



Agenda Board of Directors

The Healthwatch Board meetings are held in public.

Members of the public who wish to attend will be made very welcome.

If you plan to attend and wish to ask a question please use the form available online or available at the venue and ensure that your question is submitted to the Chair immediately before the meeting. Question forms and Board papers are available via the link below:

<http://healthwatchcumbria.co.uk/about-healthwatch/the-board/>

Date: 09: 05: 17

Time: 14:00-16:30

Place: Best Life Building, 123 -127 Botchergate, Carlisle, Cumbria , CA1 1RZ

Tel: 01228 550696

Agenda items and requests to: Elaine Ralph

Board Members:

Helen Horne (HH)	(Chair)
Gilda Wells (GW)	(Vice Chair)
Gill Sadler (GS)	(Board Member)
Lynne Gibbons (LG)	(Board Member)
Hilary Barker (HB)	(Board Member)
Geoff Lamb (GL)	(Board Member)
John Robson (JR)	(Board Member)
Charlotte Studholme (CS)	(Board Member)

Supporting Officers:

David Blacklock (DB)	(Chief Executive Officer)
Sue Stevenson (SS)	(Chief Operating Officer)
Elaine Ralph (ER)	(Information and Administration Officer - Minutes)

1. Apologies for absence

2. Declarations of interest

3. Minutes, paper enclosed

To confirm the minutes of the meeting of the **31: 01:17**

4. Action Log, paper enclosed

Action Log to be reviewed

5. Matters arising

- Letters to CCGs re ECLO role and responses

6. Chair's Report, paper enclosed

Report from Chair of HWC, Helen Horne

7. Operations Report, paper enclosed

Sue Stevenson, Chief Operating Officer, Healthwatch Cumbria

8. Eden Valley Hospice Project scope, paper enclosed

Sue Stevenson, Chief Operating Officer, Healthwatch Cumbria

9. Key emerging issues - nationally, locally - presentation

Sue Stevenson, Chief Operating Officer, Healthwatch Cumbria

Future Meeting Dates:

Future Healthwatch Cumbria Board Meetings, held in public, will be held on the dates below.

Tuesday 08th August - Best Life Building, 12 Duke Street, Barrow in Furness, LA14 1LF

Tuesday 07th November - Kendal - venue to be confirmed.



**Draft Minutes
Board of Directors**

Date: 31/01/2017

Time: 14:00-16:30

Place: Best Life Building, Workington

Tel: 01900 607208

Board Members:

Helen Horne (Chair)
Gilda Wells (Board Member/Vice Chair)
Gill Sadler (Board Member)
Lynne Gibbons (Board Member)
Hilary Barker (Board Member)
Geoff Lamb (Board Member)
John Robson (Board Member)
Charlotte Studholme (Board Member)

Supporting Officers:

David Blacklock (Chief Executive Officer)
Sue Stevenson (Chief Operating Officer)
Luke Watts (PA to the CEO)
Daniel Taylor (Business Administration Apprentice - Minutes)

1. Apologies for absence

None received.

Elaine Ralph was unable to attend and so the minutes of the meeting were taken by Luke Watts and Daniel Taylor in Elaine's absence.

2. Declarations of interest

There were no declarations of interest.

3. Minutes, paper enclosed

The minutes of the meeting of the 10/10/16 were agreed.

4. Action Log, Paper Enclosed

The Action log was reviewed and updated.

5. Matters arising

There were no matters arising.

6. Chair's report, paper enclosed

Helen advised the Board that Jane Mordue has had her position as Chair of Healthwatch England confirmed and Imelda Redmond has been appointed as National Director. Healthwatch England's(HWE) has confirmed three main priorities;

- To provide leadership, support and advise to local healthwatch to enable them to deliver their statutory activities and be a powerful advocate for services that work for people
- Bringing the public's views to the heart of the national decisions about the NHS and social care
- To build and develop an effective learning and values based Healthwatch England

The report was noted.

7. Operations Report, paper enclosed

Sue Stevenson provided the Board with a summary of the key projects that have been completed or are ongoing, including links to all appropriate reports.

Sue reminded the Board that activity is both strategic and operational and there are a substantial number of high level meetings which HWC is invited to attend.

