

## Healthwatch Oxfordshire Board of Directors

Date of Meeting: May 26th 2015	Paper No: 2
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<p><b>Title of Presentation:</b></p> <p>Chief Executive's Report, March 10<sup>th</sup> - May 11<sup>th</sup> 2015</p>
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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>This paper summarises activity undertaken by the HWO Staff team in the period since the last Board meeting.</p>
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<p><b>Financial Implications of Paper: None</b></p>
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<p><b>Action Required:</b></p> <p>The Board is asked to note the contents of the paper, and in particular to:</p> <ol style="list-style-type: none"> <li>1. Note the work being undertaken to rethink the proposed Child Sexual Exploitation project.</li> <li>2. Consider the proposal that we use the June Board workshop to cover: <ul style="list-style-type: none"> <li>• An introduction to the Joint Strategic Needs Assessment (JSNA) and what it tells us about the population of Oxfordshire</li> <li>• Mapping of who we have heard from as an organisation in the past year and who we seek to influence</li> <li>• A further discussion about priority population groups for HWO to hear from.</li> </ul> </li> <li>3. Consider the request that we hold Board meetings at the later time of 6-8pm to enable members who work to attend more easily.</li> </ol>
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## 1. Introduction

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

- i. Delivery of discharge project enter and view activity.
- ii. Promotion of online discharge project questionnaires for the public, GPs, pharmacists and care workers.
- iii. Preparation for analysis and report writing on discharge project.
- iv. Detailed logistics planning for Dignity in Care project and final redrafting of questionnaires.
- v. Dignity in Care focus group and case study work.
- vi. Ongoing support for grant funded projects.
- vii. Preparation for Hearsay 2015 and delivery of the first event in the series.
- viii. Preparation for year end including work on financial reporting, annual report and HW England intelligence return.
- ix. Submission of HW England Awards applications.
- x. Induction of new staff and handover of projects to them.
- xi. Induction of new Board.
- xii. Supporting first meetings of new Board sub groups.
- xiii. Finalising the service level agreement with OCCG for delivery of support to West Oxon Locality Forum (WOLF) , and agreeing how we will work with other OCCG locality forums.
- xiv. Getting recruitment of HWO Ambassadors to replace PIN (Public Involvement Representatives) on the Children’s Trust and Health Improvement Boards underway.
- xv. Development of CRM database.

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

CQC	<ul style="list-style-type: none"> <li>• Campsfield House meeting</li> </ul>
OCC (Oxfordshire County Council)	<ul style="list-style-type: none"> <li>• HOSC (Health Overview and Scrutiny Committee)</li> <li>• JSNA (Joint Strategic Needs Assessment) and Health and Wellbeing Board steering groups</li> <li>• Liaison meeting with John Jackson and Ben Threadgold</li> <li>• Health Improvement Board</li> <li>• Lucy Butler (Head of Directorate) re Child Sexual Exploitation project</li> </ul>
City and District Councils	<ul style="list-style-type: none"> <li>• Cherwell District Council Local Strategic Partnership Board</li> </ul>
OCCG (Oxfordshire Clinical Commissioning Group)	<ul style="list-style-type: none"> <li>• Board induction session</li> <li>• Engagement leads meeting with OCC and OCCG staff</li> <li>• Equality Reference Group</li> <li>• Planning meeting re WOLF support contract</li> <li>• System Transformation workshop</li> <li>• LFC Forum Chair’s meeting</li> </ul>
Other	<ul style="list-style-type: none"> <li>• OCCG Locality Forum Chairs</li> </ul>

HWE (Healthwatch England)	<ul style="list-style-type: none"> <li>Quality Surveillance Group meeting</li> </ul>
OUHT(Oxford University Hospitals Trust) OHFT(Oxford Health Foundation Trust)	<ul style="list-style-type: none"> <li>Pauline Scully, Head of Children and Young People's Services Directorate</li> </ul>
Voluntary sector (some by phone)	<ul style="list-style-type: none"> <li>Donnington Doorstep and National CSE (Child Sexual Exploitation) Working Group re project</li> <li>Alex Jackson, Sustain re hospital food campaign</li> <li>Age UK and Oxfordshire Association of Care Providers (OACP)re Dignity Project/Awards</li> <li>Patricia Moore, OMEGA (local ME charity)</li> <li>Kate Hill (SEAP) and Katherine Boyce (Oxfordshire Advocacy)</li> <li>Asylum Welcome and partners</li> </ul>
Media	<ul style="list-style-type: none"> <li>Cancelled operations (BBC Oxford South Today)</li> <li>Delayed discharges (Oxford Mail and South Today)</li> <li>Hearsay (Oxford Mail)</li> </ul>

### 3. Organisational development issues

3.1 New Board members have almost all now been registered with Companies House.

3.2 Aimee Evans left us on April 15<sup>th</sup>, and Carol Moore joined us as Head of Projects, with Kanika Lang as Community Involvement Officer (Organisations), on April 14<sup>th</sup>. Jen Marks joined the team as Community Involvement Officer (Public) on May 11<sup>th</sup>.

