

ANNUAL REPORT

2014/15

City Health Care Partnership CIC
a co-owned business



Providing Quality Care

2014/15 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



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FIVE YEARS...AND FORWARDS



Andrew Burnell
Chief Executive

Looking back over the past five years of City Health Care Partnership CIC (CHCP CIC), I think we can safely say we've come a long way since the company was formed in June 2010. We have more staff, more services, operate out of more bases in more areas, treat and assess more people and are continuing to win more contracts, showing that our commissioners and, most importantly, our patients and service users have confidence in what we provide.

This annual report also shows how as a health and care provider, what we call our social business is what differentiates us from the norm. We are reinvesting more into our communities, helping local people to build successful voluntary and community groups that can work from the bottom up to improve the lives of those in the areas where we work. 'It's everybody's social business' shows how we are doing this and the effects this investment is having on communities; every £1 we spend creates £36 of social value. Our impact is wider than what we get paid to provide.

The economic environment continues to present challenges and we are often required to do more with less, but our colleagues have risen to these challenges magnificently and have shown that it's possible not only to do this but to improve the quality of the care we provide. In fact, they have been able to come up with ways of doing things differently and better; the case studies in this report bear witness to their powers of innovation and invention.

The collaborative artwork that our shareholders made to celebrate Employee Ownership day demonstrates the sense of ownership that they have to the organisation and the artwork itself, now hanging in our Business Support Centre is a constant reminder of their investment and commitment. 905 of our 1571 colleagues are now shareholders in CHCP CIC and I believe that having the chance to own part of the company they work for gives our staff a concrete reason to strive for its prosperity.

You can see from the financial section of this report that our position continues to be positive, with steady growth in revenue and profit and shows that sound business management underpins our range of high quality services along with our Mission, Vision and Values, which form the foundations of our company.

Thank you for your interest in our annual report and I hope you enjoy reading it. I would also like to thank everyone who has helped to steer CHCP CIC through the last five years for your loyalty and support. The commitment of our colleagues to the best interests of their patients and service users is what has driven this company through half a decade and I am confident that it will continue to do so for the next five years and beyond.

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

OUR VALUES

Service and Excellence

Equality and Diversity

Creativity and Innovation

Co-operation and Partnership

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.

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.

Our corporate objectives were agreed when CHCP CIC was formed and they continue to drive the strategic direction of the company.



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

Measuring and exploring patients' experience of our care is crucial in helping us to understand how we can make it as good as it can be and this year we have increased the number of ways we do this.

We want to find out as much as possible about the quality of patient care we deliver and how people experience this so we can continue to make it better.

Ways that we ask patients and service users about their experiences of our care:

Annual patient survey • Comments, concerns, compliments and complaints (4 Cs)

The 15 Steps Challenge • Patient Opinion • Friends and Family Test (FFT)

Service user groups • Focus groups

In our annual patient survey, we asked 1,186 people who had used our services what they thought of them. Here are some of the results:

96%

Said the service matched or exceeded expectations

- up from 95% in 2013 and 94% in 2011

92%

Would recommend our services

- the same as in 2013 and up from 79% in 2011

92%

Had trust confidence in the main person they saw at their appointment - up from 91% in 2013 and 83% in 2011



Received the care that mattered to them all or most of the time

- up 8% since 2012



Rated their experience as good or excellent

- up from 84% in 2012



Rated their care and support as excellent

- up from 83% in 2011

We also ask service users to fill in comment cards to give us feedback about our services. These can be anonymous and are sent back freepost to us. Last year we had:

113 comments • 719 concerns • 2,549 compliments

28 stories have been posted about our services on Patient Opinion and these have been viewed 9,227 times. We have had 51 formal complaints this year; these have been dealt with by our Customer Care Team, who work with patients to get to the bottom of complaints and, where necessary, with services to make changes and improvements. **In a survey of 100 customers at our Willerby Road pharmacy:**



Were satisfied with how long it took to serve them



Said staff were efficient

Would come back to this pharmacy

“The service offered by this pharmacy is excellent and I wouldn’t use another unless I really had to, the staff are friendly, helpful and efficient”

A Customer at a City Health Pharmacy

Friends and Family Test

The Friends and Family Test is mandated to be used across NHS services to ask patients about their care and treatment and is a simple way of finding out if people are happy with our services or if there is anything that we can improve.

