

## Healthwatch Oxfordshire Board Meeting

Date of Meeting: 26 <sup>th</sup> May 2015	Paper No: 8
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Title of Presentation: Project Sub group update
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This paper is for	Discussion		Decision		Information	x
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<p><b>Purpose and Executive Summary (if paper longer than 3 pages):</b></p> <p>To inform the board of the discussions of the Board project sub group, and subsequent media timelines.</p>
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<p><b>Financial Implications of Paper:</b></p> <p>None</p>
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<p><b>Action Required:</b></p> <p>For the Board to note the Healthwatch Oxfordshire project subgroup updates, minutes and milestones.</p>
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## Projects Update Report:

### Project Sub-group Meeting 12.05.15 (updated on 12.05.15 for the Board meeting)

#### 1.0 Enter & View Project Update

##### 1.1 Discharge

Fieldwork closed at the end of April, except for 3 outstanding interviews with people in their own homes yet to be conducted. In total, we received feedback from 421 people, broken down as:

- 66 Enter & View interviews have been completed.
- 50 partial responses to Pharmacies questionnaire
- 215 partial responses to Patients after discharge questionnaire
- 61 partial responses to GP questionnaire
- 29 partial responses to Care providers questionnaire

Mark Stone (freelance project manager) has agreed a data cleaning and analysis plan with Carol M. In the process of agreeing a reporting timeline with Mark for a target publication date of 21<sup>st</sup> July. This would implicate the following timeline:

1. First Draft delivered by **10<sup>th</sup> June**
2. Agreed internal draft for sharing with stakeholders and the Board Project Subgroup in time for **14<sup>th</sup> July meeting**
3. Final version for sharing with stakeholders - **17<sup>th</sup> July** comments received back, **14<sup>th</sup> August**
4. Send to press under embargo - **1<sup>st</sup> September**
5. Published - **7<sup>th</sup> September**

##### 1.1 Dignity Project

Fenella Trevillion (interim project manager) has now handed over all elements of the project to Carol M. Fenella will be joining us for 14<sup>th</sup> May volunteer briefing / training to deliver some awareness training about mental health, dementia and end of life as we will be visiting care homes, community hospitals and hospices to ensure volunteers are comfortable.

A final version of questionnaires is being shared with the steering groups and logistics groups after a final internal review.

Enter & View (E&V) visits will be conducted, where possible, with 3 volunteers, one to conduct the interview, one to note-take and a final volunteer to observe the working of the ward or area. Learning from the dignity project, guidance on how to complete the questionnaire will be strengthened.

17 sites have been identified for E&V, including multiple wards in some cases. They cover nursing homes, care homes, hospices, community hospitals, mental health inpatient settings and acute hospital settings including the assessment units within the John Radcliffe hospital emergency department. These visits are in the process of being scheduled for Late June / early July.

Oxford University Health Experiences Institute (HEXI) team is confirming a launch date (based on availability of venues, in early November) and Age UK is leading on the development of the awards ceremony, categories, and selection criteria.

Project is scheduled to go live on 8<sup>th</sup> June.

## **2.0 Project Fund Update**

### **2.1 Reports Received**

Reports have been received from Oxfordshire Rural County Council, Guideposts Trust and Homestart.

Homestart and Guideposts have received comments and suggestions for revision. ORCC report looks to be in a near final version.

### **2.2 Live Projects**

**SEAP (support empower advocate promote service)** - SEAP has not yet begun their project, but have allocated members of staff and expect to get underway within the next couple of weeks.

**Donnington Doorstep** - SEE CEOS report

### **2.3 Publication timelines**

Given delays in receiving reports from grant recipients, and election purdah, the following schedule for publication is being proposed to the recipients and this group:

- Restore report to be published 22<sup>nd</sup> June
- ORCC report to be published 2<sup>nd</sup> July
- Guideposts report to be published 15<sup>th</sup> July
- Homestart and SEAP to be scheduled in September.

### **3.0 2015-2016 Fund Applications**

#### **3.1 Timeline**

New project fund applications will be considered at our next meeting on 14<sup>th</sup> July. We will launch the call for new application on 11<sup>th</sup> May, with a closing date of 30<sup>th</sup> June.

#### **3.2 Budget**

£18729 of the 2015-2016 Project fund remaining to be allocated.

