

City Health Care Partnership CIC

a co-owned business

ANNUAL REPORT 2015/16



Providing Quality Care

2015/16 Annual Report

City Health Care Partnership CIC

Business Support Centre

5 Beacon Way

Hull, HU3 4AE

www.chcpcic.org.uk

T: 01482 347620

F: 01482 347621



Contents

Introduction	02
Putting customers and customer satisfaction at the heart of what we do	06
Able to compete in a competitive healthcare environment	10
Employer of choice	14
Provider of excellent healthcare services	20
Social Business	24
Financial Statements	28

Introduction

Dear Colleagues

It is my pleasure to be able to bring you this year's annual report for 2015/16. This is our 6th annual report; a great achievement as many thought we wouldn't be here when we left the NHS back in June 2010. Throughout this time we have gone from strength to strength and the past year has been no exception as the content of this report will hopefully demonstrate to you.

Our success is down to our colleagues and their continued dedication to the services they provide, the commitment to the business and most importantly the continued drive to provide the very best to the people who use and engage with our services; thank you all, it is much appreciated by both the Executive Board and myself personally.

It's not been an easy year for many with people feeling worried about the future as we have gone through national procurement processes for a number of key services: Community Nursing and Children and Young People's services to name two rather large and complex processes involving many hours of hard work and persistence throughout.

The success of these bids was a very positive outcome for our future and continued sustainability, but I am aware it has come with the need to change both delivery to a new Integrated Community and a 0-19 years service as well as how the company is structured and configured.

Change is never easy, but it's a fact of life in our world and in the main people have seized the challenges and opportunities presented and are as I write this still working hard to deliver the new and exciting service specifications. Corporately new governance structures are embedding and it's an inevitable fact that with further success, moving forward we will have to remain adaptable and flexible in how we deliver, how we manage and how we support each other to continue to achieve excellence within the many challenges that we will face.



Andrew Burnell,

CEO, City Health Care Partnership CIC

I would like to round off by thanking everybody for their continued enthusiasm and commitment to City Health Care Partnership CIC and the services we provide from all parts of our group business. As always I would like to extend a thank you to those folks that have left us within the previous year who also in many cases have given years of service to service users.

Our Mission

To grow a socially responsible commercial 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



City Health Care Partnership CIC
a co-owned business



Our Vision

Portfolio

delivering to the community, commissioners and partners a range of services that is held in high regard by all who are in contact with us

Partners

fostering a network of partners and key business links that will enhance the experience of patients, services users, carers and the community



Our Values

Service and Excellence

Equality and Diversity

Creativity and Innovation

Co-operation and Partnership

Productivity


an ability to demonstrate services that are effective, efficient in delivery and cost and appreciated for their added value

Profit

maximising returns made to staff, communities and services



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



Louise was very understanding, patient and non-judgemental. I don't open up to nurses and people in the system in general, but she had the right empathy. I've made more progress with regards to my mental health problems than I thought possible.

(Prison healthcare, Hull)

Patient survey results

98% satisfied with overall experience

98% satisfied with standard of care and support

92% likely to recommend

96% got the care that mattered to them

96% would recommend our services
(Friends and Family Test Results)



IMPS

Will Dennison (11), recently came to his friend's rescue using skills learned on an IMPS (Injury Minimisation Programme for Schools) training course run by City Health Care Partnership CIC (CHCP CIC). IMPS have trained over 27,700 year 6 pupils since the project was first launched in 2001

Hull FIRST

Working with Humberside Fire and Rescue Service, Yorkshire Ambulance Service NHS Trust and Humber NHS Foundation Trust to provide a pioneering new rapid 24/7 response for falls patients in Hull; 120 people treated between January and April 2016

Big Latch On

45 Hull mums took part in the city's first big Global Latch On with support from health visitors, promoting the benefits of breastfeeding for mothers and babies






Let's Talk

Psychological wellbeing service: virtual health clinic at Hull University for students to book their assessment appointments at a time that is convenient to them and at an easily-accessible venue on the campus. This has gone from one half day assessment clinic to three full days and we are now hoping to expand this out into treatment provision

Home Oxygen Service

Our Home Oxygen service developed a Fire Safety DVD with Humber Fire & Rescue Service and media students from Hull College to highlight the dangers of smoking whilst using oxygen. Respiratory nurse specialist Julie Danby was shortlisted for a national RCNi award and was runner up at the Humberside Fire & Rescue Service awards


What a relief that something can be done about my huge legs, I was giving up on ever having any help to reduce the swelling. Thank you to all the nurses in the clinic.
(Lymphoedema)



Able to compete in a competitive healthcare environment



We won the following contracts this year:

Health, urgent care and integrated community healthcare

Smoking cessation, Hull

Minor surgery in GP practices, Hull (tariff based)

GP pharmacy pilot

Healthy Child programme and childhood immunisation, Hull



Our HealthyRoutes service in Wigan is now providing stop smoking, weight management, physical activity, mental wellbeing, alcohol support and NHS health checks to people in Wigan. Since June 2015, **3,778** people have been helped by HealthyRoutes.