“How likely would you be to recommend the service you have used to your friends and family if they required similar treatment? What was good about your visit and what could be improved?”

In 2013 CHCP CIC piloted the Friends and Family test and we were used as a case study by NHS England for the expansion of the test into community services. From 1 October 2014 we rolled out the Friends and Family test across all of our community NHS services.



Of people say that would recommend our services to their friends and family



One service that consistently receives appreciative feedback is our relatively new Lymphoedema treatment team. Lymphoedema is a chronic, progressive condition which can result in severely swollen and distorted limbs,

toughening of the skin and leakage of lymph fluid through the skin. Since April 2013 we have provided a non-cancer lymphoedema service in Hull; before this, patients had to wait several years or travel out of the area to get help for their condition.

Debbie Allanson, Clinical Lead Specialist Nurse for the service, said, **“There are a number of causes for lymphoedema, including trauma, infection, reduced mobility and obesity. When somebody is referred into our service they get an assessment, treatment and a plan to manage the swelling to improve quality of life.”**

One patient said, **“An excellent service that has really made a difference to my life: for the first time in months I am able to get a pair of shoes on my feet and go out.”**

Another said, **“Thank you very, very much for all of your care and attention and for giving me my legs back.”**

Let's Talk

6

Let's Talk is a new service, delivered by our Primary Care and Psychological Wellbeing service, that puts the patient squarely at the heart of what it does.

CHCP CIC was chosen by commissioners as the lead provider for a new model of psychological wellbeing service, which started in October 2014. The service is the first of its kind in the country and provides a range of local specialist help and treatment offered by local organisations.

The depression and anxiety service, 'Let's Talk', makes it easier for people to get help quickly for mental health problems such as mild to moderate stress, anxiety and depression and bereavement. People can self-refer themselves in a number of ways: they can ring, text or go online to make an appointment via our innovative 247111 service. Patients are triaged over the phone and assessed face-to-face within seven days so that they can quickly receive a service that best meets their needs.



Health visitors and psychological wellbeing practitioners were highly commended for best perinatal mental health service by the All-Party Parliamentary Group on Maternity



As part of Let's Talk, throughout 2014 psychological wellbeing practitioners worked in partnership with health visitors to deliver training on the importance of perinatal mental health and access to support. This partnership has led to more women who are experiencing ante- and postnatal depression and anxiety being able to get appropriate help as early as possible.

"I was wary of the method/technique CBT and apprehensive but I needn't have been. The clinician has been so approachable and patient, he explained things so well. I feel much more able to cope now and with the information and techniques he has shown me I will continue to be well. I liked the calm, trustworthy and respectful way he talked with me. He has given me the tools to help myself and have a happier life."

Let's Talk Patient

On 11 March 2015, NHS Change Day, Maggie Scargill and Melita Walker were two of 150 outstanding health visitors to receive their Fellowship of the Institute of Health Visiting (FIHV).

The ceremony, the first of its kind for the Institute of Health Visiting, recognises the professional achievement of exceptional health visitors, creating a new country-wide group of expert and confident leaders who make a real difference to the health outcomes of children and their families and are ready to become local ambassadors for health visiting, as well as for the Institute of Health Visiting.

"The health visiting service has always been brilliant to me. Once you leave the hospital it's only the health visitor you can ring. Even though I have three kids you still forget things. I like the reassurance. Recently, when Jessica had feeding problems the health visitor came and thankfully, got to the root of the problem straight away."

Beating Bulimia After 42 Years



Mary has finally broken free from living with bulimia for 42 years with the help of SEED charity and then our Evolve Hull Eating Disorder service.