Key points included;

- The team has engaged with 9,019 people from 1st October to 31th December 2016. A higher than usual number due to the large number of people engaged as part of HWC activity in relation to the Success Regime (SR) and corresponding consultation.
- HWC was heavily involved in supporting more people to know about, and be able to respond to the consultation "The Future of Healthcare in West, North and East Cumbria"
- Healthwatch Cumbria provided a coordinated response to the Future of Healthcare in North, West and East Cumbria Consultation drawn from its engagement with over 14,500 people at a wide variety of engagement activities during the time of the SR
- Co-chairing the Public Consultation Stakeholder Advisory Group (PCPSAG)
- Involvement with the development of Sustainability and Transformation Plans in both west, north and east Cumbria and in Lancashire and south Cumbria, and in

the development of ICCs.

- Working together with HW Lancashire, HW Blackpool and HW Blackburn with Darwin through the HW Collaborative.
- The final stages of the CHOc project
- Progress with the development of Young Healthwatch Cumbria
- Progress with the Review of Complaints Handling project
- Publication of the Diabetes Report
- Progress with Hospital Car Parking

The report also provided an update on activities associated with the HWC role on;

- Healthwatch England Advisory Group
- PLACE and RAISE visits
- Cumbria Health Scrutiny Committee (CHSC)
- West Cumbria Community Forum
- CCG Governing Body

The report was noted.

8. Enter and view programme of work

Sue Hannah presented the plans for the Enter and View Programme.

She told Board members that a Working Group had been established to develop and deliver the project plan which will guide the Enter and View Programme.

Sue said that visits would begin the week beginning 6th February with six care homes initially identified for Phase 1. Two training sessions were planned for those wishing to be involved in the Programme.

Helen Horne reminded the Board of the importance of HWC working with agencies to ensure a cooperative approach to HWC Enter and View programme. Visits should not be rushed and should be tailored to suit the circumstances of each setting.

The plan to deliver Enter and View programme was agreed.

It was further agreed that Gill Sadler and Lynne Gibbons would provide strategic support to the Programme and John Robson would take part in visits.

9. Business Cases

The Board had previously agreed that Business Cases for new key projects should be presented to the Board twice a year.

This paper had set out the 3 HW projects proposals;

1. Access to health and care services for people with a learning difficulty
2. Reconfiguration of services for older people
3. Improving the experience of people with eye conditions while attending eye

clinics

The Board considered each proposal in detail and discussed the resource requirements of the team in relation to each and in relation to current work.

Following a vote it was agreed that more detailed project plans should be prepared to develop and deliver the first two substantive projects, 1 and 2 above.

Board members also expressed some concerns about the delivery of mental health services in Cumbria, especially in relation to a perceived lack of equity government funding:

It was agreed that HWC should aim to include a project on mental health within the next 6 months.

The Board noted that it is not always possible to wait for the January and August meetings when approached to carry out commissioned work especially if it is focused on an issue of immediate concern.

It was agreed that delegated authority be given to the Chair to agree to negotiations for commissioned work to proceed when work required is of an immediate nature and when she is assured that delivery of such work will not have an undue impact on the delivery of work already agreed by the Board and/or as part of the core programme.

10. Strategic plan

The Board agreed the Strategic Plan in its two versions;

- HWC Strategic Plan on a Page
- HWC Strategic Plan (a slightly longer version providing more detail)

A more detailed action plan to support the delivery of the Strategic Plan will now be developed.

11. Communications and Engagement Strategy

The Board agreed the Communication and Engagement Strategy but asked for the grid setting out the relationship between power and influence of a variety of stakeholders to be removed.

A more detailed action plan to support the delivery of the Communications and Engagement Strategy will now be developed.

12. Finance Report Year 1 to date

David Blacklock reported that Gilda Wells would be joining the People First finance

team to offer assistance and get a clear overview of the relationship between the People First Independent Advocacy (PFIA) and HWC financial positions.

The Board agreed the HWC Finance Report

13. Healthwatch Forward View (Impact of the forthcoming changes in the NHS)

Helen Horne had asked Sue to provide the Board with a short verbal summary of the large scale changes being implemented across the health and care system, including some indication of the likely impact on people throughout Cumbria and on the HWC team itself.