Jo was extremely encouraging, friendly and helpful, as she has always been. She has seen me through some tough times and is professional through and through. She is an asset to the service.

(HealthyRoutes, Wigan)



In St Helens, we're helping people to stop smoking; **1,765** people so far have used our service with over **1000 successful quits.**

Elizabeth O'Sullivan (Consultant in Paediatric Dentistry) appointed as Training Programme Director (TPD) for the Specialist Training Registrars within Yorkshire

Gill Greenwood appointed as Health Education England Yorkshire and The Humber Training Programme Director (TPD) for special care dentistry for a third three-year term of office. Gill is TPD for four trainee speciality registrars (StR) in the North, West and East Yorkshire region. There are only about 20 StRs in special care dentistry in the UK



Innovative app QuitPal is helping people to quit smoking; over **660** people have downloaded it since its launch in 2015.

Our BiteSize app helps people to lose weight; **993** people have downloaded it, 20 have lost 3% of their body weight and 12 have lost 5% of their body weight.



Shortlisted for Social Enterprise of the Year at the national Social Enterprise Awards

Awarded **ISO27001** and **ISO9001**
international standards of good practice



I always receive excellent care and feel the practice is well run and very efficient - cannot praise enough.

(Kingston GP practice)





Employer
of choice

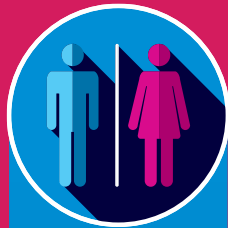
CHCP CIC are very professional, caring and
thorough in all aspects of their work
(comment from colleague survey)

2015/16 colleague survey - 852 responses (63%)



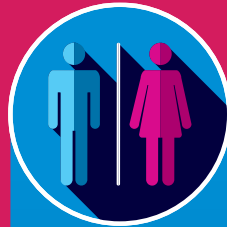
92%

felt CHCP CIC acted fairly with regards to ethnic background, gender, religion, sexual orientation and age



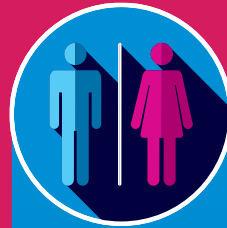
51%

agreed that senior managers acted on staff feedback



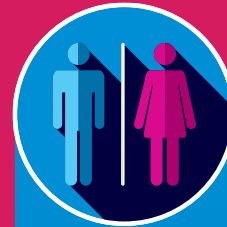
96%

said they would know where to raise concerns about bullying or harassment



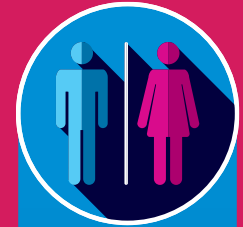
76%

of colleagues said they had adequate equipment to do their work



82%

agreed they could approach their line manager and talk openly about work or home issues



90%

would recommend the organisation to a friend or relative

Elizabeth O'Sullivan mentors two **Longitudinal Dental Foundation Trainees** one day a week.

Six dental nurses have successfully completed a post-qualification certificate in **Dental Radiography**. This allows them to take radiographs for dentists.

CHCP CIC reached **number 38** in the **Top 100** Index of organisations as **Investors in Diversity**, in our first year of taking part



The wellbeing team has continued to build on its volunteering programme with two very active members of the team, Colleen and Graham. The Learning Disability training which the team has provided to many organisations across the city has had incredible feedback and continues to be very well received. With their help, we are now looking at supporting people with a learning disability into employment with CHCP CIC.

Very informative, with input from volunteers - will make me think in future when speaking to people with a LD
(member of practice staff)



My experience within my service is a very positive one -
Managers are very caring, accommodation and try where
possible to be fair, transparent and promote equality
(comment from colleague survey)



We worked with health partners to create a hugely
successful **Day in the Life of the NHS** event to inspire
young people to choose a career in health or social care.

As part of **Hull2020**, we are developing a workforce for
the future and were instrumental in setting up the Health,
Medical and Social Care Academy at St Mary's College in
Hull, giving young people a headstart in their health and
care careers.