“Bulimia is very isolating and makes you secretive. I would try to look invisible, and be secretive about bingeing and purging. I think my eating disorder had a lot to do with the breakdown of my two marriages as well, because bulimia was the biggest thing in my life.”

Mary found out about Evolve through SEED support charity, who are based in the Evolve building on Beverley Road.

“I have got on really well with everyone at Evolve and really like them. Paul, the clinical psychologist is particularly helpful. He said that eating disorders rarely have a life of their own but leech onto some other problem and this has been a great revelation to me. He has put me on track to my own assertiveness.

“I’ve had bulimia since I was 17 and I’m 59 now, so I’ve lived with it for 42 years. I’m diabetic but I’m taking half as much insulin now as I was and I feel much better, not just physically but in my confidence and self-esteem.

“It’s been such a long recovery for me. I feel so very good about stopping the bulimia, as it’s really bad for my self-esteem and my health. The work at Evolve has helped me to stay away from the wretched bulimic habit. I’m proof that it’s never too late to ask for help.”



We have continued to grow and thrive, winning contracts, developing innovative services and seeing increasing numbers of patients. We are fully compliant with CQC essential standards of quality and safety and had “significant assurance” placed on our systems of internal control by internal auditors. We have met 100% of our planned efficiency targets this year, saving over £2m.

Winning and keeping contracts

As well as being chosen as lead provider for Let’s Talk, a prestigious and valuable role for CHCP CIC, we have also won contracts in a number of other areas.

- £7.3m contract to provide all health care in local prisons, including HMP Hull and HMP Humber, a new cluster taking in Wolds and Everthorpe prisons. We are the lead provider for dentistry, substance misuse, optometry, primary care mental health, pharmacy services and access to GPs and practice nurses in these prisons
- Stop Smoking support, advice and training services in St Helens, Merseyside offering a range of tools and support including walk-in clinics, digital services such as Quit Online and Quit Buddy and dedicated support for young people, pregnant women and their families, and workplaces
- Integrated sexual health services in Hull and the East Riding
- We successfully retendered for Dental Health Promotion and Epidemiology in the East Riding
- Health improvement service in Wigan
- Child flu vaccination framework for NHS England



Better Oral Health

We have successfully secured the Oral Health Promotion contract for the East Riding for three years from 1st April 2015 until 31st March 2018 and the contract for Hull has been extended until March 2016. The Oral Health Promotion team transferred to public health services from dental services in 2013 and the committed team successfully deliver a plethora of services aimed at improving the oral health of the population of Hull and the East Riding of Yorkshire from cradle to grave.



“Everything was fantastic. The whole appointment from reception to seeing the Consultant was an amazing experience. We did not expect the total care, understanding, down and out friendliness, which we were met with from being so tense, and afraid, we were so kindly treated it ensured the whole experience was remarkable. Please do not change anything about this practice. It was truly needed.”

Patient quote from submission for PENNA awards

Winning Awards

- CHCP CIC beat off competition from Australia, the USA, Abu Dhabi and South Korea to win the Gold ‘Stevie’ International Business Award for Company of the Year - Non-Profit or Government Organisations, a ringing endorsement of our company, our colleagues and our business model
- Grunenthal: Pain Innovation Award 2015 for our Chronic Pain Management service
- Joint Wound Care Awards – winner of Cost Effective Wound Management
- Joint Wound Care Awards – winner of Chronic Oedema and Compression
- Our Lymphoedema service won the British Lymphology Society award
- Finalist in 2014 Nursing Times Awards for our Long Term Conditions team
- Nursing Times 2014 Community Nursing Award; our End of Life team were runners-up
- Winner of the PENNA (Patient Experience National Network Award) in the Continuity of Care category for a streamlined referral service between Haematology and Oncology at Castle Hill and the Specialist Dental Services

Research: Growing and Improving

Clinical research is a vital part of developing services and our clinical teams are involved in a number of important studies:

- Carer Friendly Research Project at Nottingham University: Carers Information and Support Service
- Action Potential Simulation: Chronic Pain Management service
- National TB Cohort Review: TB service
- Wounds healing: Community Nursing team
- User-driven innovation: wound management prevalence
- Macmillan Specialist Care at Home Project 2014-16, Nottingham University: End of Life team



Making Every Contact Count (MECC)

The MECC Prescription for Health was implemented in November 2013 and has since offered over 26,000 patients an easy and convenient way to access additional services in relation to their health needs; 3,600 have so far taken up the offer and been referred on.

