coverage achieved for the ORCC report at the Board meeting.

6. Progress reports on key pieces of work in last month

Appendix One sets out detailed progress reports on all major pieces of work being led by the team. The work of the Head of Projects and her team is, this month, reported in Paper 5. Key issues for the Board to note/consider are:

- The timescales to which we are working to improve the communications and marketing output. These areas are rated amber and it is unlikely we will see significant improvement before Christmas, as the new Marketing and Communications Manager is unlikely to be in post before early October.
- Delay in getting the CRM database established as the core repository for storing feedback. Now that the new Projects and Community Involvement Team are established, and are familiar with the types and sources of data we gather, this will be addressed by the Head of Projects in q2.

APPENDIX ONE- PROGRESS REPORTS ON KEY PIECES OF WORK

Hearsay! - See paper 5	
Voluntary Sector conference - see paper 5	
Community Involvement - see paper 5	
Volunteers	
Lead	Business Manager
Status	Green
Progress	<p>Enter and View training was conducted internally for the first time on 8th June to four new volunteers and three new members of staff. The training was well received by the attendees.</p> <p>The feedback has been evaluated and improvements to the training will be introduced at the next session. One new volunteer has applied to join our list of volunteers and will attend a Healthwatch Induction day in September along with the Healthwatch Ambassadors recruited to support the Children’s Trust and the Health Improvement Board.</p> <p>Volunteers who have been supporting Healthwatch Oxfordshire in its work to date will be invited to a “thank you and what’s next” session on the 30th September being organised jointly with Carol Moore. It is planned that volunteers will be asked to complete an evaluation of the Healthwatch Oxfordshire Volunteer Programme to date and the responses will be used to deliver improvements to the way in which we recruit, train and use our volunteers.</p>
Risks and mitigating actions	<p>Risks:</p> <ul style="list-style-type: none"> • No clear milestone plan for using volunteers, apart from the Enter and View function. • We become complacent and do not actively recruit new volunteers • We fail to fully engage with our volunteers <p>Mitigating actions:</p> <ul style="list-style-type: none"> • Provide additional training to volunteers to encourage them to become more involved in the outreach programme. • Continue to advertise that we are recruiting volunteers and that it is an open process. • We maintain an open dialogue with our volunteers through the survey and the thank you session.
Issues requiring board input	None at this time

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 for the Head of Projects in q2
Risks and mitigating actions	<p>Risks:</p> <ul style="list-style-type: none"> Capacity to develop really robust use of the system at same time as maintaining project activity and outputs during induction period <p>Mitigating Actions:</p> <ul style="list-style-type: none"> Take up HW England offer of a full day of training for the team once the upgrade to v2 has been released
Issues requiring board input	None
Updating the website	
Lead	Communications Officer
Status	Amber
Progress	<p><i>In the period 11th May - July 15th we have had:</i></p> <ul style="list-style-type: none"> 3,654 hits by 2,983 users 22.9% returning visitors 77.1% new visitors 7,209 pages viewed Average length of visit 1:47.
Risks and mitigating actions	<p>Risks: Work to overhaul website on hold while we recruit Marketing and Communications manager.</p> <p>Mitigating Actions: Chairman working with officer to keep refreshed in meantime.</p>
Issues requiring board input	None
Stimulating Social Media Activity	
Lead	Communications Officer
Status	Amber
Progress	<p>In the period March 10th-May 11th , on twitter we have had:</p> <ul style="list-style-type: none"> 1216 followers 45 Tweets 25 Retweets Retweet reach of 20,000 people 56 Mentions Mention reach of 111,500 people <p>On facebook we have:</p> <ul style="list-style-type: none"> - 177 page likes - 1680 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: Head of Projects and team tweeting on behalf of HWO. Recruiting Marketing and Comms Manager with brief to maximise potential of social media to support our work.</p>
Issues requiring board input	NONE

Project Fund - see paper 5