

City Health Care Partnership CIC

a co-owned business



Providing Quality Care

**Annual Report  
2016/17**



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## Our Vision

**To lead and inspire through excellence, compassion and expertise in all that we do**

## Introduction

### Our Mission

- To grow a socially-responsible business that contributes to the wider wellbeing of the communities in which we provide services
- From which the high quality and safe services delivered are personally responsive, caring and inclusive of all
- And where people love to work.

### Our Values

- Service and Excellence
- Equality and Diversity
- Creativity and Innovation
- Co-operation and Partnership.

“ Greeted by warm and friendly staff in a lovely building so feel at ease straight away. I was treated with respect by ALL staff and refreshments and a cosy warm waiting area are available. On all 3 visits I've been seen before my appointment time. I was able to ask the consultant questions without feeling a nuisance. There was even a proper place to lock my bike which is quite rare. I don't feel things need improving, it's a lovely place. ”

*Patient at Cardiac Rehabilitation*



**Dear Colleagues,**

2016/17 has been another exceptional year for City Health Care Partnership CIC and I'm delighted to be able to bring you this annual report to highlight some of the achievements we've made.

Our outstanding colleagues continue to drive our success through their compassion, commitment and continued innovation to improve the way we treat and care for the people who use our services. Your hard work and dedication is recognised with gratitude by me and the Executive Board; thank you.

This year saw our community end of life services rated as 'outstanding' by the CQC and our community health services for adults and for children, young people and families, urgent care services and termination of pregnancy services all rated as "good".

We also achieved Investors in People Gold Award and I'm sure the link is obvious: we invest in our colleagues and this investment shows in the excellent services you work so hard to provide.

We were informed in 2016 that we had won contracts to provide community health services in the East Riding of Yorkshire and GP practices in Hull, both of which will be exciting opportunities to work with new people and bring our high quality care to a wider population.

This report shows just some of the brilliant work you are doing, often with shrinking budgets and fewer people.

But the achievements in these pages are a testament to everyone at City Health Care Partnership CIC and show how working together, being positive, innovative and versatile can help us to meet and overcome challenges and continue to provide excellent healthcare services with our patients at the heart of all we do.

Again thank you to every colleague, from those who deliver our services to those who work to support the delivery of safe, quality health and care – a great collective effort. Let's keep it this way as another interesting few years are on their way.