Sue talked about;

- The recent consultation and the decision making process
- The development of STPs
- The boundary change for Cumbria CCG, creating a North Cumbria CCG and a Morecombe Bay CCG.

It was noted that it was important that HWC continued to ensure that the voice of people was included in all of these change processes.

Future Meeting Dates

Future Healthwatch Cumbria Board Meetings, held in public, will be held on the dates below.

Tuesday 09th May - Best Life Building, 123-127 Botchergate, Carlisle CA1 1RZ - 2-4pm

Tuesday 08th August - Best Life Building, 12 Duke Street, Barrow in Furness, LA14 1LF

Tuesday 07th November - Kendal - venue to be confirmed.

Healthwatch Cumbria Board Meeting Action Log

Meeting date: 09: 05:17

Green (G) - Completed

Amber (A) - In progress

Red (R) - Unable to proceed/Action required

Actions from Board Meetings			
	Action	Responsible	Progress
31.01.17			
1.	Develop Project Plans to deliver the two substantive projects agreed by the Board at its meeting on 31 st January	SS	<p>Mandate and Project Plan for LD project developed and further scoping session have taken place - questionnaire in development and key stakeholders identified to engage in project</p> <p>Project Plan for Older Adults to be developed for delivery later this year</p>
2.	Develop a project to explore people’s experience of the delivery of mental health services	SS	Project Plan for people’s experience of the delivery of mental health services to be developed for delivery later this year
10.10.16			
1.	To add Business Case criteria review to HWC Development Session Agenda	ER	ER will add to next development session agenda on 5 June 2017

11.04.16			
2.	HWC to review how we carry out evaluations under the “enter and view” authority	SS	<p>An initial phase of E and V has been completed and a second phase will start on 2nd May. Each one will be led by a member of the HWC staff.</p> <p>We have some concerns about how well this working and an E and V protocol is in development based on a review of the first phase and to inform all future visits.</p> <p>A full review is being planned</p>

Healthwatch Cumbria Board Meeting	Agenda Item: 6
09 May 2017	

**Healthwatch Cumbria Chairs Report
Healthwatch England, Report from the National Committee**

<p>Purpose of Report:</p> <p>The purpose of the report is to provide the Board with an update of of issues discussed by Healthwatch England.</p>
<p>Key Issues / Considerations:</p> <p>Please note the six areas on the horizon as identified at the Healthwatch England Committee Meeting. Please also note the discussions at the Public Health Alliance meeting where concerns are around the STP arrangements on Transport and Access and Cumbria's places of rural isolation.</p>
<p>Recommendations:</p> <p>The Board is asked to discuss any issues and note the report.</p>

Presented By	Helen Horne, Chair Healthwatch Cumbria and Committee member of Healthwatch England
Contact Details	helen@healthwatchcumbria.co.uk
Report Written	20 April 2017

In terms of participating in the governance of Healthwatch England I have attended the following meetings; Regional Committee Meeting, Finance and General purposes Meeting and the Healthwatch England public Committee meeting. At the Committee meeting, from the intelligence gathered, six areas were identified as on the horizon:

- Young People with Autism
- CAMHS
- Access to services for people with disabilities
- Healthcare provision in prisons
- Wellbeing of Carers
- What people are telling Healthwatch about social care

Some of these priorities were echoed by Healthwatch England in the '*NHS Five Year Forward Plan*', where for the second year running mental health services topped the list. As did the themes that now feature loudly in news bulletins such as access to GP's, hospital discharge and better Social Care

I went to a conference in Leeds organised by Healthwatch England related to Sustainable Transformation Plans (STP's) I also attended a Brexit conference organised by Cumbria and Newcastle Universities for all local stakeholders. Threats to the North were discussed at length at both these events, including the widening of the North/South divide with a deepening of inequalities between rural and urban economies. The difficulties in the labour supply and loss of skills when migration ends was of deep concern. Indeed a very pessimistic portrait was painted.

This pessimism was echoed at a Public Health Alliance meeting I attended for Cumbria where discussions centred round rural isolation. Transport and Access are the two big issues for the forthcoming STP arrangements where there is an even greater need to bring services into the community to mitigate concerns relating to long distance travel for existing services. There was also a presentation from Public Health England relating to the evolving crisis of childhood obesity.