3.3 Induction programmes for staff and Board are underway.

3.4 The next Board workshop is scheduled for June 23<sup>rd</sup> from 4-6pm. Following discussion at the Strategy , Planning and Finance sub group it is proposed that this covers:

- An introduction to the Joint Strategic Needs Assessment (JSNA) and what it tells us about the population of Oxfordshire
- Mapping of who we have heard from as an organisation in the past year and who we seek to influence
- A further discussion about priority population groups for HWO to hear from.

3.5 The 4-6 timing of Board meetings is difficult for some Directors, and we have been asked to canvas views on moving meetings to 6-8 pm, with sandwiches provided, to enable those who work to attend more easily.

#### **4. Recruitment of HWO Ambassadors**

4.1 Role descriptions have been agreed, the roles have been widely promoted via our usual viral marketing routes and the Business Manager has arranged for shortlisting and interviewing to be completed by the end of May.

#### **5. Child Sexual Exploitation project**

Donnington Doorstep have withdrawn from this project and will be returning their grant. They have taken this decision because of internal capacity issues arising from their change of Director. We are actively seeking an alternative way of delivering this project in consultation with the National Working Group and the OCC Commissioning lead.

#### **6. Campaigns**

The CEO is supporting 3 campaigns at present:

- Lobbying NHS England to provide information and assurance on how it will ensure the new GP contract does not adversely affect development of effective PPGS.
- Lobbying OCCG to provide information and assurance on the steps being taken to address cancer treatment time breaches at OUHT.
- Lobbying NHS England to demonstrate how it is assuring itself that medical services for detainees at Campsfield House are fit for purpose.

#### **7. Firebird PR update**

7.1 Media coverage for Healthwatch Oxfordshire achieved for the period has been much lower than normal as result of the general election purdah period, during which almost all requests for interview and statements have been refused.

7.2 PR Activity Summary:

- i. Issuing press release to announce Hearsay
- ii. Planning media schedule for post purdah period through to early November (see Paper 8 )

#### **8. Healthwatch England awards**

Healthwatch England holds an annual conference, which this year is in Manchester on June 30<sup>th</sup>/July 1<sup>st</sup>. The Chair and CEO will be attending.

Each year this incorporates awards made to local Healthwatch organisations. Following discussion with the Marketing sub group, HWO has submitted entries in the following categories:

- Making a difference across the system
- Making a difference to healthcare
- Making a difference to social care
- Making a difference to diversity and inclusion
- Making a difference to commissioning

Copies of entries are available should any Board member wish to see them.

#### **9. Fee based work**

A contract has been agreed with Annie Davy to undertake work to assist a research project being led by an academic at the Said Business School. Healthwatch Oxfordshire will receive a fee of £2500 for this piece of work, 80% of which will go to pay Annie's time and costs. The Chief Executive will quality assure this work with support from the Head of Projects.

HWO is awaiting receipt of the final SLA document from OCCG for provision of £4000 worth of support services to the West Oxfordshire Locality Forum, but all negotiations for this are complete and we expect to start offering this service from June 1<sup>st</sup>.

#### **10. 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. A more detailed report on projects can be found in Paper 8. Key issues for the Board to note/consider are:

- The withdrawal of Donnington Doorstep from the CSE project.
- The likelihood that we will cancel the countywide Hearsay event and replace it with an October progress checking event. This decision will need to be made by May 20<sup>th</sup> and a verbal update will be brought to the Board.

