

Lead Governor Report

Council of Governor development session - 11 July 2023

The members of the CoG came together in early July 2023 to participate in an informal development session with the Chair of the Trust and the Director of Corporate Affairs.

At the request of the governors, the agenda was discussion based and flexible to provide an opportunity for open conversation and the sharing of thoughts and views, particularly with the Chair.

All governor members were very grateful to both the Chair and the Director of Corporate Affairs for their openness and willingness to share and discuss important topics including the emerging governance arrangements at the ICB and the impact for governors and future patient and service user engagement, the progress to identify shadow governors for the Trust, and the approach to staff engagement across the Trust.

The meeting was very engaging and prompted useful discussion and debate.

Remuneration & Nomination Group

The RemNom group of the Council of Governors formally met on 29 June 2023 to consider the reappointments of both Professor Michael Brown and Beverley Jordan. The members of the group were pleased to have the opportunity to also welcome Karen Howell, Chief Executive and Gerald Meehan, Senior Independent Director to the meeting together with both candidates for reappointment.

The meeting was productive, and the supporting papers demonstrated the work of the governor members in ensuring a rigorous review has been completed.

Given the provision in the new NHS Code of Governance and the appointment of NEDs and Chairs beyond 6-years, following the meeting of the RemNom group in June 2023, the Director of Corporate Affairs has provided further evidence of the work completed to date to the ICB Chair in order to seek his support, particularly in respect of the reappointment of the Chair.

At the time of writing, this process is not yet fully concluded but it is hoped that a formal recommendation will be put to the full Council of Governors w/c 14 August 2023.

My thanks to all governor members who have supported this process so thoroughly and to officers of the Trust who have guided the governors in this important business.

Marine Lake Health & Wellbeing Centre - official opening

The governors were represented at the official opening of the Marine Lake Health & Wellbeing Centre in early July 2023 and were delighted to have the opportunity to network with Trust staff and local stakeholders and to have a tour of the new, state of the art facility.

The event was a celebration of partnership working and community engagement. It was wonderful to hear from Jamie Anderson, Chief Executive of Age UK Wirral, Karen Howell, Chief Executive of the Trust and Dr Lee Malpas, GP Partner from Marine Lake & Estuary Medical Practice on the many opportunities presented by the new centre to support the local community and the local NHS workforce.



Wirral Community Health and Care NHS Foundation Trust

The culmination of the event was a visit to the beautiful 'BeeWell Together' garden on the site which will be used by and appreciated by so many, including local community groups and schools.

The governors were extremely proud to be invited to this important event and would like to extend congratulations to the Trust and all partner organisations for this impressive development.

Team WCHC Awards

The governors were delighted to learn that the highest number of nominations for the Team WCHC Awards 2023 were received this year, and we look forward to getting involved in judging the Peoples Choice Award in the coming weeks.

All governors are looking forward to the awards event in early October 2023 which will celebrate the many achievements of Trust staff.

Governor Quality Forum

We are delighted to have formally started the process to re-establish the Governor Quality Forum with a first meeting held to review the Terms of Reference with the Deputy Chief Nurse, Director of Corporate Affairs and the Trust's Quality Lead.

We look forward to meeting in early September 2023 with Professor Chris Bentley, Chair of the Quality & Safety Committee.

My thanks to governor colleagues who expressed an interest in joining this important forum.

CQC inspection

The governors were pleased to be informed by the Chief Executive of the CQC inspection of the Trust in late July 2023 and we look forward to participating in a focus group with the inspection team during the well-led inspection at the end of August 2023.

Your Voice Group

The Your Voice Group met on 12 July 2023 and whilst I wasn't able to attend, I understand it was a varied agenda including a presentation on the new Home First service, the work in progress to assess and implement the use of virtual consultations and a very interesting presentation from the Trust's Freedom To Speak Up Guardian.

The group will meet again on 12 September 2023.

Anybody interested in joining the group or learning more about what is involved is encouraged to visit the following link on the Trust's public website - [Engagement Groups - Wirral Community Health and Care NHS Foundation Trust \(wchc.nhs.uk\)](https://www.wchc.nhs.uk/engagement-groups)



**Wirral Community
Health and Care**
NHS Foundation Trust

Forthcoming Council of Governor activity and meetings

The next formal meeting of the Council of Governors will take place on 26 September 2023.