<b>Title:</b> Notes of Project Fund Sub group		
<b>Date:</b> 24.3.2015	<b>Time:</b> 2.00 - 4.00pm	
<b>Venue:</b> Whichford House		
<b>Chair:</b> Tracey Rees,		<b>Minute taker:</b> Annie Davy
item	Description	
1	<p><b>Welcome and apologies.</b> Tracey Rees (TR) opened the meeting as newly appointed Chair of the Subgroup.</p> <p>Also in attendance: Eddie Duller (ED), Rachel Coney (RC), Annie Davy (AD). Apologies from Richard Lohmann and Caroline King</p> <p>Visitors: Alice Hicks and Jeanne Humber (Restore) for item 5.</p>	
	Declarations of interest. None declared for this agenda	
2	<p><b>Notes of the last meeting (27.1.15)</b> were accepted as already approved.</p> <p><b>Matters arising (Actions)</b></p> <p>a) City Council Report now on website. RC met with Angela Cristofoli. RC will ask Jen Marks - the new Community Involvement Officer (Public) - for Healthwatch Oxfordshire to build on the relationships with the City Council community involvement team re health and social care issues in priority areas in the City.</p> <p>b) The April Board workshop will be considering HWO priorities for the year ahead. Consideration will then be given to how targeted solicitation of future applications to this fund should be. It was noted that the grant programme allows issues to bubble up which we may not otherwise be aware of, informing the Board's strategic thinking on larger scale projects that should be commissioned.</p> <p>c) The Headington Community event did not accept the grant in the end as there was insufficient time for publicity. Meetings of this group will continue to open with declarations of interest in</p>	

	<p>order that any conflicts can be appropriately managed.</p> <p>d) Community events with grant funding have run as planned. Healthwatch staff attended outreach stalls where possible. Aimee Evans, Oxfordshire Healthwatch community involvement officer, is collecting reports from groups that ran event with grant funding.</p> <p>e) Jean Nunn Price has spotted a number of typos on the website - particularly in relation to the project fund section. <b>Action:</b> AD to ask Jean to email Ben Mabbett, Oxfordshire Healthwatch Communications Officer with corrections.</p>
3	<p><b>Update/matters arising on current live projects and engagements since last meeting.</b> AD went through her report. Amended version attached.</p> <p>a) Paper to Health Overview Scrutiny Committee (HOSC) and the Health and Wellbeing Board were well received. Copies of the responses from Oxfordshire County Council (OCC) and Oxfordshire Clinical Commissioning Group (OCCG) were circulated to authors of the reports.</p> <p>b) Community Glue responded with some doubts about actions actually taken by OCC re Direct Payment etc. <b>Action: RC to follow up with Jon Hyslop (community glue) and John Jackson.</b></p> <p>c) My Life My Choice (MLMC) very positive about promise from OCCG to meet with MLMC to agree strategy for improving outcomes on GP checks for people with learning disabilities. AD to check with MLMC if this has actually happened.</p> <p>d) All live projects on track to report within timescales. AD expecting to receive draft reports on all of them except Donnington Doorstep before she hands over to incoming staff. Donnington Doorstep on track to delivery report in July.</p>
4	<p><b>New application SEAP: Voice of Gypsies and Travellers</b></p> <p>a) Application approved. AD to check understanding of the changed role of health advocacy worker from OCCG to Oxford Health and that these connections have been made.</p>
5	<p><b>Subgroup Terms of Reference</b> were considered and changes made. Amended copy attached. <b>Action:</b> RC to take latest version to next Board meeting for approval</p>

**Draft report Alice Hicks (Service User, Report Author) and Jeanne Humber (Restore)**

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- a) Draft report was presented by Alice Hicks. The Subgroup agreed a lot of good work has gone in and that it presents as an interesting report with human interest, but that the report needed to be a bit sharper on the conclusions and recommendations.
- b) RC suggested report could be improved as follows:  
The new Oxfordshire Mental Health partnership has committed itself to high quality user involvement in everything it does. The report's main recommendation should focus on advising the new partnership to set up a user-led group to inform all aspects of delivery of the Outcomes Based Contract, based on the best practice model recommended in the report.
- c) Commissioners should be recommended to support this in terms of their contract management.
- d) Other Mental Health service providers who currently run user groups should be encouraged to review the report and to consider how they could improve their own practice in the light of its findings.
- e) Report content needs some restructuring so that it tells a clearer story. After the Executive Summary (including main recommendations) , consider restructuring along the following lines:
  - What is currently going in Oxfordshire?
  - What is going on elsewhere?
  - What can we conclude is best practice and why is it best practice (key features)
  - What needs to change in Oxfordshire
  - How can this research be used to improve practice of existing groups?
  - Recommendations
- f) Timescales for next steps:
  - End of April - Alice and Jeanne to submit next draft to HWO for final proof/edit
  - Middle of May - HWO will send the report for accuracy checks and comment and agree publication date.
  - Middle of June - deadline for comments.
- g) Need to agree media strategy. Healthwatch Oxfordshire and Firebird will advise on this. Suggestion that a representative