**Andrew Burnell, Chief Executive**



## Putting customers and customer satisfaction at the heart of what we do

### Our patients' voice

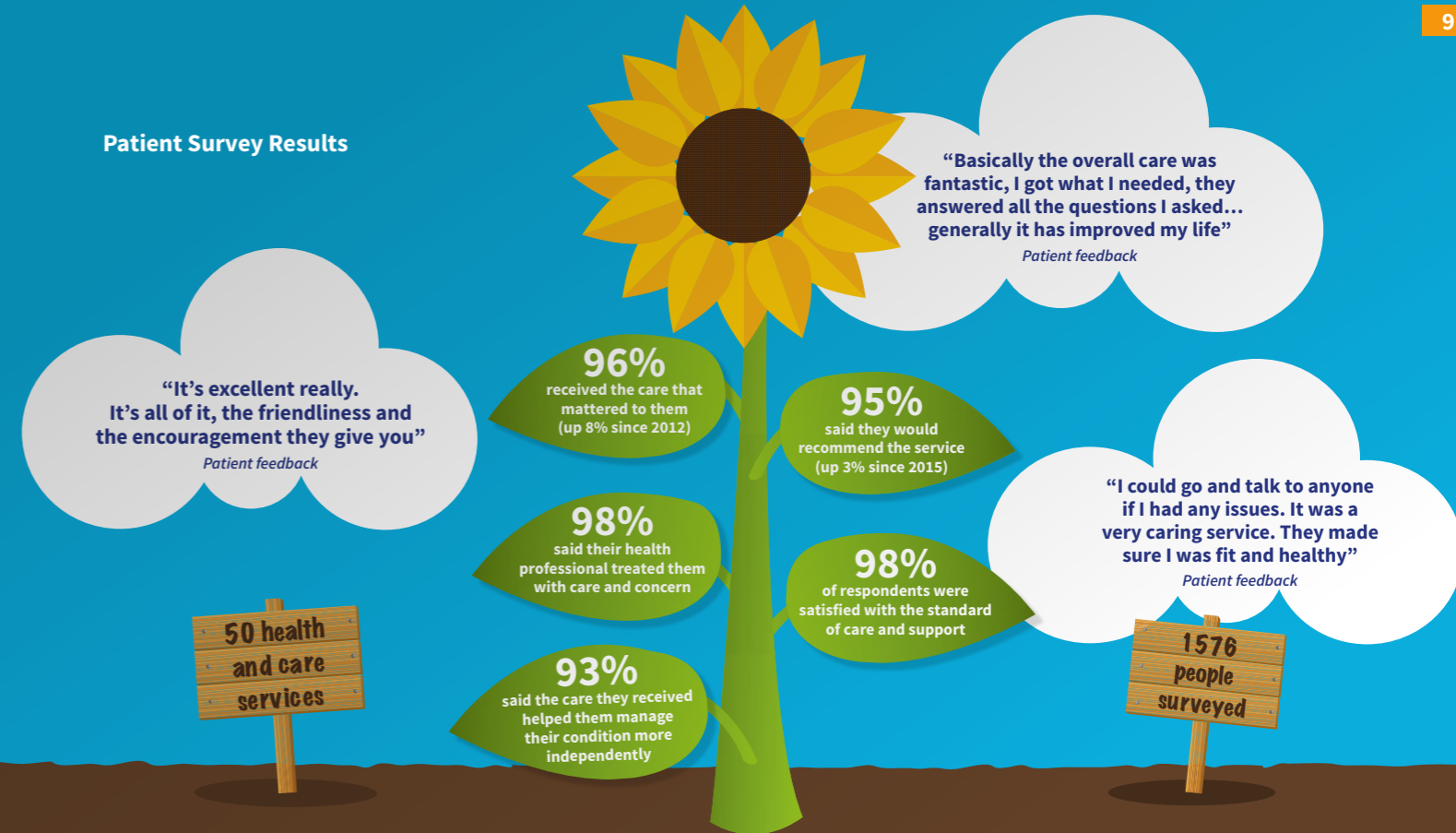
Listening to the people who use our services is a vital part of developing, improving and innovating.

We want to know about the experiences of our patients and service users so we ask them in a number of ways: through the Friends and Family Test, the Care Opinion website and our annual patient survey, amongst others.

“My husband was referred to Bob as his cholesterol was high. Bob was fantastic with us – my husband is very fussy with his food so he was very hesitant at the beginning. Also, he has a brain injury and struggles with anxiety in certain situations and, again, Bob was fantastic! He made us feel very comfortable and relaxed. He is a lovely person. We lost weight and my husband’s cholesterol has come down. If we hadn’t had met Bob, we probably wouldn’t have achieved this. Thank you so much.”

*Client of HealthyRoutes Wigan*

### Patient Survey Results



### CQC Inspection

A CQC inspection in November 2016 rated community end of life care services as “**outstanding**”, with community health services for adults and for children, young people and families, urgent care services and termination of pregnancy services all rated as “**good**”.

### Hull Cardiac Rehabilitation Service

Achieved British Association of Cardiovascular Prevention and Rehabilitation accreditation.

### Carers' Information and Support Service

A new community “**hub and spoke**” gives choice of location, access and appointments at convenient times, supporting carers in their own communities.

Joint working with East Riding Carers service; our dementia event was attended by over 300 people.





### **Community Children's Nursing Team**

Our community children's nursing team, including Sunshine House, a service for children and young people with long term or life limiting conditions, has achieved the Investing in Children™ Membership Award, which recognises and celebrates examples of imaginative practice with children and young people.