The governors are also looking forward to Trust's Annual Members Meeting on 19 September 2023.

I provide this report to the Board of Directors for noting and assurance on the work of the Council of Governors.

Lynn Collins
Lead Governor (public governor, Wirral West)

6 August 2023

Chair's Report - August 2023

I am pleased to provide a written report to the Board of Directors which covers some key updates for members' attention and assurance.

Adult Social Care contract

It was with sadness that we said goodbye to our Adult Social Care staff at the end of June 2023 as they transferred back to Wirral Council. However, we were pleased to be able to hold a small farewell event to recognise the contributions of this professional workforce and to celebrate the many achievements we had during the 7 years of service integration.

We remain committed to maintaining the very best of integrated services and promoting the very strong relationships developed between health and social care professionals over the years to benefit our local population.

I would like to extend my thanks once again to all the Adult Social Care staff who worked for this organisation with such passion and dedication over the years and to the project team that so professionally and effectively led the contract transfer process working with colleagues in Wirral Council.

Visit from the ICB Chief Executive and Chair

We were pleased to welcome Graham Urwin, Chief Executive and Raj Jain, Chair of the Cheshire & Merseyside Integrated Care Board (ICB) to the Trust in July 2023.

We enjoyed having the opportunity to showcase the diverse services provided by the Trust, particularly those services that are actively working across the system to avoid unnecessary admissions to hospital and support people to stay at home. Our staff in the Community Integrated Care Team (CIRT) and the Home First service were particularly enthusiastic to demonstrate their impact both in terms of KPI performance and patient feedback which was appreciated.

Both Raj and Graham were also particularly impressed by the Cardia Rehab Programme delivered by the Community Cardiology Service and noted the reach and population coverage was impressive and the research driven aspect of the service was recognised and valued.

It was also wonderful to accompany Raj to the new Marine Lake Health & Wellbeing Centre and highlight the positive approaches to integrated working in the community between the Trust, primary care and the voluntary, community, faith and social enterprise sector.

We look forward to welcoming ICB colleagues back to the Trust and the Wirral Place in the future.

The official opening of Marine Lake Health & Wellbeing Centre

As the NHS celebrated its 75th anniversary, we also marked the occasion with the official opening of our new state of the art facility in West Kirby, Marine Lake Health & Wellbeing Centre.

It was a wonderful event with many local stakeholders coming together to recognise the benefits for the new centre will bring to the local community.

I would like to extend my thanks to all those who attended the event and especially to the Deputy Lord Lieutenant of Merseyside and the Mayor and Mayoress of Wirral.

I would also like to recognise the work of the Communications & Marketing Team and the Estates & Facilities Team who coordinated and managed the whole event and our partners from Age UK Wirral who provided the hospitality.

We are delighted that after so many years of planning and negotiating we have been able to officially open this new facility for the local community and our valued NHS workforce both at the Trust and also the GP practice.

Team WCHC Awards 2023

We were delighted to have received more nominations than ever before for this year's Team WCHC Awards and it is with thanks to all those who supported the judging process that we were able to publish the shortlist at the end of July 2023.

I am very much looking forward to the awards evening in early October 2023 and celebrating the tremendous work of our talented, professional and hugely dedicated workforce.

My congratulations to everyone that was nominated and all those shortlisted.

CQC inspection

The Trust was delighted to welcome the CQC inspection team to the Trust at the end of July 2023 and our staff were equally enthusiastic to share with the inspectors the many examples of high-quality services they provide each and every day.

We are now actively engaging with the CQC to prepare for the well-led inspection at the end of August and we look forward to welcoming the inspection team back to the Trust and talking to them about everything we have achieved in this organisation.

My thanks to everyone who so warmly welcomed members of the CQC team to services in July 2023.

Informal Board - July 2023

Our informal board session scheduled for 17 July 2023 was postponed following the arrival of the CQC team to inspect core services. However, during August 2023, we have protected time for members of the Board to engage informally and share information as required. Our agreed informal board schedule will resume as planned in September 2023.