I have also been supporting the local health economy where initiatives relating to Employability and Workforce Health are key issues being taken up by the County Council as well as some of the District councils. The themes being explored are how to get people into work and to further support people in work

Healthwatch Cumbria also attended the CCG (Clinical Governance Group) meeting where decisions were being made in relation to the changes put forward by the Success Regime. Sue Stevenson our Chief Operations Officer did a wonderful job on behalf of the people of Cumbria as an independent committee member. At every step she reminded the committee how the residents of Cumbria, affected by the proposed changes felt on each of the issues. She was congratulated by many observers at this well attended public meeting for being an excellent ambassador for the people.

Healthwatch Cumbria Board Meeting	Agenda Item: 7
9th May 2017	

Operations Report

Purpose of Report:
The purpose of this report is to provide the Heathwatch Board with an update of operational activity during the fourth quarter of Year 1 (of our 4 year contract) from 1 st January until the 31 st March 2017.
Key Issues / Considerations:
The Board is asked to note that work during this period has focused on both core and commissioned activity.
Recommendations:
The Board is asked to note this report.

Presented By	Sue Stevenson, Chief Operating Officer, Healthwatch Cumbria
Contact Details	sue@peoplefirstcumbria.co.uk
Report Written	25 th April 2017

INTRODUCTION

This report provides Board members with a summary of activity for the **4th quarter of Year 1, 1st January 2016 to 31st March 2017.**

The strategic priorities for Healthwatch Cumbria (HWC) are agreed by the Healthwatch Board and are based on the public's experience of health and social care services along with broader intelligence sources. Experience and intelligence is gathered through a variety of methods including direct communication from patients, families, carers and service users, regional and national themes, sector specific issues, reports and research.

ENGAGEMENT & PROMOTING AWARENESS

During the 4th quarter of year 1 we have continued engaging with a wide range of individuals throughout Cumbria through a variety of methods, including drop-ins, meetings, presentations and also through email and telephone correspondence. The team has engaged with 1168 people from 1st January to 31st March 2017.

Social media is an important means of ensuring that Healthwatch Cumbria is accessible to as many people as possible. To ensure that Healthwatch is accessible we use social media as a form of communication. To date we have approximately 1649 Twitter followers and 811 Facebook friends.

We are continuing to improve and develop our website to ensure that it provides people with all appropriate information and reports and that it is easy for people to navigate.

CORE PROJECTS

Raising the issue of the role of Eye Clinic Liaison Officers (ECLOs)

This issue was first presented to the HWC Board as a Business Case at its meeting on 31st January 2017 in response to the concerns received about the sustainability of this service. The Board decided not to agree this as a substantive project included in the work plan so instead HWC wrote to the Chief Executives of Cumbria CCG and North Lancashire CCG, Stephen Childs and Andrew Bennett respectively, to raise these concerns and advise them of the importance of this role. Both Chief Executives responded. Copies of the letters are attached below:

<http://healthwatchcumbria.co.uk/wp-content/uploads/Letter-re-ECLOs-14.02.17-Stephen-Childs.pdf>

<http://healthwatchcumbria.co.uk/wp-content/uploads/Response-letter-from-Andrew-Bennet-Lancs-CCG.pdf>

<http://healthwatchcumbria.co.uk/wp-content/uploads/Response-Letter-from-Stephen-Childs-CCG.pdf>

Change to prescription ordering Castlegate and Derwent Surgery, Cockermouth

In response to negative public feedback that HWC had received regarding the changes made to the way Third Party Prescription orders were being handled in Cockermouth, HWC met with the Castlegate and Derwent Surgery representatives to review how they had managed the changes. HWC then arranged facilitated a drop in session where members of the public could share their views and hear more from the Castlegate and Derwent surgery representatives about the changes.

Comments made at the session form the basis of a report to reflect the views expressed at the drop in. The report will be presented to all interested parties with the aim of promoting a constructive ongoing dialogue between the surgery and its service users

around this issue and forming the bedrock of more effective engagement between the surgery and its service users in future communications.