The assessor's report says,

**“The most lasting impression from Sunshine House is the very calm and relaxed atmosphere in which children can play, chat, relax and spend their time how they choose.”**

### **Perinatal Mental Health**

In partnership with the University of Hull, all colleagues in our 0-19 services have been trained in perinatal mental health.



### Oral Health

Over 200 people in the East Riding attended oral health and mouth cancer screening events; 40 referred to specialist services for biopsies or investigations, four to health trainers and to local dental services.

“ Everyone was extremely friendly from start to finish. The dentist actually listened to me and made me feel very comfortable and like an actual person – I’ve never had that before. ”

*Patient at CHCP Dental, Jameson Street, Hull*







“Debbie is very happy and very helpful and caring. I can rely on her 100%. After she leaves, I feel human again and I find I can cope much better. If I need help, I only have to ring and she will sort it out for me.”

*Client of Community Link Worker, Wigan*



386 Nurse-led medicals for fostering and adoption services signed off by Dr Mark Findley; we offer Saturday and weekday appointments, making it easier for people to attend and speeding up the process for vulnerable children.



330 homeless people are registered with our GP practices, allowing us to provide services for those who are often neglected and forgotten. Our community nursing teams donated 38 rucksacks of essentials to support homeless people over the winter.



100% of dietetic urgent adult cases assessed within seven days over 11 months, with performance improving month on month after introducing telephone assessments. Work ongoing with Hull and East Yorkshire Hospitals Trust to deliver intravenous antibiotic therapy at home, preventing hospital admission or allowing patients to be discharged earlier from hospital.

## Able to compete in a competitive healthcare environment

### New contracts commencing April 2017

East Riding community services (for five years with an option to extend for two further years).

Alternative Provider of Medical Services Contracts (10-year contracts) for GP practices:

- Kingston Medical Centre / Riverside Medical Centre / The Quays / Storey Street Medical Practice and Walk in Centre
- Newington Health Centre and The Calvert Practice
- East Park Practice.

### Integrated Intermediate Care

We procured Highfield Resource Centre in October 2016; 50 colleagues transferred to City Health Care Partnership CIC, providing integrated intermediate care for over 30 people and offering therapies to help them rehabilitate with a view to returning home once they are ready. We created a single point of contact using our 01482 247111 care co-ordination centre so hospital staff can directly negotiate discharge home of more complex intermediate care patients.

### Therapy Services

In 2017, colleagues in therapy services will move across to City Health Care Partnership CIC, allowing services to integrate more fully.

### Residential and Nursing Home

Rossmore residential and nursing home has been added to City Health Care Partnership Group's portfolio, giving us the opportunity to provide quality services in the care home sector.

“What a wonderful team they all are, the care and the help they give to my husband is absolutely fabulous and are always there for me when I'm feeling a bit down. My only wish is that they could stay for longer.”

*Carer of patient of Specialist Palliative Care Team*







**Installed car charging points at our Business Support Unit, saving 820kg of CO2 over one year.**

#### **In-house IT**

We have set up our own IT function, bringing it in-house and improving the quality of the service we offer to colleagues, bringing the benefits of faster, more efficient technology to patients and service users.

#### **Skype Consultations**

Innovations like Skype consultations make care more accessible and quicker, particularly for people in isolated areas or who find it difficult to leave the house.

Our Sexual Health and End of Life teams have begun to offer Skype appointment to service users.

#### **Vasectomy Service**

We began offering our own bespoke vasectomy service in September 2016, with nurse led counselling sessions, a choice of days, post-operation monitoring and aftercare advice. 383 people have been seen by this service so far.

#### **Private Dental Treatment**

Private treatment in dental clinics has increased raising £65,455. Colleagues can claim a 10% discount and spent £6,600 on private dental work.

#### **Evolve Hull Eating Disorder Service**

Evolve Hull eating disorder service's reputation has brought in patients from the East Riding, North and North East Lincolnshire, generating income that is reinvested into treatment innovations and training, bringing further benefits to patients.

## Employer of choice

Investors in People Gold awarded in February 2017.