Fit and Proper Persons Test

New national framework

NHS England has developed a Fit and Proper Person Test (FPPT) Framework in response to recommendations made by Tom Kark KC in his 2019 review of the FPPT (the Kark Review). The framework also takes into account the requirements of the Care Quality Commission (CQC) in relation to directors being fit and proper for their roles.

The framework, which will come into effect in September 2023, will introduce a means of retaining information relating to testing the requirements of the FPPT for individual directors, a set of standard competencies for all board directors, a new way of completing references with additional content whenever a director leaves an NHS board, and extension of the applicability to some other organisations, including NHS England and the CQC.

The Trust is reviewing the new framework to determine any changes required to current processes in order to ensure appropriate implementation by September 2023.

Fit and Proper Persons Test - board member annual checks 2023

To align with the completion of annual appraisals of all board members and in accordance with the Trust's Fit and Proper Persons Policy, I can confirm that all members of the Board, including advisors to the Board have completed an annual declaration in respect of Fit and Proper Persons and all subsequent checks are almost complete in line with our Fit and Proper Person Policy. Once complete I will take assurance on the process followed and the checks in place.

Council of Governors

The Council of Governors (CoG) met informally on 12 July 2023 and together with the Director of Corporate Affairs, I spent time discussing key topics of interest to governors and sharing information to support understanding and thinking.

It was a very productive and engaging meeting, which remained flexible and very discussion-based throughout, and which was appreciated by all.

The CoG will meet formally at the end of September 2023.

Place Based governance arrangements

The work across the Wirral system on Place governance arrangements continues to evolve and at the Wirral Place-Based Partnership Board meeting at the end of July 2023 the Place Governance Manual was approved which has been drafted with support from governance leads across provider organisations.

A separate briefing will be provided to the Board on key points of note, including the Place Governance Manual at agenda item 14.

All members of the Executive Team also continue to support positive system working at both Place (Wirral, Cheshire East, St Helens and Knowsley) and system (C&M) level.

I invite the members of the Board of Directors to receive this report for information.

Michael Brown
Chair

6 August 2023

Chief Executive's Report - August 2023

1. This report provides an update on regional and local news and developments including important updates from across the Trust. In addition, it advises on the work considered by the Executive Leadership Team. I have also highlighted some key national updates for information.

Local news and developments

CQC inspection

2. We were delighted to welcome the CQC to the Trust in July 2023 to conduct an inspection of our core services. It was an incredibly busy few days with many of our services and colleagues having the opportunity to engage directly with the inspection team to share examples of the high-quality and compassionate care they deliver every day.
3. The energy and enthusiasm from every corner of the organisation was palpable with staff really looking forward to welcoming CQC colleagues into their services, and the CQC team acknowledged how welcome they were made to feel and how caring and compassionate our staff were in the delivery of their care and services.
4. We now look forward to welcoming the CQC team back to the Trust at the end of August 2023 for the well-led inspection.

Adult Social Care contract transfer

5. The end of June 2023 saw the successful and smooth transfer of the Adult Social Care contract to Wirral Council. This was the culmination of months of hard work at pace by colleagues across the Trust and Borough Council.
6. It was sad to say farewell to our social care colleagues, however as always we remain committed to maintaining the best of the integration we had established over the past six years.
7. As previously reported, I presented a report to the Place Based Partnership Board on 22 June 2023 confirming the position of the service as we returned it to the Council, and I was pleased that the hard work of the Trust and our staff was acknowledged by members.
8. Today the Board will receive a final report on the performance of the Adult Social Care contract whilst under the management and leadership of the Trust.
9. We look forward to our on-going and positive engagement with Adult Social Care colleagues to ensure the best services are provided for the people we collectively serve in Wirral.

ICB Chair and Chief Executive visit to the Trust

10. The Chair and I were pleased to welcome Raj Jain (Chair), Graham Urwin (Chief Executive) and Christine Douglas (Chief Nurse) of the ICB to the Trust on 11 July 2023.
11. We took the opportunity to showcase a range of services to them and our staff were

delighted to share their achievements with lots of energy and enthusiasm, particularly how the Trust works with system partners to support people to live independently and avoid unnecessary admissions to hospital.