Patients attending one of our services are asked by their clinician if they would like to take advantage of any other services that might help to improve their health, such as Stop Smoking, Let's Talk, sexual health or dental services, to ensure that everyone receives the highest level of holistic care and advice. If they agree, the clinician then sends a referral through to our 24/7 team, who either contact the client to book an appointment or pass the referral on to the appropriate service.





CALL **247 111**

Anytime. Any day.
MECC Making every contact count

Our innovative 247111 appointment centre opened on 1 July 2014 and is open 24 hours a day, seven days a week, supporting patients to access a range of CHCP CIC services including Let's Talk, dental, sexual health, stop smoking and Healthy Routes in Hull, the East Riding, Knowsley, St Helens and Wigan. We have also worked in partnership with Hull City Council's social services department to provide out of hours call handling for their emergency duty team.

To date the appointment centre has received over 26,000 calls, resulting in more than 15,000 bookings into services. It has allowed us to create a streamlined booking process, reducing the time patients and clinicians spend trying to find or make bookings for the correct service. Patients can also book online.

"I used the stop smoking service following a heart attack. I've not had a cigarette since using the service, the people there have been brilliant. They've not sugar coated it and been spot on with their advice - I cannot fault anything. They've explained everything and have even been in contact since to check I was still off of cigarettes! They really went the extra mile for me."

Our Performance

592 people monitored at home
for one or more Long Term Condition

75,000 dental appointments,
improving oral health

3,000 people assessed and
treated by the Let's Talk service between
contract commencement in October 2014
and March 2015

100% of minor injury unit service
users seen and treated within 4 hours

46,000 appointments attended
at our Sexual Health services

100% of genito-urinary medicine
patients offered an appointment within
48 hours

2,700 seen and treated for DVT
and Lymphoedema



8,700 people seen within our Respiratory, TB and smoking cessation services, with 4,400 people quitting smoking in Hull, East Riding & Knowsley

1,000 people losing and sustaining weight loss through increased active lifestyle change

3,000 people assessed and treated by our pain management service in Hull, East Riding, North and North East Lincolnshire

Over **98%** of all people seen by our services within expected or contracted waiting times for referral/presentation to assessment and treatment

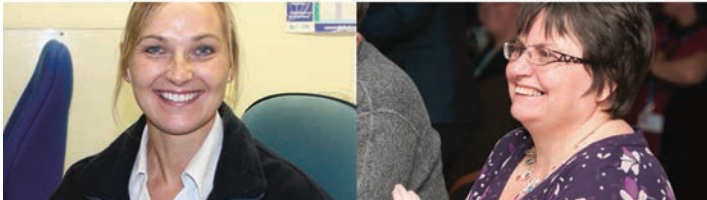
1.2 million appointments to assess, screen and treat over 200,000 people

1,600 people seen and treated by our cardiology and cardiac rehabilitation services

We have met all of our seven CQUIN (Commissioning for Quality and Innovation) schemes, improving the quality of patient care through innovation, with a total value of circa £451k:

1. Friends and Family - staff and patients
2. Safety Thermometer
3. Patient Experience
4. End of Life
5. Workforce Planning
6. Referrer Stakeholder Feedback
7. Pressure Ulcers





Be an employer of choice



Our colleagues are our biggest asset and being a place where people love to work continues to be a priority for us. We are also keen to develop a skilled and motivated workforce for the future and as well as giving placements to and mentoring nursing students we have also offered 42 work experience placements this year and taken on 19 apprentices across our business units.