“Using innovation and creativity, leaders at City Health Care Partnership CIC motivate and inspire people to achieve results above what is expected of them. The values of the organisation are lived by everyone and senior leaders are seen as active role models. Gold accreditation is the sign of a great employer, an outperforming place to work and a clear commitment to success; City Health Care Partnership CIC should be extremely proud of their achievement.”

*Paul Devoy Head of Investors in People*



“Great company to work for, very innovative, always looks for further opportunities to grow and develop the business.”

*Quote from colleague survey*







It's everybody's business

Source: 2016/17  
Colleague Survey  
(71% response rate)

What our colleagues say



Would recommend **CHCP CIC** as a place to work



Feel trusted to do their job



Say care of patients is **CHCP CIC's** top priority



Would recommend **CHCP CIC** to someone needing treatment

Recruitment and Opportunities

7378 in-house provided courses attended by colleagues.



Rotational nursing posts introduced, giving colleagues six months' experience in four different areas, including community nursing, over two years, helping them to develop core skills and competencies, a broader knowledge base and skills.

130 people attended our first recruitment fair.



Apprentice Scott Noon was awarded Business, Creative and Digital Apprentice of the Year at a ceremony in Hull's Guildhall.



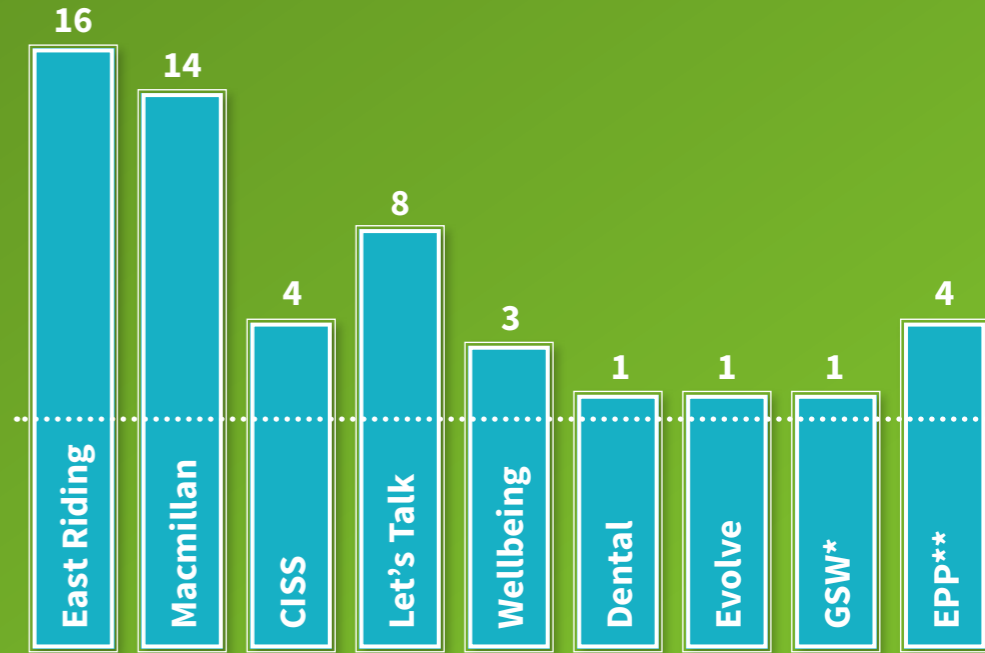
“ I moved to CHCP from the acute sector and I have really enjoyed working for City Health Care Partnership CIC. I feel I can give better quality care, more opportunities for training. ”

*Quote from colleague survey*

### Volunteers

Volunteers are becoming a more important part of our workforce and are providing valuable support to patients and colleagues across City Health Care Partnership CIC, learning new skills and in some cases going on to paid employment in our organisation.

### Number of volunteers across our services



\*Group Support Worker \*\*Expert Patient Programme



### Employee Benefits

Our Flextra benefits package for colleagues moved in-house, saving £36,000.

Flextra uptake is 45.82%.



### Protecting Against Flu

475 colleagues vaccinated against seasonal flu: 39.19% of our workforce.