12. The feedback from Graham, Raj and Christine was extremely positive with the Cardiac Rehab Programme delivered by Community Cardiology particularly recognised for its reach and population coverage together with the research driven aspect of the service.
13. Our staff in the Community Integrated Care Team also had the opportunity to demonstrate their passion and enthusiasm for the services they deliver and the support they provide to the local population but also as part of the whole health and care system.
14. We were also delighted that Raj was able to visit the new Marine Lake Health & Wellbeing Centre whilst he was in Wirral and recognised that the infrastructure and delivery model between community and primary care and the VCSFE sector showed much promise for the future.

Your Experience - the importance of feedback

15. In June 2023 we received over 2,500 responses to our patient experience survey with 91.7% of people recommending our services.
16. The top 10 themes from the feedback remain staff attitude, the implementation of care, the environment and communication. This is so important to not only ensure we continue to deliver and improve our services for those accessing them, but also for our staff who continue to work incredibly hard and to know that they are appreciated and doing a good job!

Annual Report and Accounts 2022-23

17. I was pleased to be invited to attend the Audit Committee at the end of June 2023 to receive the Annual Report and Accounts for the financial year 2022-23.
18. The Trust's new external auditors Grant Thornton successfully completed all aspects of the audit programme and provided the Trust with an unqualified opinion. It was particularly pleasing to receive the auditors 'Value For Money (VFM)' assessment which confirmed no risks of significant weaknesses in relation to financial sustainability, governance or improving economy, efficiency and effectiveness.
19. The Trust's Annual Report for 2022-23 also celebrates the many achievements by the Trust during the financial year including strong performance in relation to the delivery of services and excellent patient feedback.
20. The Trust's Annual Members Meeting will be held on 19 September 2023.

Team WCHC Staff Awards 2023 - announcing the shortlist!



21. In late July 2023, it was wonderful announce the shortlist for this year's Team WCHC Awards.
22. We received over 120 nominations which was wonderful as I recognise the time and effort that goes into writing and reading every nomination. I am therefore so grateful to everybody that took the time to submit a nomination and also to the judges who gave their time so willingly.
23. Every nomination reflects our values of compassion, openness and trust and are evidence of the diverse nature of what we do, caring for and supporting people from the start of life to the end - all with the shared purpose to support each other and our communities to live well.

Excellence in Care	Lorraine Lockwood	Adult Safeguarding
	Hannah Potter	Rehab at Home
	Community Specialist Palliative Care Team	South & West Wirral
Excellence in Quality Improvement	Children's Speech and Language Therapy	Wallasey
	GP Out of Hours Clinical Governance Team	GP Out of Hours
	0-19+ SEND Health Practitioners	0-19+ Service, Cheshire East
Excellence in Leadership	Emma Carvell	Quality Improvement
	Liz Pritchard	Learning & Organisational Development
	Christopher Burquest	Community Integrated Response Team (CIRT)
Excellence in Partnership Working	Community Integrated Response Team	Wirral system
	Bladder and Bowel	South & West Wirral
	David Hammond	Corporate
	HomeFirst	Wirral system
Excellence in Inclusion	Millie Williams	Sexual Health Wirral
	Wirral 0-19 Neurodevelopmental team	0-19 Service Wirral
	Andrea Cameron-Collier	Speech and Language Therapy

Unsung Hero	Tabitha Carr	Community Integrated Response Team (CIRT)
	Maddie O'Loughlin	Specialist Nursing
	Viv Harrison	0-19 Service Wirral
	Katrina Dyce	Community Cardiology

24. We are thoroughly looking forward to a magnificent evening of celebration, recognition and heart-felt thanks.

Enabling our workforce - our student experience

25. I was very pleased to receive the findings from a deep dive into our student experience during Q1 2023-24 which included some impressive statistics including;

- 187 student placements arranged with 28,807 hours of practice learning activity completed.
- Of these student placements 144 were nursing placements and 44 AHP placements.
- 21 of our services achieved 100% positive evaluation with feedback including

"I've been made to feel so welcome and included. My learning has been supported and encouraged. Everyone in the team has treated me with kindness and respect. I wish I could have had longer here; it has been a really positive experience."

"I was given opportunities to utilize my reasonable adjustments with no judgement, which greatly improved my practice performance."