72% of colleagues responded to our staff survey

91% compliance rate on development reviews

Our model of employee ownership and devolution of accountability and decision-making to our staff was highlighted in a national report by The King's Fund, "Improving NHS Care by Engaging Staff and Devolving Decision-Making" as an example of good practice. All permanent employees have the right to buy a £1 share in CHCP CIC; this allows them to have a say in decisions about the business, become Trustees of the Foundation, sit on a panel for the staff awards, attend and vote in the AGM and take part in prize draws. Being owners of the company they work for gives our shareholders a real stake in the success of the business by holding those charged with running the company to account.

Our Social Return on Investment for staff shareholders is

£88.38 for every £1 spent

On 4 July 2014 we celebrated National Employee Ownership Day, starting with one of our regular Innovation and Best Practice brunches, where staff gave 'speed dating' presentations to colleagues, with a theme of employee ownership, benefits and involvement. This was followed by cutting of a ceremonial cake, baked by a staff member, then Big Art, facilitated by local company ArtLink, where colleagues each designed a jigsaw piece to be used in making a collage showing how people feel about working at CHCP CIC.

93% compliance with statutory and mandatory training

National recognition for our work on Investors in Diversity

1.05% staff turnover



What do our colleagues think of CHCP CIC?



A fantastic 72% of staff responded to our 2015 survey, showing that they are really keen to tell us what they thinking of working at CHCP CIC: 92% said they would recommend our services to friends and family if they needed care or treatment (4% more than in 2014) and 98% said they understood that patient satisfaction was important to the continued success of the organisation.



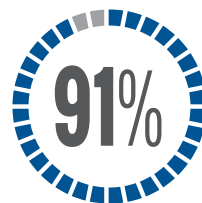
85% of colleagues said they were able to do their job to a standard they were pleased with and this satisfaction is reflected in our patient survey results, where 95% rated their overall experience as good or excellent.



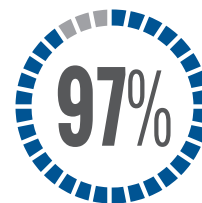
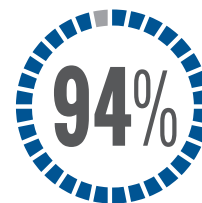
98% of respondents to our patient survey said that their health professional was very good at treating them with care and concern so it's clear that our clinical colleagues are putting this understanding into practice.



79% of staff said they would recommend CHCP CIC as a place to work, up from 75% in 2014.



91% of our staff said they were aware of CHCP CIC's mission, vision and values and 94% said they were trusted to do their jobs: 97% of patients had trust and confidence in the person they saw. This suggests that people who have trust invested in them and are confident in the direction and ethos of the company pass this on to those they are treating and supporting.



Restorative Practice: The CHCP Way

Restorative Practice (RP) enables the building, maintaining and repairing of relationships. The philosophy embodies a set of values and principles and a way of working with people that provides a common language and approach and enables the practice to be taught.

The fundamental premise is that people will commit to a decision, even if they don't agree with it, if they believe that a fair process was used to make that decision.

CHCP CIC is embedding RP across the organisation and over 200 colleagues have had an introduction to this way of working; we have 34 RP champions who report that RP tools and techniques are being adopted across all our business units.



Support and Listening Service (SALS)

The Support and Listening Service launched on 1 October 2014 to give our staff a comfortable way of tackling and resolving any issues by listening to, supporting and signposting them appropriately.

SALS is made up of ten volunteer employees who provide an additional confidential and informal communication route for anything affecting staff.



Employee Benefits (FLEXTRA)

Flextra, our award-winning employee benefits package, contributes significantly to our total reward strategy and supports business objectives as well as employee engagement.

The concept of 'total reward' encompasses all aspects of work that are valued by employees, including staff benefits, pensions and employee wellbeing, in addition to the wider pay and benefits package. Colleagues can take advantage of a range of discounts and benefits, from the Cycle to Work Scheme, car leasing, home electronic and computer salary sacrifice, discount cards and much more.