The CHCP Way uses restorative practice to improve relationships between colleagues. This is about:

- sharing values and beliefs
- understanding how our actions affect others
- building a positive community
- collaborative working
- fair process
- behaving restoratively

Restorative practice has been rolled out across the organisation and is being used successfully in teams and services.

We have **1,305** colleagues and **1007** are CHCP CIC shareholders (77%). "It's everybody's business" roadshows give people across the organisation the chance to put their views, thoughts and ideas about the business to the chief executive and directors.



APS (Action Potential Therapy)

A successful pilot was completed this year to look at the benefits of APS for patients who experience chronic pain. The success of the trial has enabled APS to become part of the treatments provided for patients who are referred into pain management services and in partnership with Human Resources is being provided for staff who suffer with long term pain. The pain management and HR teams won a Celebrating Excellence award for this work.

Celebrating Excellence: our staff awards at the KCOM Stadium showcased some of the terrific work taking place across the organisation and shone a spotlight on those colleagues who demonstrate **exceptional commitment and dedication.**

Innovation and Best Practice brunches allow teams and services to share ideas and ways of working in a 'speed presentation' format. Colleagues were inspired by presentations on medicines management, Making Every Contact Count, HSSE champions, connecting homeless people to healthcare, restorative practice and teenagers and nutrition, amongst others. **"Fantastic to experience and gain knowledge of other services,"** was one comment.



Top 100: colleagues are invited to nominate fellow workers who they feel have gone above and beyond the day job; winners receive a shopping voucher and a huge pat on the back from the chief executive. One nomination said, **"She has shown incredible dedication to the role, worked tirelessly, and demonstrated great knowledge and professional ability in all that she has achieved. Not only that, but she really is one of the most patient, good humoured and kind hearted people that I have ever had the pleasure of working with."**



Caroline listened to me and gave me the time to ask any questions. For the first time in years I feel there is some hope, I learnt the importance of not focusing on what you cannot do but instead look at the things you can do. I wish I had been referred years ago.

(Pain management, Hull)



Provider of excellent healthcare services



I was diagnosed with moderate depression and anxiety, my world felt like it was caving in. I was referred quickly and treated sympathetically and now my life is back on track, albeit a very different one. It is vital that men use this service. Thank you.

(Let's Talk, Hull)



Bev Clark won **Educator of the Year 2015** for International Journal of Palliative Nursing in September 2015

Newington Health Centre, rated "inadequate" before being taken over by CHCP CIC, was **rated "good" by the CQC** after an inspection in November 2015.

CQC inspectors gave Riverside Medical Centre a rating of "good" and our dental services at Highlands Health Centre and Pocklington Dental Access Centre were judged to be **safe, effective, caring, responsive and well-led.**

We were also part of joint inspections of the local Safeguarding Children's Board, HMP Humber and HMP Hull.

Reports from all inspections can be found on the CQC website.



Ben Gummer, Parliamentary Under-Secretary of State for Care Quality, met colleagues from our Macmillan Specialist Care at Home service in Hull. He said, **"The aim of end of life care is simple but complicated to deliver. That's why it has been very useful to talk about it today and see this leading pilot in action. My job is now to get the success of this pilot shared across the country."**

39,744 Patients

have attended one of our Minor Injury Units

100%

of minor injury unit services users
seen and treated within 4 hours



1.1 million

patient contacts

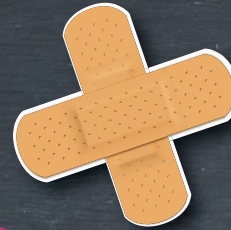
73,584

dental appointments have
been completed

Brush Bus

Hull - **5050** children

East Riding - **1735** children



2,695 Patients

assessed and treated by our Pain

Management service in Hull, East Riding,
North and North East Lincolnshire

19,175 Contacts

took place in a Treatment Room

675 Patients

monitored at home for one or more
Long Term Condition



Mouth Cancer Checks

Hull - **46**, ER - **85**.

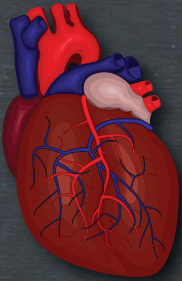
Referred onwards - **18**

(urgent cases, to be seen within two weeks - **5**)



1560 Patients

seen and treated by our Cardiology and Cardiac Rehabilitation services



Our comprehensive sexual and reproductive health service has delivered **52,614** advice, testing and treatment appointments to all ages



741 People

completed a course of stress control within our Let's Talk Depression and Anxiety Service



Our Health and Social Care Team have supported **99%** of patients' preferred place of death at their end of life.