"I would just like to add what a wonderful place the walk in has been for my nursing journey and I will always cherish the six weeks spent here. They made my learning and invaluable experience and treated me with kindness throughout. My assessor has been amazing, and she has taught me what kind of nurse I wish to be thank you."

"During my time on Iris ward the staff treated me like a member of their team and were incredibly friendly. The nurses I worked with throughout this placement have taken the time to encourage my learning on the ward and I also spoke to other departments in the trust and each of them took the time to go over every specific detail until I understood the role. whether it involved calculations, wounds, or venepuncture. I am grateful to have had Iris ward as my placement as I have really enjoyed the learning and the staff have been incredible."

26. My congratulations to all the staff involved right across the Trust who support our students and provide the best possible experience for them, with special thanks to our Education, Learning and Organisational Development Team for their professional advice and leadership.

Celebrating NHS75

27. Treating over a million people a day in England, the NHS has touched most of our lives in one way or another. Founded in 1948, the NHS was the first universal health system to be available to all, free at the point of delivery. Even today this is a remarkable achievement and worthy of note.

28. The NHS continues to evolve and adapt to the needs of each generation, supporting people to stay well and independent and treating the most seriously ill in our communities. And of course, we all know that the NHS can and does offer exciting new job opportunities and will continue to do so as services evolve.
29. The NHS adapts and responds to an increasing and ageing population, mobilising new services and innovating both in our hospitals and community services, closer to people's homes.
30. The global pandemic (Covid-19) presented a huge challenge for the NHS and we rose to the occasion with dedication, compassion and hard work. We worked at pace with courage and tenacity. Learning as we worked through this unprecedented period, we brought on new services to meet the health needs of the people we continue to serve.
31. Here at Wirral Community Health and Care NHS Foundation Trust we opened our Community Intermediate Care Centre (CICC). We launched our 2hr Urgent Community Response Service supporting people to remain at home, rather than be admitted into a hospital bed. We continue to deliver the Pulse Oximetry at Home Service supporting patients with Long Covid. Our Virtual Wards are now operational working in partnership with the hospital and our Home First Service is growing rapidly, supporting people to return home after a stay in hospital and helping people to recover in the familiarity of their own surroundings and with their loved ones whilst we continue to support them.
32. I was very proud that we officially opened the Marine Lake Health and Wellbeing Centre to mark the 75th anniversary of the NHS. It is fantastic that we are now able provide specialist community services in the heart of West Kirby in a high-quality environment.
33. To mark the 75th anniversary, we were also represented by colleagues at a service in Westminster Abbey; we were pleased to be able to invite staff who had previously been our monthly Stand Out winners to attend the service which also welcomed decorated nurses, health leaders and the prime minister along with other high-profile guests.
34. The NHS Assembly developed an independent report: ***The NHS in England at 75: priorities for the future*** which aims to help the NHS, nationally and locally, respond to long term opportunities and challenges.
35. The report can be accessed via the following link - [NHS Long Term Plan » The NHS in England at 75 \(NHS@75\)](#)
36. The report draws on the feedback of thousands of people who contributed to a rapid process of engagement ([NHS@75 engagement](#)), and the Assembly's huge breadth of experience. The Assembly found a growing consensus that the NHS should now focus on three key areas for long term development: better preventing ill health, personalising care and delivering more co-ordinated care closer to home.

Marine Lake Health and Wellbeing Centre - official opening!

37. On Wednesday 5 July, we celebrated the official opening of Marine Lake Health and Wellbeing Centre where we were joined by the Deputy Lord Lieutenant of Merseyside, the Mayor and Mayoress of Wirral and other local stakeholders and partners.
38. The event was a wonderful celebration of integrated care in the heart of the community and the Chair, and I were delighted to be joined by Dr Lee Malpas from Marine Lake and Estuary Medical Practice and Jamie Anderson, Chief Executive at Age UK Wirral

to also share their reflections on the benefits of the new state of the art facility.

'An absolute plus' - health & wellbeing centre opens

By Craig Manning
cmanning@wirral-globe.co.uk

A 'STATE-of-the-art' health centre in West Kirby was officially opened in time for the 75th anniversary of the NHS.