Flextra not only helps colleagues to budget and to save money, it shows them that they are valued and appreciated by giving them something 'extra'; it also helps to make us attractive to potential employees and aids recruitment.

Targets for the 14/15 year to increase Flextra uptake by 30% in each business unit have been far exceeded.



Celebrating Excellence

Our 2014 Celebrating Excellence Staff Awards for Excellence took place at the KC Stadium, which meant that shortlisted nominees and their nominators could have photos taken on the pitch and in the dug-out. The awards themselves celebrate the achievement, commitment and contribution our colleagues make to the people who use our services and this year all the nominations were judged by a panel of staff shareholders, making the awards truly 'everybody's business'. Winners in 2014 included Joanne Allison for Leadership, Leanne Wilson for Backroom Gaffer, Children's Community Nursing Team for Outstanding Team and the End of Life Care team for Patient's Choice.

Top 100 Colleagues

Our Top 100 recognition scheme rewards colleagues throughout the year who have gone above and beyond their job to deliver the best possible service. "Flexible, great mentor and listener"; "Her professionalism and support to the team has been outstanding"; "They are unwavering in the support they offer patients and staff and everything is delivered to impeccable standards with a warm smile"; these are just some of the nominations for our most excellent colleagues.

Top 100 Employer

CHCP CIC was once again judged by the Sunday Times Top 100 to be the 46th best not-for-profit organisation to work for, according to data based on employee opinions.





**Be a provider
of excellent
health care
services**

2014/15 has seen us continue to deliver excellent, high quality services to our communities, from health visiting for new parents and babies right through to making it possible for people to end their lives in the place of their choosing.

Partnership Works: Macmillan Specialist Care at Home

Our End of Life team is working with Macmillan Cancer Support in Hull to trial Macmillan Specialist Care at Home, which is being rolled out in six locations across the UK.

Macmillan Specialist Care at Home in Hull is led by a community-based speciality doctor working with a team of highly skilled nurses, palliative care pharmacists and other professionals to provide flexible and personalised care. The team works closely with Hull GPs to support and empower them to deliver high quality palliative and end of life care.

People affected by cancer and other life-limiting conditions are referred for specialist care at the earliest opportunity and offered as much medical treatment and support in the home as possible. The team also collaborates with a range of local health and social care organisations to join up and co-ordinate the right support for the individual and their family.

The programme in Hull will run until 2016, when there will be a formal evaluation of results to inform future plans.

100% of people known to our health and social End of Life care team have died in the place they chose.

“Thank you so much for your part in the end of life care my mother was given. It was a great comfort to us all to know that she passed peacefully and pain-free at home, among people who cared for her. It was much appreciated.”

Helping Knowsley to Stop Smoking

We took over Stop Smoking services in Knowsley, Merseyside in October 2013 and in 2014/15 51% of 2,852 clients had stopped smoking after four weeks. The team provides specialist stop smoking support, advice and training to encourage people to quit and aims to achieve the three Public Health outcomes for tobacco: reducing smoking amongst adults, cutting the number of pregnant women who smoke and reducing smoking in 15-year-olds.

Knowsley residents can use a range of tools and support to help them quit, including walk-in clinics, digital services such as Quit Online and Quit Buddy, which help people to stop smoking via computers or mobile phones, and dedicated support for young people, pregnant women and their families and workplaces. Our success in Knowsley has helped us to win subsequent contracts in the area and we are now providing stop smoking services in St Helens and Wigan.



“The advisor is a saint. I could not have given up smoking without Knowsley stop smoking service and the advisor’s support and this time quitting is for good.”



Stopping Smoking After 60 Years

Peter, from Merseyside, had started smoking at the age of six and was still smoking 30 to 40 cigarettes a day at 67. But once he was diagnosed with lung cancer he knew it was finally time to stop and with the help of the CHCP CIC Knowsley team, he managed to quit. He said, "I always found it hard to make the decision to stop because I always found a reason to stay smoking - I would always justify them reasons and carry on. It was only when I took myself off to a group that I stopped making those reasons a priority.