**APPENDIX ONE- PROGRESS REPORTS ON KEY PIECES OF WORK**

Hearsay!	
Lead	Kanika
Status	Amber
Progress	<ul style="list-style-type: none"> <li>Southern Oxfordshire Hearsay! held on 7<sup>th</sup> May in Didcot's Cornerstone Arts Centre with 11 attendees and staff from Oxfordshire County Council and HWO; City Hearsay! Scheduled for on 21<sup>st</sup> May, with over 20 attendees and senior OCC staff in attendance.</li> <li>Attendees' priorities were identified and discussed and attendees voted on their top three priorities to take forward.</li> <li>Next Hearsay! event to be held in Banbury on 4<sup>th</sup> June.</li> </ul>
Risks and mitigating actions	<p>Risks:</p> <ul style="list-style-type: none"> <li>Low numbers of attendees per event even though the events were promoted using the same channels as last year.</li> </ul> <p>Mitigating Actions:</p> <ul style="list-style-type: none"> <li>In discussion with OCC to look at the option of postponing the final county-wide event to later in the year- in Autumn- where OCC reports back to attendees on how it has improved services on the basis of the feedback gathered from the local Hearsay! events</li> </ul>
Issues requiring board input	None
Voluntary Sector conference	
Lead	Kanika
Status	Amber
Progress	<ul style="list-style-type: none"> <li>Date and possible venue identified. (July 8<sup>th</sup> Kings Centre)</li> <li>Work on agenda and promoting the event to the voluntary sector in Oxfordshire ongoing.</li> </ul>
Risks and mitigating actions	<p>Risks:</p> <ul style="list-style-type: none"> <li>Low numbers and lack of engagement from busy voluntary sector colleagues.</li> </ul> <p>Mitigating Actions:</p> <ul style="list-style-type: none"> <li>Ensure event is promoted well, with sufficient notice and has a robust agenda including information on the Project Fund.</li> </ul>
Issues requiring board input	None
Community Involvement (Public)	
Lead	Carol Moore
Status	Green
Progress	<p>Events calendar since March Board meeting:</p> <ul style="list-style-type: none"> <li>24<sup>th</sup> March Community Information Network Partnership Meeting, Oxford</li> </ul>

	<ul style="list-style-type: none"> <li>• 30<sup>th</sup> March Memory Café, Kidlington</li> <li>• 30<sup>th</sup> March Oxfordshire Youth Parliament</li> <li>• 30<sup>th</sup> March Age of Champions Event, Chipping Norton</li> <li>• 15<sup>th</sup> April Community Information Network Partnership Meeting, Cherwell</li> <li>• 17<sup>th</sup> April Community Information Network Partnership Meeting, Vale</li> <li>• 17<sup>th</sup> April Age UK Information Fair, Bicester</li> <li>• 23<sup>rd</sup> April Community Information Network Partnership Meeting, South</li> <li>• 19<sup>th</sup> May West Locality Forum</li> <li>• 21<sup>st</sup> May South East Locality Forum</li> </ul> <ul style="list-style-type: none"> <li>• All 6 Play Days in July and August</li> <li>• 9<sup>th</sup> June - Goring PPG information fair</li> <li>• Invitations received to 11 forward events, but these need to be scheduled with Jen Marks</li> </ul>
Risks and Mitigating actions	<p>Risks:</p> <ul style="list-style-type: none"> <li>• Lack of capacity recently has meant drop off in attendance at CCG locality Forum meetings and less events confirmed in forward planner than is ideal.</li> </ul> <p>Mitigating Actions:</p> <ul style="list-style-type: none"> <li>• Jen to focus on meeting Locality forums and firming up events calendar for next few months</li> </ul>
Issues Requiring board input	None
<b>Volunteers</b>	
Lead	Carol Ball
Status	Green
Progress	<ul style="list-style-type: none"> <li>• We have recently recruited six new volunteers and five of them will commence their induction with Healthwatch Oxfordshire training on May 28<sup>th</sup>. This will be followed by Enter and View training on 8th June to which we will have an additional volunteer from the first round of training. This round of training will result in a total number of E&amp;V trained volunteers of 25.</li> <li>• One of our volunteers has been working in the Healthwatch office inputting the data from the first round of Enter and View activity.</li> <li>• The third Enter and View Training to be carried out in house with Carol and Rachel taking the lead.</li> <li>• Volunteers have attended a briefing on the Dignity in Care project in preparation for the project going live in June.</li> </ul>
Risks and mitigating actions	<p>Risks:</p> <ul style="list-style-type: none"> <li>• No clear milestone plan for using volunteers, apart from the Enter and View function.</li> <li>• Champions to be recruited from the voluntary sector, however, this would need to be managed carefully in order that we do not place too many demands on their time.</li> </ul>