The Marine Lake Health and Wellbeing Centre, praised as an "absolute plus for the local community" brings together primary and community care in one place, as well as access to specialist health and care services.

Spanning three floors, the multi-million pound centre promises many benefits for local residents, patients and the wider community, including access to specialist health and care services including Community Cardiology, Podiatry and an expanded 6-19 Health and Wellbeing Service for local families.

A spokesperson for the trust said: "Relocation of Marine Lake Medical Practice and Estuary Medical Practice aims to help health and care professionals to deliver services side-by-side improving their ability to work together quickly and efficiently for the benefit of their patients."

"There are extended opening hours and increased capacity to support better access to services."

The centre features a new community space led by Age UK Wirral, including a cafe.

One of its key features is the community wellbeing garden - The BeeWell Together Garden. It has been designed around the five ways to wellbeing, which are: connect, be active, take notice, keep learning and give.

It features a range of plants and



THE new health centre's Bee Well garden opens

vegetable trays for local people to grow their own, as well as a Soke-dance, a unique and multi-use space that can be used to enjoy quiet time, catch up with friends or as an outdoor classroom for local primary school pupils.

Health professionals and members of the local community were present at the centre's official opening on Wednesday (July 3).

Karen Howell, chief executive (WCHC) said: "It's a magnificent day for the NHS and the organisation."

"It's taking a long time to develop the new centre and the reason for that is that we wanted to do it well, properly - not just put up a building and retrofit services into it."

"We wanted to create a building

that means something to the local community and those who work at the centre. It's not just bricks and mortar. If we had our way, there would be a centre like this in each of the four constituencies in Wirral."

The Bee Well Together garden's development was inspired by Val Mabey, a retired primary school headteacher who lives in Nestle Hill, a block of apartments situated next door to health centre and wanted to do something about a plot of land that was "just a strip of weeds."

Val told the Globe: "We don't just want it to be a garden where things are growing, but also a safe haven where people can come and make friends or just sit quietly and enjoy the peace and quiet."

Wirral crew join rescue

HOYLAKE Lifebot crew members were involved in the rescue of a dog walker stuck chest-deep in quicksand.

The team was requested to launch by HM Coastguard on Tuesday (July 4) following reports of a man and his dog in difficulty to the north of Crosby Coastguard Station.

With the tide flooding on this hazardous stretch of the Sefton coast, time was critical to rescue the casualty.

Crosby and Southport Coastguard Rescue Teams had also been alerted and were on scene alongside the fire service.

Hoylake's hovercraft, Hurley Spirit, and her volunteer crew, launched and headed to the casualty's location, where two Coastguard mud rescue technicians had set out on foot and begun extracting the casualty. The dog was already safely ashore.

A spokesperson for Hoylake RNLI said: "If you're heading to the coast, always check the tides, weather and safety signage and keep an eye on your surroundings."



39. We also celebrated the opening of the BeeWell Together Garden, a beautiful outdoor space for patients, staff and local residents, complete with a solar dome. In the afternoon we welcomed children from Priory Parish CE Primary School to listen to a talk about the garden and the environment and the pupils each planted individual vegetable pots to mark the NHS 75th birthday, which they took home to enjoy and nurture.

40. Engaging with our younger communities is really important to us as a community health and care Trust, and this was a fantastic opportunity to celebrate NHS 75 with the school children.

Wirral Place Governance

41. I will provide a separate verbal report at item 14 on the arrangements in Place to ensure effective governance and reporting mechanisms are established.

Mersey and West Lancashire (MWL) Teaching Hospitals NHS Trust

42. As a partner NHS organisation in the Cheshire & Merseyside ICS I would like to acknowledge the establishment of Mersey and West Lancashire Teaching Hospital NHS Trust from 1 July 2023.

43. This follows approval from the Secretary of State for St Helens and Knowsley Teaching Hospitals NHS Trust and Southport and Ormskirk Hospitals NHS Trust to come together as one new organisation.