This year has seen our Carers' Information and Support Service (CISS) assess and provide a care plan to

1225 Carers



23,813 Contacts

took place in a community based rehabilitation bed such as Highfield, Rose Villa, Nicholson or Rossmore



Wonderful staff, treatment was superb & painless. I have been terrified of the dentist for years but this practice has cured that.
(City Health Dental, Pocklington)



Social Business



[the grant from City Health Care Partnership Foundation] has made a huge difference to this project and is going to allow us to open up the garden to more people who can benefit from it (small grant recipients Giroscape Gardens)





Gioscape Gardens

As a community interest company, profits are reinvested back into our services, our communities and our colleagues. One of the ways we do this is through our **Foundation charity**, administered by volunteer Trustee colleagues, which supports local voluntary and community groups through small grant donations and colleague charitable endeavours through staff sponsorship

Small grants:

£20,837 awarded to 23 voluntary and community organisations

Culture Health+ grants:

£25,459 awarded to nine organisations

Staff sponsorship:

£10,380 awarded to 14 colleagues

Working with the voluntary sector to deliver services is proving very fruitful, for example in **Let's Talk** where we subcontract to a number of third sector organisations to provide extremely responsive and effective help to people experiencing stress, anxiety and mild depression. We are looking forward to expanding this area of work over the coming years.

Let's Talk assessment clinics in Pickering and Ferens Homes are improving mental health in older people by giving them services in their own homes, reducing isolation and loneliness.

We are working with **Macmillan** to trial Specialist Care at Home, a project to help people to end their lives in the place of their choosing. As part of this, we are recruiting volunteers to support patients and their families who are being cared for by the team.

Kirsty is a final-year student at Hull University. **"I've got first-hand experience through family members who've had cancer and I've seen the strain it caused my parents. I found out about being a Macmillan volunteer through the university volunteering pages and decided to apply."**



Macmillan volunteers

Portico: Leah is a single mum of three, recently diagnosed with Type 2 diabetes. Leah and her children (aged 1, 3 and 5) live in Thatto Heath in St Helens, one of the most deprived areas in the country.

Leah went to the **Portico Teatime Cookery Programme** at the Perth Centre in Thatto Heath but was very sceptical about what the programme could do for her. She admitted she could not cook and that she and her children lived off takeaways virtually every night. They drank only fizzy drinks and Leah described her children's behaviour as 'hyperactive'.



The cookery sessions involve play time with toys and games for the children whilst the parents learn how to cook healthy and nutritious meals on a budget. Leah's initial reaction was 'My kids won't eat that!' But they absolutely loved it and wanted seconds. Leah went on to prepare many different meals during the project.

Her children's behaviour calmed and she confided in a volunteer about their lack of sleep. The volunteer offered help and advice, signposting Leah to an agency specialising in child sleep issues.

Leah's confidence has grown immensely since joining this project and she is now cooking regularly at home. She told volunteers she hadn't realised how much money she had been wasting on unhealthy takeaways. The family has also cut out fizzy drinks. Leah has recently volunteered to attend the next Teatime Cookery Course so she can share her experiences and support others.



We have recommissioned the **British Red Cross** to reduce the risks to vulnerable people being discharged from hospital and help avoid them being readmitted.

Patients are referred to the British Red Cross assisted discharge service, who provide help and support for 48 hours to help them settle in at home, from emotional support to going shopping or making sure the heating's on.

Over 800 people have been helped since the service started in February 2015.



British Red Cross



Financial Statements

Consolidated Statement of Profit or Loss

	Year ended 31st March 2016	Year ended 31st March 2015
Revenue	78,364,642	70,350,792
Cost of Sales	(68,430,328)	(60,054,679)
GROSS PROFIT	9,934,314	10,296,113
Other operating income	113,163	94,988
Administration expenses	(9,329,171)	(8,487,104)
OPERATING PROFIT	718,306	1,903,997
Finance Costs	(140,618)	(162,939)
Finance Income	9,992	17,743
PROFIT BEFORE INCOME TAX	587,680	1,758,801
Income tax	(158,792)	(291,550)
PROFIT FOR THE YEAR	428,888	1,467,251

Consolidated Statement of Financial Position

	Year ended 31st March 2016	Year ended 31st March 2015
ASSETS		
NON-CURRENT ASSETS		
Goodwill	2,802,853	2,821,603
Property, plant and equipment	5,164,942	4,838,583
Investments	122,501	122,501
	8,090,296	7,782,687
CURRENT ASSETS		
Inventories	386,800	381,547
Trade and other receivables	10,220,693	8,777,127
Cash and cash equivalents	11,997,942	9,590,180
	22,605,435	18,748,854
TOTAL ASSETS	30,695,731	26,531,541

