

# CEO Board Report

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23<sup>rd</sup> October 2019

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## 1. Contract and Performance

We have not yet had our new report template or first contract review meeting with Cornwall Council. Informal feedback however from our Contract Manager is positive and Healthwatch Cornwall continues to be invited to take a meaningful part in a variety of system oversight meetings as well as Quality Improvement opportunities with specific providers. As an example we now attend the multi-agency suicide prevention group.

Meetings have been held with KCCG regarding our hosting of Maternity Voices Partnership and Funding for other contracts has been drawn down at the appropriate intervals indicating commissioners satisfaction with performance.

## 2. Operational Update

**Integrated Care System** (Cornwall & IoS Health and Social Care Partnership) - formerly Shaping our Future

- We continue our involvement with System Leaders fortnightly meetings which will now be chaired by the new independent chair of the ICS (John Govett)
- Asked to join the new local Quality Surveillance Group for Cornwall which is being jointly run by KCCG and NHSE
- Together with the engagement lead on CFT board we have held the first meeting of their new Engagement & Experience Collaborative (EECO) where we will support the operational development of their new patient experience and engagement strategy



### Healthwatch England Conference

5 staff attended the Healthwatch England conference in Birmingham in October and we delivered two sessions:

- Our end of life work and development of our model for collaborative working
- Ask Cornwall : Our platform for bringing the public and professionals together

Learning from sessions attended will be shared across the team via our monthly team meetings

### Research

In addition to our regular reporting schedule to providers and commissioners the major piece of research in the last quarter has been the **Delayed Transfers of Care (DTCOC) report**. This was conducted at the request of the Transformation Board and was presented to them in August. The significance of peoples experience in the report was acknowledged by the board as it answers a question asked by the Newton Europe diagnostic report.

The TB have taken the recommendations and agreed to develop an action plan to implement.

We have requested that Healthwatch Cornwall have a seat on the new program board for Phase 2 of Embrace.

Since taking up post our new Digital Research & Engagement Officer who is leading on the Ask Cornwall platform has conducted a governance GAP analysis, developed a detailed project plan and ensured governance documentation is in place.

Key meetings have been held with stakeholders, engagement mapping is underway and work is now being undertaken Go Live with a soft launch (two pilots in November).

### Marketing and Communications



We have been reactive in this area over the last quarter as staff time has been taken up with keeping administrative operations going. We have however kept the website up to date and maintained a presence on social media.

### 2020 Healthwatch Cornwall Conference

26<sup>th</sup> March 2020 our conference for professionals will focus on the value of public engagement and we have chosen dementia as a topic on which to concentrate our sessions and showcasing.

### Outreach activity

In addition to the business as usual engagement program we have had a profile at a variety of **community events** such as Big Beach Day.

We have completed a **Special Care Dentistry project** on behalf of NHS England gathering the views of those using services. Through this we have gathered a great deal of information beyond that required as part of the consultation and we are currently considering the most impactful and appropriate way of sharing this.

The team has attended five **Freshers' Fayres** completing 255 surveys and 3 focus groups engaging young people in questions around their preferences in accessing reliable health information. This feasibility study has been funded by EPIC and will be presented to the One Vision Board.

We attended the first **Farming Health Hub** steering meeting which is being chaired by Dr Ruth Goldstein from public health and will continue to be involved in the development of these at a strategic level. Once operative we will build them into our engagement program.

### Volunteers

Recruitment of Volunteer Development Officer has meant that, following an induction period, Rhiannon has been working on integrating Maternity Voices volunteers into Healthwatch Cornwall volunteer program.

### Partnership Boards

Progress on the development of the new partnership board structure has stalled somewhat due to a range of expectations across professionals about what their involvement should/can be.



However the boards and PB officers have played a very active role in the Advocacy consultation process across all boards and are now doing the same with the Carers' Board in connection with the development of Cornwall Council's new Carers Strategy.

## HR

We have successfully recruited to 5 new posts:

- Safeguarding Engagement Officer *(Becky Harrison-Plastow)*
- Digital Research & Engagement Officer *(Tracy Hitchens)*
- Volunteer Development Officer *(Rhiannon Pring)*
- Research Officer *(Helen Hambly)*
- Partnership Board Officer *(Mike Hooper)*
- 1 maternity cover post for Outreach & Engagement Officer Leslie Pearce *(Debra Cooney is continuing)*

Received very positive feedback from new staff on the detailed induction they have been given by the team.

**Following the resignation of Spencer Woods** we are currently advertising for his replacement together with

- Business Support Manager
- Administration Officer (p/t)
- Data Officer (p/t)
- Communication & Campaigns Manager
- Maternity Cover for Research Manager

Staff capacity has been an issue due to the absence of Business Support Manager - this has impacted on all our areas of work as many of us have had to pick up elements of this workload.

### 3. Priorities July - September

In addition to on-going activity a number of priorities for our attention over Q3 2019/20 will be:

1. Further staff recruitment
2. Planning for Research maternity cover



3. Scoping volunteer needs across projects to widen volunteer base
4. Develop plans to include some focused work including social care for the engagement work across the next quarter
5. Scope mental health service user engagement research
6. Recruitment to Partnership Boards
7. Recruitment to Ask Cornwall platform
8. Cornwall Council contract review meeting and reporting
9. HCAF, Board and Staff end of year lunch
10. Safeguarding engagement planning and delivery
11. NAVCA LTP consultation

### What's keeping me awake!

Staff capacity and wellbeing: As our organization grows we really need to focus on developing an overarching work plan to ensure as a management team we keep an overview of progress to inform decision making and prioritizing.

I have highlighted the risk of being unable to meet demand on the risk register.

Submission of Funding bids: Having discussed this with Jon McLeavy I am going to explore the possibility of engaging a freelance bid writer.