National news and developments

Delivering operational resilience across the NHS this winter

44. NHS England has issued a letter to all NHS Trusts setting out the national approach to 2023-24 winter planning and the key steps we must take together across all parts of the system to meet the challenges ahead.
45. The letter sets out four areas of focus for systems to help prepare for winter.
- Continued delivery of the Urgent Emergency Care Recovery Plan by ensuring high-impact interventions are in place.
 - Completing operational and surge planning to prepare for different winter scenarios.
 - Effective system working across all parts of the system, including acute trusts and community care, elective care, children and young people, mental health, primary, community, intermediate and social care and the VCSE sector.
 - Supporting the NHS workforce to deliver over winter.

NHS Long Term Workforce Plan

46. At the end of June 2023, the first comprehensive workforce plan for the NHS was published, putting staffing on a sustainable footing and improving patient care. It focuses on retaining existing talent and making the best use of technology alongside the biggest recruitment drive in the history of the NHS.
47. The plan was developed in collaboration with staff groups and wider experts, with the support of the government.
48. The plan cites three priority areas to Train, Retain and Reform.
- Train** - Grow the workforce by significantly increasing education and training to record levels as well as increasing apprenticeships and alternative routes into professional roles.
- Retain** - Embed the right culture and improve retention by improving culture, leadership and wellbeing.
- Reform** - Working and training differently to enable innovative ways of working with new roles as part of multidisciplinary teams.
49. NHS Providers has published a useful on the day briefing focusing on the Long-Term Workforce Plan - [long-term-workforce-plan-otdb.pdf \(nhsproviders.org\)](https://www.nhsproviders.org/long-term-workforce-plan-otdb.pdf)

Communications and Engagement

Get Together - Team WCHC Briefing



50. The monthly on-line Get Together meetings continue to be well attended by staff and we continue to use this important engagement forum to share news and updates but also to seek feedback from our staff.
51. I look forward to these sessions every month and the opportunity to engage with so many members of Team WCHC.
52. In recent months we have refreshed the agenda to also include a Service Spotlight where we hear from colleagues across the Trust about their services and what they are most proud of, and we also hear a staff story which could be a reflection from a colleague about their experiences of working at the Trust or a recent project they have been involved in. We also announce the winners of the Monthly StandOut at the Get Together which is a wonderful moment of celebration.
53. I continue to represent the Trust at regular Place and wider system meetings including Northwest Leaders, Cheshire & Merseyside Providers Chief Executives, and Cheshire & Merseyside Mental Health, Learning Disabilities and Community Provider Collaborative (MHLDC).

Congratulations!

54. Congratulations to Lucy Reeve, one of Community Nursing's Specialist Practice Community (SPC) students who has had an article published in the British Journal of Community Nursing.
55. Lucy's article was entitled '*Navigating cultural competence in district nursing*' and discusses cultural diversity, the need for culturally competent care, and inequalities that may still exist. Lucy worked on the article at the same time as completing her SPC studies, so this is a huge achievement! Well done Lucy this is so well deserved.
56. Congratulations to Katrina Dyce who was a finalist in the Nursing student category of the RCN Nursing Awards for the work she completed supporting patients visiting the Community Cardiology Service.
57. I previously shared this great initiative in my report to the Board of Directors in April 2023 and I am delighted to now be able to confirm that Katrina's work has received national recognition.
58. The link to Katrina's video is available on our public website via the following link [Welcome to Community Cardiology - walk-through video - Wirral Community Health and Care NHS Foundation Trust \(wchc.nhs.uk\)](https://www.wchc.nhs.uk/Welcome-to-Community-Cardiology-walk-through-video)
59. Congratulations to Jo Holebrook, West Kirby Community Nursing Team Leader who supported the Tissue Viability Service with the launch of the Wound Hygiene Pathway education event. Jo gave a presentation to over 50 health and care professionals from across Wirral on the Wound Hygiene Pathway pilot which demonstrated excellent results of healing in patients with complex wounds.

The Monthly
StandOut!
TeamWCHC

60. Our monthly Stand Out winners for June 2023 was the **Damien Boden, Business Intelligence Team** nominated by Dr Eddie Roche.

61. In nominating Damien, Dr Roche said;

“Damien has transformed our understanding of the performance and operations of the GP Out of Hours (OOH) service and the clinicians within it. Over the last few years, the OOH service has transformed dramatically in terms of its patient flow and clinical skill mix. This meant the BI underpinning the data has had to be entirely rewritten and Damien has led the way on this.