Cleator Moor Dental Surgery Closure

HWC received a letter from the CPFT detailing the closure of the Cleator Moor Dental Practice for two reasons; two of the dentists were retiring and one had tendered their resignation but the recruitment of new dentists by CPFT and NHS England had failed to recruit new dentists to the practice. Secondly, it was noted that for some time the Partnership had felt “unable to provide the amount of oral health care needed for the local population”

HWC spoke with the Clinical Director of Dental Services for CPFT regarding the closure of the practice to further understand how the relocation of patients was being managed and communicated to the patients. HWC was told that patients were mainly relocated to the corporate business in the area such as the Oasis Dental Practice as well as local independent practices.

HWC spoke to the practice manager at Smith’s Dentist in Whitehaven who said 950 patients from the Cleator Moor practice have joined Smith’s and they feel they have coped with the increased demand for services well. They have received no patient complaints and have recruited a new dentist who will be joining the practice in the coming weeks to help manage the increase in patient numbers.

HWC is awaiting a response from the Oasis Dental group in Whitehaven as to how they and their sister practice in Egremont are managing the relocation of patients.

Keswick GP Surgery Merger

HWC received a letter from the Practice Manager at the Bank Street Surgery in Keswick informing HW that due to the imminent retirement of the only GP practicing at the surgery that the practice was considered unsustainable, and the best option for the patients would be to merge with Castlehead Medical Centre in Keswick. The merger had the full support of NHS England.

HWC explored how the surgery changes were communicated to its patients and contacted the practice manager who detailed the extensive actions they had incorporated to inform patients about the merger. These included an advert in the Keswick Reminder, sending letters to 500 households, texting those who preferred this method of communication and regularly responding to frequently asked questions raised on the practice website; these communication methods were advised as fit for purpose by the NHS England communications team. In addition all statutory bodies were informed of the merger including the Cumbria Clinical Commissioning Group (CCCG), Cumbria Partnership Foundation Trust (CPFT) and the relevant Patient Participation Groups.

The practice manager informed HWC that they had received no complaints about the merger and the only issue they had had was establishing a contact at the North Cumbria University Hospital Trusts. HWC provided them with details of the relevant contact and are satisfied with the thorough way they had informed their patients about the changes.

Quality in Care Homes (QinCH) Group

The project has stalled temporarily due to the reconfiguration of the Cumbria CCG, the Chair and several attendees are taking on new roles. There is still however a commitment to the project and the letter prepared by Healthwatch Cumbria inviting participation by residential and care homes has been accepted by the QinCH group and bears the logos of the 3 lead organisations (Cumbria County Council, Cumbria CCG and Healthwatch Cumbria). The post-reconfiguration North Cumbria CCG has distributed the letter to all residential and care homes in the North of Cumbria.

Lancashire and south Cumbria Transformation Programme

This extensive programme brings together all of the NHS Trusts, CCGs and Local Authorities in Lancashire and south Cumbria in a single Programme Board to produce a single STP for this large area. Now branded as “Healthier Lancashire and south Cumbria” the strategic approach, expressed in a single STP is underpinned by more locally shaped work developed through 5 Local Delivery Plans covering the 5 key geographic areas in the patch. Bay Health and Care Partners is the one which includes south Cumbria (the area served by University Hospitals of Morecambe Bay NHS Trust) involving health and care services delivered across South Lakeland and Furness, in our case.

The link to the STP “Healthier Lancashire and South Cumbria” is below:

<http://www.lancshiresouthcumbria.org.uk/sustainability-and-transformation-plan/documents/667/download>

The four local Healthwatch organisations involved in the STP have formed a Healthwatch Collaborative which was commissioned to work with a national engagement organisation, Participate UK, to deliver 2 Focus Groups with local people and a further one with representatives of the third sector in each LDP area designed to ensure that the basic narrative of the STP was understandable by people. The Focus groups took place in January and early February 2017.

The new easier to understand narrative has been published by Healthier Lancashire and South Cumbria and can be found at:

http://www.healthierlsc.co.uk/application/files/5314/9079/5504/A_Healthier_Lancs_S_Cumbria.pdf

Young Healthwatch

HWC is currently in the process of contacting Cumbria Youth Alliance, Youth Councils and secondary schools, colleges and the University of Cumbria to arrange visits to gather the views of young people, identify intelligence and potential opportunities for Enter and View visits.