### This Ability Event

Our Wellbeing Service took part in This Ability, an event at Hull Truck sponsored by Channel 4 to highlight the benefits of employing people with a disability.



**Volunteer Graham North was on the panel at This Ability to answer questions from the audience about his experiences.**

## Provider of excellent healthcare services

In the last year City Health Care Partnership CIC had over 1.3 million assessment, treatment and care contacts with patients, in routine or urgent clinics or in a patients own home.

We deliver treatment and care across a wide range of physical and psychological conditions, some of which are illustrated here.

  
**Dental**  
80,000 contacts

  
**Let's Talk**  
8,000 contacts

  
**Cardiac**  
3,000 contacts

  
**Urgent Care**  
75,000 contacts

  
**At Home**  
400,000 contacts

  
**In Clinics**  
900,000 contacts

  
**Children**  
175,000 contacts

  
**Smoking**  
3,800 contacts

  
**Physiotherapy and Rehabilitation**  
55,000 contacts

  
**Sexual Health**  
60,000 contacts

  
**Podiatry**  
25,000 contacts





### Urgent Care Services

Urgent care services moved to a new integrated centre at Bransholme, Hull in December 2016. Now offering 24/7 minor injuries, illness and GP out of hours services with seven-day x-ray soon to be introduced.

We've reformatted our rapid response service and invested in training new advanced practitioners.

### Primary Care Services

We saw 28,555 primary care appointments booked for people whose main language isn't English.

“ Nicky was amazing, so informative! She was shadowed by a young girl called Jade who was so lovely and helpful also. My eye is a lot better after using my eye drops that they recommended, and have helped me tremendously. So happy with the service I was provided with, it has made me a very happy person. Thanks ladies! ”

*Patient at Bransholme Minor Injuries Unit*

### Smokefree

Over 2,500 people accessed the Knowsley stop smoking service in 2016/17 with 48% of those managing to successfully remain quit at 4 weeks. Their campaign to combat smoking in pregnancy saw an overall reduction in smoking at time of delivery by 0.9% and the service successfully worked in partnership with Knowsley Community College to deliver a drama production on the dangers of smoking to children and young people.

### Evolve

The Evolve eating disorder service has been developing innovative activity groups: The Be Free group is for people experiencing binge eating and leading on the development of the MARSIPAN protocol (Management of Really Sick Patients with Anorexia Nervosa) for Hull.





### Carer's Service

Carers' Information and Support Centre fully integrated with Hull City Council's Early Help and Prevention: See and Solve team, based at Hull Royal Infirmary.

### Prisons Healthcare

Working in prisons to support people with a learning disability or difficulty to access health services.

Our prison healthcare team achieved all its CQUINS (commissioning for quality improvement targets) for the second year running and was praised by NHS England as high achieving.

Our team at HMP Humber won the Governor's awards for 'partner of the month' for outstanding partnership working, in recognition of the hard work displayed by all healthcare staff during a period of instability and an extremely high volume of emergency incidents.

### 0-19 Services

Rebecca Price, practice development lead in our 0-19 services, was awarded a grant of £5,000 by the Queen's Nursing Institute to look at paternal postnatal depression and the problems some men encounter when they become fathers.

'The Blues Boys' aims to increase the knowledge and awareness of health visitors so they can talk to men about postnatal depression in a non-judgemental way and promote the positive role of fathers.



## Financial Statements

### Consolidated Statement of Profit or Loss

	Year Ended March 31st March	
	2017	2016
Revenue	85,537,867	78,364,642
Cost of Sales	(74,374,548)	(68,430,328)
<b>GROSS PROFIT</b>	<b>11,163,319</b>	<b>9,934,314</b>
Other operating income	178,013	113,163
Administration expenses	(9,722,266)	(9,329,171)
<b>OPERATING PROFIT</b>	<b>1,619,066</b>	<b>718,306</b>
Finance Costs	(95,294)	(140,618)
Finance Income	11,129	9,992
<b>PROFIT BEFORE INCOME TAX</b>	<b>1,534,901</b>	<b>587,680</b>
Income tax	(315,959)	(158,792)
<b>PROFIT FOR THE YEAR</b>	<b>1,218,942</b>	<b>428,888</b>



