

## Healthwatch Oxfordshire Board of Directors

Date of Meeting: 11 <sup>th</sup> July 2017	Paper No: 2
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Title of Presentation: Executive Directors Report
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This paper is for	Discussion		Decision		Information	x
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Purpose and Executive Summary (if paper longer than 3 pages): Please click the icon to access the document
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Financial Implications of Paper:
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<b>Action Required:</b> The board is asked to: <ul style="list-style-type: none"><li>• Note the contents of the Executive Directors report</li><li>• Make a decision on the Project Fund Proposal</li></ul>
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<b>Author:</b> Rosalind Pearce
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## Summary of activity since last meeting

### Oxfordshire Health Transformation

On the 20<sup>th</sup> June the Oxfordshire Clinical Commissioning Committee Board received the Phase 1 consultation report. This was for discussion and information only. The Board meets in August to make decisions. The full consultation report can be found [at this link](#)

The main conclusions of the report were:

- People want care close to home
- Support for keeping Horton as a district general
- “Reasonable levels” of support for changes to stroke care
- Support for care close to home but concern that the infrastructure in place to support that is not sufficiently developed
- “Universal concern and lack of support” for Horton maternity proposals
- Suggestion that population growth and development in Banbury will mean reducing services at Horton not necessary.
- Frustration at parking and transport at JR and Horton.
- Criticism of consultation process itself, including holding in two parts.

Three areas, parking, travel, and the maternity services at the Horton, were deemed serious enough to require more research work. The findings of this research will be presented to the Clinical Commissioning Group's August Board meeting.

### Health Overview and Scrutiny Committee (HOSC)

HWQO Chair introduced himself and his vision for Healthwatch at the HOSC meeting on 22<sup>nd</sup> June 2017. Member of the HOSC were also interested in the Travel Survey HWO were carrying out and asked that a copy of the report be sent to the Committee.

### Healthwatch Ambassadors / Lay Representatives

#### Health Improvement Board

Both HWO Ambassadors (job share) have decided not to continue after their initial two years. Richard Lohman, ex HWO Board member and Commissioner on the Oxfordshire Health Inequalities Commission has agreed to take up this role.

#### Children's Trust Board

Unfortunately, the lay representative recruited as our ambassador has had to take a step back for the near future. Sylvia Buckingham attended the Children's Trust meeting in June. We are to explore the option of Sylvia continuing to attend the Children's Trust Board as Healthwatch representative.

### Travel Survey - hospital sites

Oxfordshire Clinical Commissioning Group (OCCG) commissioned Healthwatch Oxfordshire to conduct a Travel Survey of people attending the Oxford University Hospitals Foundation Trust four hospital sites. The survey was conducted between 8<sup>th</sup> to 26<sup>th</sup> May. The full report will be available on HWO web site. Our main finding was that our survey did not reflect the general public's perception of getting to and parking at JR being a 'constant nightmare' to access the site and park. However, there were a sizeable number of people

whose travel and parking experience had a major negative impact on their visits to the hospital.

### Locality Forum support

Healthwatch Oxfordshire is to give secretariat support to the Locality Forums and development support to patient participation groups. OCCG have agreed our proposal and the contract will begin in September 2017. The plan is to have a one month hand over period from OCCG during September.

## Summary of activity plans for next 2 months

### Bicester Town

Bicester Town event will start on 28<sup>th</sup> September and run until 14<sup>th</sup> October. Staff are busy planning the outreach and beginning to put in place the communications plan for this event.

### Testing the system, people's experience

Healthwatch is working up a project with Oxfordshire County Council to test the new locality based adult social care system by following people through the system and telling their stories of their experience. The expected start date is September 2017 through to end of March. The outcomes will be people's stories and the identification of shared experiences that work for people and those that do not.

### Voluntary Sector Forum - Health Inequalities, 13<sup>th</sup> July in Abingdon.

Focussing on Health Inequalities the Forum will hear from Richard Lohman and Jackie Witherspoon, Public Health Oxfordshire - on progress made since the Oxfordshire Health Inequalities Commission Report was published in November 2016. This is an opportunity for the voluntary sector to hear what is happening, contribute to the debate, and explore the role of the sector in addressing health inequalities in Oxfordshire. A full report will be published in August.

### Outreach

The summer outreach programme has now started - events where we are can be found on HWO's web site or following this link

<http://www.healthwatchoxfordshire.co.uk/forthcoming-events>

## Activity variance against agreed 2017/18 work Plan

### Town events

Following the internal operational review of the Witney Town event in early April and the need to extend the time for marketing future events the planned town event for late June / early July was put back to late September/early October. This means that we are unlikely to hold three town events in 2017/18. Staff resources are the main constraints.

## Update on progress with HWO compliance

### Health & Safety

A full health and safety review has been undertaken of the premises and working arrangements. Where actions have been required they have been put into place and a full report will go to the September Governance, Finance and Strategy Group (GSF).

### Policies & Procedures

We are now reviewing all our policies and procedures to ensure they are up to date with current legislation and that we are implementing the procedures. A report will go to the and September Governance, Finance, and Strategy Group (GSF).

## Human Resources

### Staff recruitment

Now recruiting to the post of Community Involvement (Localities) - closing date is 9am on 7<sup>th</sup> July 2017 and we are interviewing on Wednesday 12<sup>th</sup> July. Interview panel Tracy Rees, Vice Chair HWO, Helen Van Hoss Chair North East Locality Forum and Rosalind Pearce, Executive Director HWO

### Work pressures

The past few months have been very busy with the analysis and drafting of three reports- Access to GP services, Travel survey and Witney.

With the Board moving from six meetings per year to 11 meetings / management meetings plus the Governance, Strategy and Finance and Communication Groups meeting staff time supporting the Board has increased significantly. I intend to review the situation and report to the Board in November.

## Project Fund Proposal (for decision)

Until the end of 2015/16 fiscal year we had a project fund that was used to support research about health and social care experiences of hard to reach groups. Hearing the voice of hard to reach groups is a key focus for all Healthwatch. There were several projects that were not completed by the end of 2015/16 and were published in 2016/17 so we kept a public profile of listening to the hard to reach communities and working with the third sector.

The outcomes from these projects has varied from voluntary sector organisation working together through to joint events being held by the NHS and a legal voluntary sector organisation. Most of the reports published in 2016/17 were well received by the Board, commissioners, and providers; with supported input into the Health Inequalities Commission being one outcome to be proud of. I believe that being able to work with / through communities is the most effective way of hearing their voice.

I propose that £24,000 of the 2016/17 under-spend be distributed by a Project Fund for 2017/18 overseen by a Board Project Group.

If this proposal is agreed by the Board I will draft criteria and procedures paper for approval by the Group.

HWO have a Voluntary Sector Forum meeting on the 13th July the focus of which is Health Inequalities Commission Report if the Board agrees to the establishment of the Fund I propose we launch it at this event.