Enter and View

The first roll out of the HWC enter and view programme of visits for 2017 began in February with 6 care homes being visited in south Cumbria. The homes were selected on the basis that they all received some public funding and were all featured in our recent work with Cumbria Health on Call (CHoC). As the premise for this series of enter and view visits was to gain intelligence about how care home residents accessed healthcare, these homes were all relevant and would have been aware of the role HWC played in the CHoC survey. This rationale will inform HWC’s selection of homes to visit in the North, East and West of the county. The next 6 homes in west Cumbria have already been selected and visits will begin on May 2nd 2017.

The individual home reports will be presented to the homes for factual accuracy before they are published on the HWC website.

A comprehensive review of phases one and two will take place in May 2017 and will inform future enter and view work.

Healthwatch England Advisory Group

David Blacklock is continuing to support the Healthwatch England Advisory Group, which aims to share best practice and support the HWE strategy development and implementation.

PLACE and RAISE visits

HWC continues to support NHS Trust improvement activity by providing independent participation in a range of unannounced inspection visits to speak with patients about, not only their experience and satisfaction levels regarding their treatment, but also the hospital environment from a patient or visitor perspective. This activity is well supported by our team of voluntary representatives.

CCG Governing Body

HWC continues to sit on the CCG Governing body as an observer. A special meeting of the CCG Governing Body took place on 8th March when a number of important decisions were made following analysis of the findings of the “The Future of Healthcare in west, north and east Cumbria”. The COO of HWC, as observer, was able to ensure that the Governing Body was reminded of the views of local people as it considered each decision.

A summary of the decisions made at the CCG meeting is attached below: <http://www.northcumbriaccg.nhs.uk/news/2017/March/healthcare-for-the-future-decisions.aspx>

Public Consultation Stakeholder Advisory Group (PCPSAG)

The PCPSAG was set up to review the processes underpinning the formal consultation, “The Future of Healthcare in west, north and east Cumbria” and make recommendations to the SR Programme Board. The Group, which was co-chaired by the COO of HWC, met for the last time on the 21st March and reviewed the full list of recommendations made to, and responded to, by the SR Programme Board, through its Chair, Sir Neil McKay.

It was agreed that the group had a positive impact on the consultation process.

Cumbria Health Scrutiny Committee

The Chair, CE, and/or the COO of HWC attend meetings of the CHSC.

Following the ‘Future of Healthcare in West, North and East Cumbria’ consultation that took place at the end of 2016 the NHS reported on the results back to the committee at a meeting on the 22nd March and what their proposed next steps were. The Committee considered the decisions that had been taken and whether they should be referred to the Secretary of State. Only the proposed plans for maternity services were referred on to the Secretary of State for further consideration.

West Cumbria Community Forum

The WCCF met on 10th March, the timing of which allowed it to review the decisions made at the meeting of CCG on 8th March following the consultation “The future of Healthcare in west, north and east Cumbria”.

At this meeting, members acknowledged that the role of the Forum had changed but indicated that they wished it to evolve and continue to meet, bringing together key representatives from communities of interest and place across west Cumbria with system leaders.

The Terms of Reference are being revised, the Archdeacon of west Cumberland, Richard Pratt has agreed to stay on as Chair and meetings will resume at a new venue, Northside Community Centre, Workington, on 19th May 2017.

Commissioned projects

Cumbria Health on Call (CHoC)

Cumbria Health on Call (CHoC) commissioned Healthwatch Cumbria (HWC) to independently carry out an engagement project to establish how its patients felt about their experience of the out of hours service.

The final report has now been presented to the CHoC Board and has been published on HWC's website.

The report can be found at:

<http://healthwatchcumbria.co.uk/wp-content/uploads/CHoC-Report-FINAL-website.pdf>

Treatment at a Distance

HWC was commissioned by West, North and East Cumbria Sustainability and Transformation Plan (STP) to facilitate a series of engagement events on the issues affecting people receiving treatment at a distance. Twelve events took place in the first two weeks of February 2017.