## Consolidated Statement of Financial Position

	Year Ended March 31st March	
	2017	2016
<b>NON-CURRENT ASSETS</b>		
Goodwill	3,084,018	2,802,853
Intangible assets	616,891	-
Property, plant and equipment	7,393,209	5,164,942
Investments	122,501	122,501
	<b>11,216,619</b>	<b>8,090,296</b>
<b>CURRENT ASSETS</b>		
Inventories	380,725	386,800
Trade and other receivables	11,231,528	10,220,693
Cash and cash equivalents	10,894,353	11,997,942
<b>TOTAL CURRENT ASSETS</b>	<b>22,506,606</b>	<b>22,605,435</b>
<b>TOTAL ASSETS</b>	<b>33,723,225</b>	<b>30,695,731</b>

### SHAREHOLDERS EQUITY

Called up share capital	1,084	1,035
Revaluation reserve	381,707	381,707
Non-distributable reserves	3,896,284	3,237,966
Other reserves	1,466,471	1,466,471
Retained Earnings	2,881,810	2,321,186
<b>TOTAL EQUITY</b>	<b>8,627,356</b>	<b>7,408,365</b>

### NON-CURRENT LIABILITIES

Financial Liabilities - interest bearing loans	2,034,717	2,628,250
Deferred tax	161,730	124,347
	<b>2,196,447</b>	<b>2,752,597</b>

### CURRENT LIABILITIES

Trade and other payables	20,697,313	18,435,282
Financial liabilities	2,093,533	2,093,533
Tax payable	108,576	5,954
	<b>22,899,422</b>	<b>20,534,769</b>

### TOTAL LIABILITIES

	<b>25,095,869</b>	<b>23,287,366</b>
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### TOTAL EQUITY AND LIABILITIES

	<b>33,723,225</b>	<b>30,695,731</b>
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**Extraction from Consolidated Financial Statements for the year ended 31st March 2017**

Report of the independent Auditors to the members of City Health Care Partnership CIC have extracted Consolidated Financial Statements, which comprises the Income Statement and Statement of Financial Position.

**Respective responsibility of directors and the auditor**

The directors are responsible for preparing the Extracted Consolidated Financial Statements in accordance with applicable United Kingdom law. Our responsibility is to report to you our opinion on the consistency of the Extracted Consolidated Financial Statement with the Full Financial Statement, and its compliance with the relevant requirements of the Companies Act 2006 and the regulations made thereunder. We conducted our work in accordance with applicable law and International Standards on Auditing (UK and Ireland) and which comply with the Auditing Practices Board's Ethical Standards for Auditors. Our report on the company's full annual financial statements describes the basis of our opinion on those financial statements.

**Opinion**

In our opinion the Extracted Consolidated Financial Statement is consistent with the full annual financial statements of City Health Care Partnership CIC for the year ended 31st March 2017 and complies with the applicable requirements of section 427 of the Companies Act, and the regulations made thereunder.

## Financial Indicators



(2016 - £78.4m)

### How is this calculated

Revenue is the total of all income streams into the group regardless of the source. This figure includes all the contractual and non-contractual income that the group receive.

### Performance

The revenue of the group has continued to grow year on year through both organic contract growth and through acquisition of specific targets.