	<ul style="list-style-type: none"> <li>We become complacent and do not actively recruit new volunteers</li> </ul> <p>Mitigating actions:</p> <ul style="list-style-type: none"> <li>Develop a volunteer strategy for Champions and Ambassadors, and set up the CRM database for volunteers, recording skills that volunteers are willing to support us with such as IT, Equality etc.</li> <li>Utilise the voluntary sector events to enable our Voluntary Sector partners to feedback form their community as Champions.</li> </ul> <p>Continue to advertise that we are recruiting volunteers and that it is an open process.</p>
Issues requiring board input	None at this time
Improving internal financial controls	
Lead	Carol Ball
Status	Green
Progress	<ul style="list-style-type: none"> <li>Meetings have taken place between HWO and our accountants SPX in order to improve the quality of HWO's management accounts.</li> <li>Improving the quality of the accounts will enable HWO to better understand the costs associated with the various workstreams of the organisation and enable it to forecast more accurate budgets.</li> <li>The accounts will become more detailed to allow the project manager to more accurately forecast spend on projects over the coming financial year.</li> <li>The presentation of the accounts has been altered to group together expenditure more appropriately.</li> </ul>
Risks and mitigating actions	<p>Risks:</p> <ul style="list-style-type: none"> <li>There are no risks associated with this item</li> </ul> <p>Mitigating Actions:</p> <ul style="list-style-type: none"> <li>There are no risks associated with this item</li> </ul>
Issues requiring board input	None
Developing use of CRM	
Lead	Carol Moore
Status	Amber
Progress	Staff team has been trained on the current use of the CRM system. CM is working with Mark Stone to see whether enter and view data from the discharge project fit well into the Healthwatch England theme categories, or whether additional sub-tags are required. Next steps in the development are for CM to meet with CRM volunteer Andrew to understand the scope of the project. Also CM to work with RC to identify what information she would like to pull off the system.

Risks and mitigating actions	<p>Risks:</p> <ul style="list-style-type: none"> <li>Capacity to develop really robust use of the system at same time as maintaining project activity and outputs during induction period</li> </ul> <p>Mitigating Actions:</p> <ul style="list-style-type: none"> <li>Decision taken not to use project management functionality of the system at this stage, and to focus on its use for outreach work feedback at this stage.</li> </ul>
Issues requiring board input	None
<b>Updating the website</b>	
Lead	Ben
Status	Green
Progress	<p>In the period 10<sup>th</sup> March -May 11th we have had:</p> <ul style="list-style-type: none"> <li>2310 hits by 1902 users</li> <li>23.3% returning visitors 76.6% new visitors</li> <li>4784 pages viewed</li> <li>Average length of visit 1:43.</li> </ul>
Risks and mitigating actions	<p>Risks: New content will continue being added. A risk is that content will be difficult to find because it is buried in too many pages.</p> <p>Mitigating Actions: To avoid this old and expired content will be changed or deleted.</p>
Issues requiring board input	None
<b>Stimulating Social Media Activity</b>	
Lead	Ben
Status	Green
Progress	<p>In the period March 10<sup>th</sup>-May 11<sup>th</sup> , on twitter we have had:</p> <ul style="list-style-type: none"> <li>1200 followers</li> <li>56 Tweets</li> <li>29 Retweets</li> <li>Retweet reach of 32,200 people</li> <li>21 Mentions</li> <li>Mention reach of 12,000 people</li> </ul> <p>On facebook we have:</p> <ul style="list-style-type: none"> <li>160 page likes</li> <li>252 people reached</li> </ul>
Risks and mitigating actions	<p>Risks: Comment from Firebird that some tweets a bit repetitive.</p> <p>Mitigating actions: multiples of event tweets will be devised and posted out to avoid this.</p>
Issues requiring board input	NONE

Project Fund - Project grants	
Lead	Carol Moore
Status	Green
Progress	<p><b>Project updates:</b></p> <p><b>Donnington Doorstep Step Out Project</b>  The grant recipient, Donnington Doorstep, has decided to withdraw from this project. The CEO is therefore in discussion with the County Council and the National Working Group to try and identify an alternative delivery partner and agree a revised project methodology.</p> <p>Draft reports have now been received from :</p> <ul style="list-style-type: none"> <li>• Guideposts</li> <li>• ORCC</li> <li>• Restore</li> </ul> <p>These were not received in time to present them to the May meeting of the Project sub group. The final editing stage is now however underway, and agreement has been gained that the Project Sub Group will sign these off for publication by email.</p> <p>Considerable further work is needed on the Homestart report and Annie Davy has agreed to undertake this within the terms of her current contract.</p> <p>Future application dates have been agreed and a marketing/awareness raising campaign is being developed to encourage new applicants to come forward.</p>
Risks and mitigating actions	<p><b>Risks:</b> That we will not be able to identify an alternative means of delivering the CSE project</p> <p><b>Mitigating Actions:</b> Remove references to it from the Annual report</p>
Issues requiring board input	None at this point