	<p>from HWO and Restore could accompany Alice for any press interviews.</p> <p>h) Eddy McLaughlin, Director of Operations Oxford Health NHS Foundation Trust has suggested that funding will be available for a service user led event, which could be an excellent platform for launching the report. <b>Action:</b> Jeanne and Rachel to liaise with Eddy and with Alice on this.</p>
7.	<p><b>AOB</b></p> <p>a) AD to prepare handover tasks including induction meeting on the project fund in the second half of April. TR and other project group members to be invited to attend should they wish.</p> <p>b) Need to begin to plan timescale for publication of new reports.</p>

<b>Title:</b> Project Fund sub group minutes		
<b>Date:</b> 12.5.15	<b>Time:</b> 2.00 - 4.00pm	
<b>Venue:</b> Whichford House		
<b>Chair:</b> Tracey Rees		<b>Minute taker:</b> Carol M and Jen M
item	Description	
1	<p><b>Welcome and apologies</b> Tracey Rees (TR) opened the meeting, and welcomed Jen Marks (JM) to the meeting.</p> <p>Also in attendance: Eddie Duller (ED), Richard Lohmann (RL), Rachel Coney (RC) and Carol Moore (CM)</p> <p>Apologies from Caroline King</p>	
2	<p><b>Declarations of interest</b></p> <p>RL declared he was an employee of Oxford Health which may be relevant to the ongoing Enter and View projects.</p>	
3	<p><b>Notes of the last meeting (24.3.15):</b> Notes were approved as an accurate record of the meeting, with the date to be amended to the correct meeting.</p> <p><b>Matters arising (actions)</b></p> <ul style="list-style-type: none"> <li>f) City Council Report now on website. RC met with Angela Cristofoli. RC will ask Jen Marks - the new Community Involvement Officer (Public) - for Healthwatch Oxfordshire to build on the relationships with the City Council community involvement team re health and social care issues in priority areas in the City. <b>To be completed as it is JM's first day</b></li> <li>g) CM to follow up to see if all community involvement reports have been received.</li> <li>h) RC to follow up with community glue's comments about Oxfordshire County Council's statements in response to their report</li> <li>i) RC to follow up with My Life, My Choice to see if their meeting with David Smith and Joe McManners at Oxfordshire Clinical Commissioning Group had gone ahead</li> <li>j) Groups TORs to be updated to reflect its interaction with the Strategy planning and finance sub-group</li> </ul>	

4	<p><b>Update on current Projects</b>  CM went through her report, an updated version is attached. The group accepted the update.</p> <p>a) The group agreed to review and approve project reports for Guideposts and ORCC electronically due to the publication timelines.</p> <p>b) For the Restore report, there was a question as to how best to support Alice Hicks in the publication. It was suggested that RC support Alice with media requests around publication as there was a strong human interest element.</p>
4	<p><b>Child sexual exploitation project</b></p> <p>a) Donnington Doorstep have pulled out of the project and will be returning the project fund grant to us as they feel they do not have the capacity to continue with the project.</p> <p>b) RC is in contact with the National Working Group on child sexual exploitation based in Derbyshire to see if they can extend their involvement with the project to cover some or all of the elements that Donnington Doorstep was intending to cover. The national working group has not yet responded - RC to follow up.</p> <p>c) The project fund sub-group indicated its support to the continued development of this project.</p>
5	<p><b>Update on planned schedule for Project fund 2015 applications</b></p> <p>CM presented a milestones document which covered the application timelines as well as publication timelines for the major projects. You will find this attached.</p>
6	<p><b>Presentation of Guideposts report</b></p> <p>The Guideposts report had been sent out for information. No one from the organisation was available to present their research at this meeting. CM updated that suggested revisions to the report had been sent to Zoe McIntosh at Guidepost. An updated version will be shared with the group and comments will be made electronically.</p>
7	<p><b>AOB</b></p> <p>CM suggested that meetings after 14<sup>th</sup> July to be scheduled for 3 weeks ahead of the Board meeting due to board paper deadlines. Group agreed this was acceptable. CM to send a doodle poll for dates and times to be sent to the group meetings.</p>