The report has now been published and can be viewed at:

<http://healthwatchcumbria.co.uk/wp-content/uploads/Treatment-at-a-Distance-report-FINAL.pdf>

UPCOMING PROJECTS

Eden Valley Hospice Commissioned Project

Please refer to Agenda Item 8 on the HWC Board Agenda.

North Cumbria Accident and Emergency Commissioned Project

Early discussions have taken place with North Cumbria University Hospitals NHS Trust (NCUH) to design and deliver a commissioned project to explore people's experience of the A and E service. HWC is waiting for feedback from the Trust on an initial project brief that has been submitted to the Head of Nursing Patient Experience and Engagement at the Trust.

Learning Difficulties Project-What does a good life look like?

The HWC Board supported a proposal to deliver a core project designed to explore the experience of people with learning difficulties in accessing and using services. A Project Mandate and Project Plan has been developed and work will begin early May 2017.

Staff, Volunteers and Ambassadors

The HWC core team has been enhanced by the addition of a full time apprentice, Daniel Taylor, who started work on 30 January. Daniel is already proving to be an asset to the team and is also benefitting from skills based training provided through Gen2 which will support him to study towards appropriate NVQs. People First Independent Advocacy has recently received an award for the support it provides to its apprentices as a valued apprentice employer providing high quality skills and job opportunities for the local community.

The core staff continues to work hard on a daily basis supported by a strong team of volunteer representatives and enhanced by a number of sessional workers who can be called on to support commissioned projects. Review sessions took place this year to enhance team development and impact.

Healthwatch Cumbria Board Meeting	Agenda Item: 8
09 May 2017	

Eden Valley Hospice Project

Purpose of Report:
This report provides HWC Board members with a summary of the preparation to date and current work that is in development to deliver a project to support Eden Valley Hospice develop a Patient Charter and associated customer survey to explore and improve their patient experience.
Key Issues / Considerations:
This is a commissioned piece of work that will mainly be delivered by sessional staff. The opportunity to respond to this commission came after the last set of Business Cases was presented to the Board at its meeting in January so agreement to go ahead was given by the HWC Chair using her delegated authority agreed at that meeting.
Recommendations:
The Board is asked to consider the outline project proposals, provide advice to enhance the project and endorse this work.

Presented By	Sue Stevenson
Contact Details	sue@healthwatchcumbria.co.uk
Report Written	Sue Stevenson 24 th April 2017

Background

Meetings took place last year between the Chief Operating Officer (COO) of HWC and the Chief Executive (CE) of Eden Valley Hospice (EVH) during which the desire to improve the way that feedback from patients and their families was able to inform improvements to patient experience.

It was acknowledged that volunteers regularly spoke to patients and their families and that key themes from these conversations were fed back but that the systems and governance around this process could be more robust to ensure that real learning could take place. It was also acknowledged that much of the feedback was positive for a variety of reasons which had led hospice staff and volunteers to wonder if more could be done and in different ways to support people to respond with a wider range of feedback and ideas.

A further meeting took place between the COO of HWC and the CE of EVH during which a project was proposed so that HWC could independently support EVH to design and deliver an improved approach that could provide more tangible results.

The Proposal

It has been agreed that the development of a Patient Charter which clearly sets out what patients should expect would then allow a patient survey to be designed that could be used by the hospice volunteers to test out peoples' experience against the criteria set out in the Charter.

HWC has been task to facilitate the co-production of this approach and the required tools.

A brief project proposal received from EVH has been scoped in terms of resource requirements and a Service Level Agreement has now been developed.

The Project

HWC sessional workers and some core staff members will work with appropriate staff and volunteers from Eden Valley Hospice to develop, design and deliver a project that will involve co-production work with staff and volunteers to;

- Develop and deliver a Project Plan designed to enhance the current method of seeking and using customer feedback on their experience of care
- Create an Eden Valley Hospice Patient Charter
- Create a survey to be used by volunteers to test customers experience against the criteria set out in the Patient Charter
- Train and support Eden Valley Hospice volunteers to use the survey with patients and their families to explore how well services are being delivered
- After twelve months review progress from a corporate perspective

HWC will provide a final report to the Eden Valley Hospice on completion of the project.