

## Healthwatch Oxfordshire Board of Directors

<b>Date of Meeting:</b> 22 <sup>nd</sup> March 2016	<b>Paper No:</b> 2
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<b>Title of Presentation:</b> Acting CEO / Head of Project Report, 12 <sup>th</sup> January - 4 <sup>th</sup> March
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<b>This paper is for</b>	<b>Discussion</b>		<b>Decision</b>		<b>Information</b>	x
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<b>Purpose and Executive Summary (if paper longer than 3 pages):</b> This paper summarises activity undertaken by the Healthwatch Oxfordshire (HWO) Staff team in the period since the last Board meeting up to 4 <sup>th</sup> March.
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<b>Financial Implications of Paper:</b> None
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<b>Action Required:</b> The Board is asked to: <ul style="list-style-type: none"> <li>• <b>Note</b> the contents of the paper.</li> </ul>
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## Introduction

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

- i. Working with Oxfordshire County Council on our new funding agreement.
- ii. Developing our work plan for 2016-17.
- iii. Designing and preparing for Board workshops
- iv. Submitting background evidence for the Health Inequalities Commission.
- v. Continuing to build HWO profile with other organisations who can assist us with delivery of our mission and vision.
- vi. Progressing work on conversion to a charitable organisation.
- vii. Continuing to deliver the outreach programme.

### 1. External meetings attended by acting Chief Exec in this period<sup>1</sup>.

Organisation	Meeting	Purpose/outcome
OCC (Oxfordshire County Council)	<ul style="list-style-type: none"> <li>• Regular monthly liaison meetings with Director of Adult Social Care, John Jackson</li> <li>• Health and Wellbeing Board</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain 2 way flow of intelligence and discuss impact of cuts proposal.</li> <li>• To present our outcomes and impact report.</li> </ul>
OCCG (Oxfordshire Clinical Commissioning Group)	<ul style="list-style-type: none"> <li>• Health Inequalities Commission steering group.</li> <li>• Regular liaison meeting with David Smith and Joe McManners</li> <li>• Meeting of the Locality Forum Chairs and CCG</li> <li>• Locality forum chairs meeting</li> </ul>	<ul style="list-style-type: none"> <li>• Working on the scope and frame for the HIC.</li> <li>• Regular meeting to discuss ongoing issues - discussed transformation priorities in Oxfordshire.</li> <li>• To close the feedback loop and support chairs.</li> <li>• To update them on our funding and organisational development and to signal what support we can offer based on the funding cut.</li> </ul>
District and City Councils	<ul style="list-style-type: none"> <li>• Community Partnership Network Meeting, Banbury</li> </ul>	<ul style="list-style-type: none"> <li>• Heard concerns of community groups in Cherwell and participated in workshop on</li> </ul>

<sup>1</sup> Note some of these were conducted by telephone

Organisation	Meeting	Purpose/outcome
		infrastructure planning for health and social care
Voluntary Sector	<ul style="list-style-type: none"> <li>• Oxfordshire Mental Health Forum</li> <li>• Andrew Colleran</li> <li>• Ben Lloyd Shogbesan</li> </ul>	<ul style="list-style-type: none"> <li>• How we can work in partnership</li> <li>• A volunteer came in to discuss primary care work</li> <li>• Discussed work with BME groups and potential joint working.</li> </ul>

## 2. Media activity

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

- Charitable status x 2
- Monitoring council cuts
- Quoted on 'bed-blocking' story
- Eddie's column x 2
- Devolution

## 3. Organisational Development updates

The interim arrangements for the acting Chief Executive and Business Manager end on 31<sup>st</sup> March. In light of the funding cuts, the Chair, Vice-Chair and Acting CEO have been working on a few variations of job descriptions, given we will not be replacing the CEO position.

1. The Head of Projects role has been altered to include a number of duties within the previous CEO role, and the title will be changed to Executive Director.
2. The Business Manager role has been altered to include company secretary duties, some additional financial management elements and full management of volunteers.

At the same time we have had a few requests for altered hours. The Community Involvement Officer Public, will change from 30 hours/week to 26 hours/week. The Business Manager will change from 37 hours/week to 30 hours/week.

This change in structure will be on a trial basis and will be reviewed after 6 months by the board.

## 4. 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	Additional staff training is scheduled for the end of March to ensure a consistency of approach. CRM will be crucial to the success of the 'this month we heard' feature on the website as per the new work plan. The feedback input wizard is not yet complete, hence the below risks remaining in place.
Risks and mitigating actions	<p>Risks:</p> <ul style="list-style-type: none"> <li>That the delay will make future searches difficult because of slightly different input mechanisms and criteria</li> </ul> <p>Mitigating Actions ongoing:</p> <ul style="list-style-type: none"> <li>Staff training to increase consistency in the interim period</li> </ul>
Issues requiring board input	None
Care Home CQC inspections project	
Lead	CIO voluntary sector
Status	Green
Progress	<ul style="list-style-type: none"> <li>Desktop research on themes for 'requires improvement' complete.</li> <li>Topic guide for interviews with care home managers complete</li> <li>Interviews to be scheduled over March.</li> </ul>
Risks and mitigating actions	<p>Risks:</p> <ul style="list-style-type: none"> <li>Difficulty reaching busy care home managers</li> <li>Concerns over sharing information with competitors</li> </ul> <p>Mitigating actions:</p> <ul style="list-style-type: none"> <li>Gained support for the project from the county council and from the Oxfordshire Association of care providers</li> <li>Pitching the project as a positive one for quality improvement and collaboration</li> </ul>
Issues requiring Board input	None at this stage
Website Development	
Lead	Marketing and Communications Manager
Status	Green
Progress	The Marketing and Communications Manager has begun a systematic update of the website. In the period January 13- March 7 <sup>th</sup> we have had:

	<ul style="list-style-type: none"> <li>• 1181 hits by 939users.</li> <li>• 30.9% returning users, 69.1% new users</li> <li>• 3278 page views.</li> <li>• Average length of visit 2 min 34s</li> </ul>
Risks and mitigating actions	None at this time
Issues requiring board input	None
<b>Stimulating Social Media Activity</b>	
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>In the period <i>January 13 - March 8th</i> , on twitter we have had:</p> <ul style="list-style-type: none"> <li>• 1309 followers</li> <li>• 27 Tweets</li> <li>• 15 retweets</li> <li>• 6.3k impressions (the number of times users saw a tweet)</li> <li>• 27 engagements (the number of times users interacted with a tweet)</li> </ul> <p>On Facebook we have:</p> <ul style="list-style-type: none"> <li>- 190 page likes</li> <li>- 867 people reached</li> </ul>
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"> <li>• Head of Projects, CEO and team tweeting on behalf of HWO.</li> <li>• Marketing and Comms Manager briefed to maximise potential of social media to support our work.</li> </ul>
Issues requiring board input	None
<b>Enter and View (minor injuries / unscheduled care)</b>	
Lead	Head of Projects/CIO public
Status	Green
Progress	<ul style="list-style-type: none"> <li>• Work with Oxford Health on minor injuries has been delayed due to staff availability.</li> <li>• The delay has allowed us, potentially, to broaden the scope to include other areas of ‘unscheduled care’.</li> </ul>

Risks and mitigating actions	<p>Risks:</p> <ul style="list-style-type: none"> <li>• Difficulties accessing OH staff continues after their holiday</li> <li>• Growing the scope draws more staff time</li> </ul> <p>Mitigating Actions:</p> <ul style="list-style-type: none"> <li>• Setting out a clear scope and methodology with partners to agree and quickly implement.</li> </ul>
Issues requiring board input	None
<b>Outreach</b>	
Lead	Community Involvement (Public)
Status	Green
Progress	<p>Events since January Board Meeting:</p> <p>Community Outreach (Public) has been quiet in the winter months with no relevant public events to run a table, and wet and/or cold weather preventing being able to have a table out and about.</p> <p>Jen attended an Age UK community information fayre in Chinnor at the beginning of February and also went along to the OCD Oxford support group to listen to the experiences of those living with Obsessive Compulsive Disorder and other Mental Health illness.</p> <p>Community Outreach (Public) is now hotting up, along with the weather and Jen has the following Outreach planned:</p> <p>Thursday 10<sup>th</sup> March - Morrisons Supermarket, Banbury  Saturday 19<sup>th</sup> March - Faringdon Market  Tuesday 22<sup>nd</sup> March - Thame Market  Saturday 2<sup>nd</sup> April - Supporting the Public &amp; Patient Partnership for West Oxfordshire event in Witney  Wednesday 6<sup>th</sup> April - Play &amp; Activity Day, Chipping Norton  Thursday 7<sup>th</sup> April - Play &amp; Activity Day, Banbury  Saturday 16<sup>th</sup> April - Men's Health Fayre at the Kassam Stadium</p> <p>We have also been given the opportunity to run a table in the big Boots Store on Cornmarket in Oxford City Centre on a Friday at least once a month.</p> <p>Dates are being finalised for the following:</p> <p>CIO (Public) met with Caroline Heason from Oxford University Hospitals Foundation Trust about a regular stall within the new Hospital Entrance. OUHFT - were not interested and felt it would replicate their own feedback mechanisms.</p> <p>Boots - We have secured a regular slot with Boots Cornmarket street on Fridays (to be scheduled for weeks when there are fewer 'other' outreach events).</p>

### Voluntary Sector Outreach

Lead	Community Involvement (Organisations)
Status	Green
Progress	See agenda item 8, paper 5
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"> <li>• Held 28<sup>th</sup> January 2016 at the Town Hall.</li> <li>• 4 quality officers spoke about quality priorities. Afternoon collected information for Health Inequalities form</li> <li>• 50 people attended the conference</li> <li>• Team has two ideas for potential conferences next year. Need to think through the best ideas as these will need to be fully cost recovering.</li> </ul>
Risks and mitigating actions	<p>Risks:</p> <ul style="list-style-type: none"> <li>• Change between free events to paid-for event could result in low-turnout.</li> </ul> <p>Mitigating Actions:</p> <ul style="list-style-type: none"> <li>• Ensuring the topics and invited speakers really deliver for VS colleagues</li> </ul>
Issues requiring board input	None

### Project Fund

Lead	Head of Projects
Status	Green
Progress	<ul style="list-style-type: none"> <li>• Status of Current projects:</li> <li>• Support, Empower, Advocate, Promote (SEAP)'s project to engage Gypsy and Travellers should be complete by the end of January.</li> <li>• Oxfordshire Parent and Infant Project (Oxpip)'s project on children and parents from conception to 2 years is currently in the fieldwork stage</li> <li>• Oxford Against Cutting, Refugee Resource and Cruse bereavement service have all moved into the fieldwork stage.</li> </ul>
Risks and mitigating actions	<p>Risks:</p> <ul style="list-style-type: none"> <li>• Non-completion or late completion of current projects - we have not had any of the 2015-16 projects completed to date</li> </ul>

	<p>Mitigating actions:</p> <ul style="list-style-type: none"><li>• Level of support to organisations has increased to encourage them to complete to a good timeline.</li></ul>
Issues requiring board input	None at this time