HWO Milestone Plan (v2)

Project Name	Milestone	Date
<b>Hospital Discharge Project</b>	First draft produced	10/6/15
	Final draft to Stakeholders for comment on accuracy, errors or omissions.	17/7/15
	Deadline for comment from stakeholders	14/8/15
	Press release approved	18/8/15
	Report released under embargo	01/9/15
	Project Report Published and embargo lifted	07/9/15
<b>Dignity in Care</b>	Volunteer training for project	14/5/15
	Press release approved	29/5/15
	Press release out under embargo	01/6/15
	Project launched and press release lifted	08/6/15
	E&V activity starts	15/6/15
	Report first draft	tbc
	Final draft to Stakeholders for comment on accuracy, errors or omissions.	tbc
	Deadline for comment from stakeholders	tbc
	Press release approved	tbc
	Report released under embargo	tbc
	Report released	tbc
	Dignity in Care awards	tbc
<b>Annual Report</b>	Report sent to designer	04/5/15
	First draft received from the designer	11/5/15
	Annual report sent to Chair and CEO for comment	12/5/15
	Sent to marketing sub-group for approval	15/5/15
	Marketing sub-group final edits to the report	20/5/15
	Final edits to designer	20/5/15
	Print ready copy to Board as late Board paper	22/5/15
	Directors approve the report	26/5/15
	Final report sent to printers	29/5/15
	Annual Report released under embargo	08/6/15
Annual Report published and embargo lifted	15/6/15	
<b>Voluntary Sector Conference</b>	Opportunity for HWO to listen to the voice of the voluntary sector	08/7/15
<b>HWE Awards</b>	Deadline for applications (five categories entered by HWO)	08/5/15
	Winners announced at HWE Conference	30/6/15
<b>Hearsay! (timeline assumes)</b>	Didcot event	07/5/15
	Oxford City event	21/5/15
	Banbury event	04/6/15

Countywide event deferred until Nov-Jan)	Countywide event- this may be deferred to Nov	20/6/15
	Final report to Stakeholders (OCC, OCCG) for comment on accuracy, errors or omissions.	22/6/15
	Deadline for responses	03/7/15
	Press release approved	06/7/15
	Report released under embargo (tbc)	08/7/15
	Report published	15/7/15
<b>Project Fund</b>		
Project Fund	Promotion of the fund	11/5/15
	1 <sup>st</sup> round of applications deadline	30/6/15
	Sub group meeting to review/approve applications	14/7/15
	2 <sup>nd</sup> round of applications deadline	24/8/15
	Sub group meeting to review/approve applications and review progress on projects	08/09/15
	3 <sup>rd</sup> round of applications deadline	27/10/15
	Sub group meeting to review/approve applications and review progress on projects	10/11/15
<b>Restore</b>		
Restore	Final draft to Stakeholders for comment on accuracy, errors or omissions.	20/5/15
	Deadline for comment from stakeholders	12/6/15
	Final press release approved by Chair	12/6/15
	Report released under embargo	15/6/15
	Report released	22/6/15
<b>Guideposts Trust</b>		
Guideposts Trust	Final draft to Stakeholders for comment on accuracy, errors or omissions.	03/6/15
	Final press release approved by Chair	03/7/15
	Deadline for comment from stakeholders	03/7/15
	Report released under embargo	08/7/15
	Report released	15/7/15
<b>Home Start</b>		
Home Start	Final draft to Stakeholders for comment on accuracy, errors or omissions.	tbc
	Press release approved	tbc
	Deadline for comment from stakeholders	tbc
	Report released under embargo	tbc
<b>ORCC</b>		
ORCC	Final draft to Stakeholders for comment on accuracy	27/5/15
	Press release approved	19/6/15
	Deadline for comment from stakeholders	19/6/15
	Report released under embargo	25/6/15
	Report released	02/7/15
<b>SEAP</b>		
SEAP	Final draft to Stakeholders for comment on accuracy	tbc
	Press release approved	tbc
	Deadline for comment from stakeholders	tbc
	Report released under embargo	tbc
	Report released	tbc
<b>Final draft to Stakeholders</b>		
	Final draft to Stakeholders	tbc