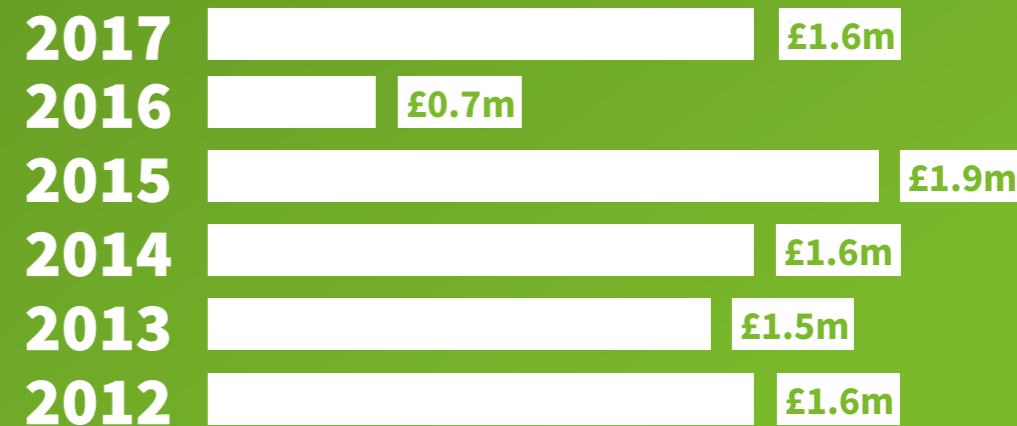
(2016 - £0.7m)

### How is this calculated

Operating profit is the net effect of all income into the group less the cost of generating that income. Operating profit is stated prior to financing costs and taxation.

### Performance

Operating Profits have returned to levels consistent with previous years (albeit at a lower % of turnover) post the restructuring costs highlighted in 2015/16.







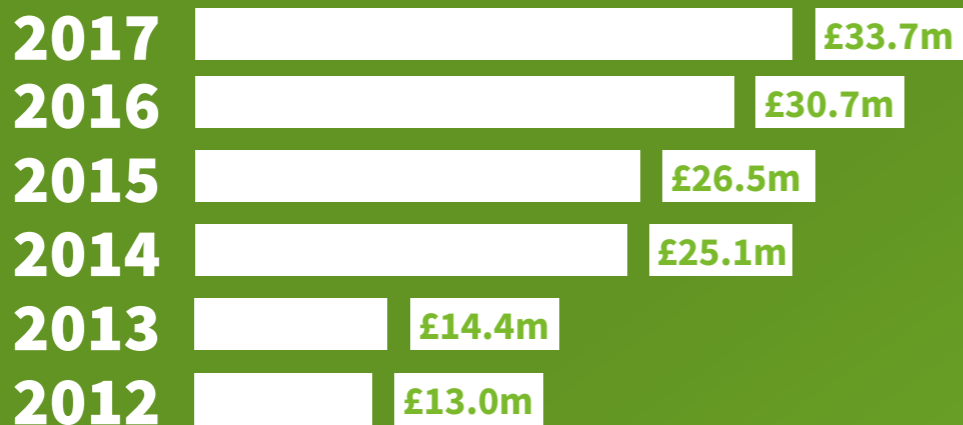
(2016 - £30.7m)

**How is this calculated**

Total Assets takes into account all assets of the group. These include all plant, equipment, property and goodwill along with amounts owed to the group by its customers and cash held within the group.

**Performance**

Further investment in the Group's infrastructure to support the growth of services and the continued innovation into more advanced technological solutions has occurred along with acquisitions in related industries to better support the health of the local area.



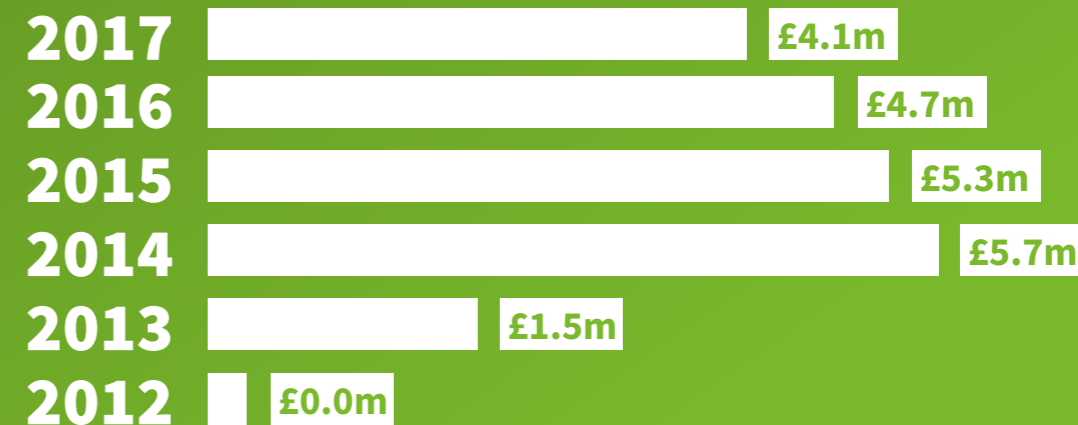
(2016 - £4.7m)