Consolidated Statement of Financial Position

	Year ended 31st March 2016	Year ended 31st March 2015
EQUITY		
SHAREHOLDERS EQUITY		
Called up share capital	1,035	933
Revaluation reserve	381,707	381,707
Non-distributable reserves	3,237,966	3,071,535
Other reserves	1,466,471	1,466,471
Retained Earnings	2,321,186	2,058,729
TOTAL EQUITY	7,408,365	6,979,375
LIABILITIES		
NON-CURRENT LIABILITIES		
Financial Liabilities - interest bearing loans	2,628,250	4,721,785
Deferred tax	124,347	94,084
	2,752,597	4,815,869
CURRENT LIABILITIES		
Trade and other payables	18,435,282	14,033,959
Financial liabilities	2,093,533	593,532
Tax payable	5,954	108,806
	20,534,769	14,736,297
TOTAL LIABILITIES	23,287,366	19,552,166
TOTAL EQUITY AND LIABILITIES	30,695,731	26,531,541

Extraction from Consolidated Financial Statements for the year ended 31st March 2016

Report of the independent Auditors to the members of City Health Care Partnership CIC

We have examined the 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 2016 and complies with the applicable requirements of section 427 of the Companies Act, and the regulations made thereunder.

Financial Indicators



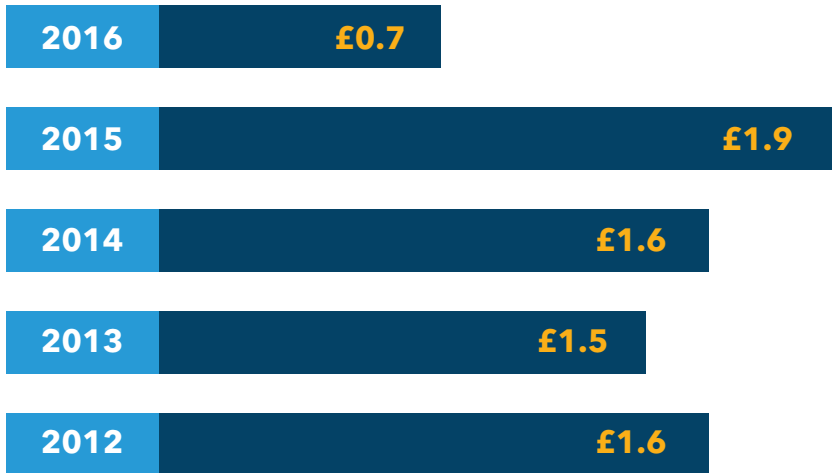
How is this calculated

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 receives.

Performance

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

Financial Indicators



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 profit has, in previous years demonstrated steady growth in line with increasing revenue and efficiencies across the group. The fall in 2016 to £0.7m is as a result of restructuring costs linked to the successful award of the Hull Community Services tender. Underlying levels of profitability remain in line with previous periods.

Financial Indicators



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

The total assets of the group continue to grow as a result of investment in group companies, investment in asset infrastructure to deliver core services and as a result of the cash generated through being a profitable group.

The growth of these assets reflects the medium term strategy of the group to provide a sustainable base upon which to deliver the organisation's objectives.

Financial Indicators



How is this calculated

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

Performance

Since the increase in 2014 to fund an asset purchase the levels of borrowings are steadily decreasing in line with planned repayments. These reductions in borrowings along with an increase in the asset base demonstrate a strengthening of the group's position.

Financial Indicators



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 reduction in cash in 2014 was in line with the asset purchase detailed previously, since then the group continues to generate cash as a result of operating profits and management of the treasury aspects of the group. An element of the value shown is not available on a day to day basis in line with the treasury strategy of the group to maximise returns on available cash.

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

Jeśli nie znają Państwo języka angielskiego i chcieliby otrzymać tłumaczenie niniejszego dokumentu, proszę się skontaktować z:

Kurdish

هه‌گه‌ر ئینگلیسی زمانى تو نیه و ده‌ه‌وى ئهم به‌لگه‌ت بو
ته‌رجومه بکه‌ینه‌وه تکایه په‌یوه‌ندى بکه به:

Mandarin

若 希望其他 言版本, 系:

Turkish

İngilizce ana diliniz değilse ve bu belgenin çevirisini istiyorsanız lütfen buraya başvurun:

Farsi

اگر انگلیسی زبان نیستید و ترجمه این متن را می‌خواهید، لطفاً با اینجا تماس بگیرید:

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.
Registered in England No: 06273905



Follow us on twitter @CHCPHull



Visit our Facebook page www.facebook.com/CHCPHull

www.chcpic.org.uk