His combination of inquisition, critical challenge and desire to get better results, all held together by an admirable character of unwavering patience in the face of repeated questions and demands, has been a pleasure to work with. He has sought to personally understand the data, and our operations, in a very granular way, in so doing he has enabled me and others to develop the same understanding.

He is approachable, inquisitive and responsive and will always second guess an ask if he thinks it is warranted. He has an ability to explain things, verbally and in writing, to those of us who don't understand it in the way he does.

He is a cracking asset to this organisation and is exactly what I want to work with in my role as Clinical Director.”

62. Our monthly Stand Out winner for July 2023 was Rachel Newland, Communications & Marketing Officer nominated by the End-of-Life Care Team.

63. In nominating Rachel the team said,

“Rachel supported us with our dying matters campaign back in April this year which we felt was hugely successful and this was down to Rachel and her hard work. This is the third campaign running that Rachel has supported us with now, and each year the campaign grows and gets better and better. Rachel talked about some of the other services she was planning to support this year and her passion for her work shone through. Rachel made our service feel special which isn't always easy when you work in end-of-life care. It is a difficult and emotive subject matter, but she was enthusiastic and keen learn more about it. She did her own research in her own time which I feel was above and beyond her role, and she genuinely showed interest in our Team and our key messages and values. She had so many great ideas herself, but she also listened to our ideas and supported us with them. I asked Rachel to capture a staff members bereavement journey which she did with such compassion and kindness, I feel she truly embodies the Trust values and is a credit to her fabulous team”.

64. Congratulations to the Damien and Rachel for this recognition from colleagues right across the Trust.

Summary of Executive Leadership Team (ELT) business in June and July 2023

65. ELT has continued to receive regular updates on the following:
- A Wirral system sitrep including measures introduced to support discharge from the hospital and address system flow.
 - Developments across the national, ICB and Place health and care systems.
 - The work of the various UECUP (Urgent & Emergency Care Upgrade Programme) committees and workstreams.
 - The transfer of the Adult Social Care contract back to Wirral Council from 1 July 2023.
 - The action plan in place to address financial challenges in the Community Integrated Care Centre.
 - The development of Marine Lake Health & Wellbeing centre, including preparations for the official opening on 5 July 2023.
 - Updates on relevant upcoming contract opportunities
66. During June and July the following were approved by ELT:
- The Trust's response to the NHS Providers self-assessment survey on the journey towards an embedded systematic approach, trust-wide and across collaboratives with other providers.
 - The format, structure and priorities for the Leadership Forum on 13 and 14 July 2023.
 - A revised model for executive sponsorship of staff networks.
 - The Trust's continued commitment to the Oliver MacGowan model of learning disability and autism training.
 - Proposals to amend the Annual Leave Policy (for onward reporting to the People & Culture Committee for approval)
67. Additional items were also presented to ELT for assurance or discussion including:
- An overview of the additional expenditure controls imposed by NHS England.
 - The process for delivering the annual staff flu vaccination programme for 2023/24.
 - Preparations for the visit of the Chair, Chief Executive and Chief Nurse of Cheshire & Merseyside ICB on 11 July 2023.
 - Feedback from directors who attended the NHS Confed Expo on 14 and 15 June on behalf of the Trust.
 - An overview of the Wirral Place Governance Manual ahead of presentation to the Wirral Place Based Partnership Board
 - An overview of the implications for the Trust of the NHS Long-Term Workforce Plan.
68. ELT has continued to receive regular updates on the following:
- A Wirral system sitrep including measures introduced to support discharge from the hospital and address system flow.
 - Developments across the national, ICB and Place health and care systems.
 - The work of the various UECUP (Urgent & Emergency Care Upgrade Programme) committees and workstreams.
 - The transfer of the Adult Social Care contract back to Wirral Council from 1 April 2023.
 - Operational plan and debriefs regarding industrial action.

Conclusion

69. I hope you find this report interesting and helpful, and it provides a clear



**Wirral Community
Health and Care**
NHS Foundation Trust

description of the current priorities and business for the Trust and the key activities underway to address them.

Karen Howell
Chief Executive

Alison Hughes
Director of Corporate Affairs

7 August 2023