**How is this calculated**

Total borrowings is the amount outstanding in respect of all the financing of the group regardless of when due.

**Performance**

Borrowings continue to fall in line with the debt profile originally created. All borrowings are in relation to acquisition growth and not to fund the working capital of the business.





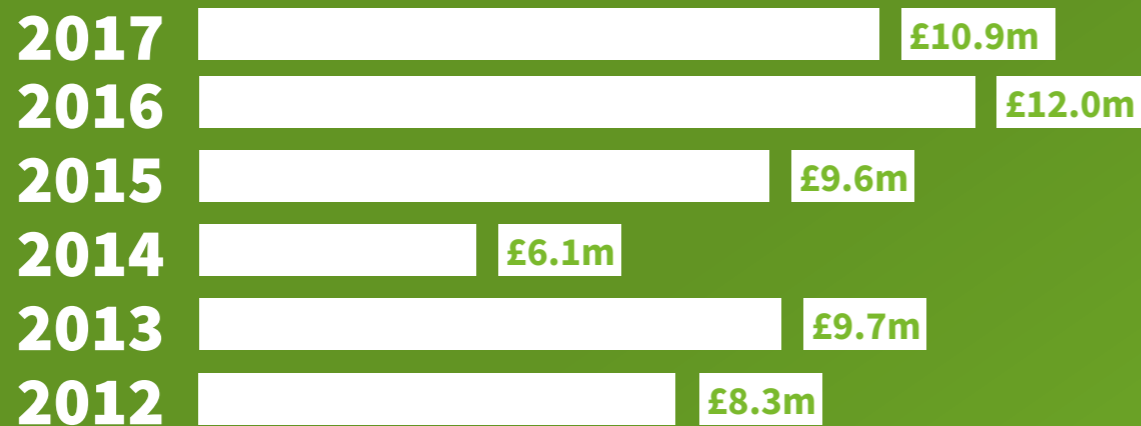
(2016 - £12.0m)

#### How is this calculated

Cash and cash equivalents is the total of all cash regardless of how held. This includes all petty cash held locally, long term deposits and short term available cash.

#### Performance

The Group continued to generate cash from the operating activities on a day to day basis. The reduction in the year to March 2017 is due to the completion of a targeted acquisition along with investment in furthering the IT systems of the Group.





If you would like this document in an alternative language or format such as audio tape, large print or Braille, please call 01482 347649.

Polish

Jeżeli chcesz otrzymać ten dokument w innym języku lub formacie, np. w formie nagrania audio, dużą czcionką lub brajlu, zadzwoń na numer 01482 347649.

Kurdish

نهگەر حمز دهکهیت نهم بهنگهنامایهت به زمان یاخود شیوازیکى دیکه بهدهست بگات وهک شریتی دهنگ، چایی گهوره یاخود برایل (ههلتوقیو)، تکایه تاهلهفون بکه بق .01482 347649.

Mandarin

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Arabic

"إذا كنت ترغب في الحصول على هذه الوثيقة بلغة أخرى أو بتنسيق مختلف مثل شريط صوتي، أو 01482 347649 طباعة بحروف كبيرة أو بطريقة "برايل"، يرجى الاتصال على الرقم:

Russian

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City Health Care Partnership CIC  
Annual Report  
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[www.chcpcic.org.uk](http://www.chcpcic.org.uk)

City Health Care Partnership CIC is an independent 'for better profit' and co-owned Community Interest Company responsible for providing local health and social care services.

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Providing Quality Care