"The main thing for me is having extra money and being able to have more holidays and enjoy them more. Another huge benefit is being able to taste food better. It's all on your own conscience: if you have the willpower then all the help you will ever need is here for you - you just need to convince yourself to do it."

Managing Medicines

Our Care Home Medicines Management service is run in partnership with Hull and East Yorkshire Hospitals. Our pharmacists do clinical medication reviews for patients in care homes to make sure they are getting the appropriate medication and that the NHS is getting value for money.

The team holds face to face consultations with the patients to review their medicines, listen to their concerns and beliefs about their medication and agree any changes, treatment options and likely outcomes, encouraging them to take ownership of their treatment.

The service works innovatively in partnership with the hospital pharmacy department to help patients transfer safely back into a care home, identifying medications already at the care home and informing staff about changes to medication.

They also do medication audits in care homes, focusing on the medicines management processes. The pharmacy service has been successfully embedded into the care home sector and is seen as a first point of contact for queries about medication.

Sunshine House Re-opens in Style

Sunshine House, a facility for children and young people with complex health needs, had a grand re-opening on 13 February 2015 after being closed for just over a year from being damaged in the floods of December 2013.

Alan Johnson, MP for Hull West and Hessle, cut a ribbon to officially open the centre, which provides short breaks and respite and has been extensively refurbished and redecorated.

“The staff here are just wonderful and a proper job has been done,” he said. **“It now provides facilities for those with the most complex health needs, provided in a way we’d expect and what we’d want for our own children should they need this type of care.”**

Around 65 people attended the opening ceremony, including a number of families and children who use the Sunshine House facilities. Andrew Burnell praised the hard work of staff in keeping a home care service going while the refurbishment was underway.

“It’s been a tough year but our colleagues have worked their socks off to continue to provide a service and I’d like to say thank you to all of them. It’s great to be able welcome children and families back.”



Sunshine House has nine beds for children receiving respite care and short breaks, some with en suite bathrooms. Thanks to fundraising, it also has a state-of-the-art sensory room and a Forget-me-not room, allowing parents to say goodbye in their own time to children who have reached the end of their lives.



CHCP CIC's social business has flourished this year. We continue to reinvest all our surplus profits into our colleagues, our services and our communities; our social return on investment was £36.38 for every £1 spent, an increase from 33.90 last year.

**Our Social Return on Investment was
£36.38 for every £1 spent**

Creating social value is about much more than providing excellent services, it's also about what the benefit is to the community of that service. As a social business, our work with partners in the voluntary and community sector is a vital part of what we do and CHCP CIC adds social value in a number of ways, from providing services in partnership to colleagues giving up their time pro bono to share expertise and resources.

However, we are always exploring new avenues and we have recently created 'It's everybody's social business', to look at how we can work together with local groups and companies to improve the health and wellbeing of people in the communities where we work.

Reinvesting into these areas can mean not only putting money into grassroots projects through our small grants programme, it also means giving time and expertise where we can make a helpful contribution.

We held a 'speed presenting' event in spring 2015, inviting four organisations to talk to our senior managers about what they do and how they see us working together. This was very fruitful, with both sides giving positive feedback and lots of ideas for future collaboration.

Fundraising is becoming a more important aspect of our social business; last year we entered into a partnership with Dove House Hospice, who raise funds through a lottery. Our colleagues can take part in the lottery, with half the proceeds going towards our Foundation charity; this has generated over £3,000 in the past year. Staff also hold regular bake sales, 'dress down' days and sponsored events to bring money into the Foundation's coffers, helping it to give out over £20,000 a year in small grants to voluntary and community groups and to staff involved in fundraising activities for charity.



City Health Care Partnership CIC sponsored Hull City football club for two seasons in the Premiership and this proved to be a fruitful partnership. Sponsorship not only allowed us to support a local team, it also brought a host of benefits in the form of awareness raising and promoting our services. A promotion targeted at unpaid carers, a traditionally difficult group to reach, led to the service being inundated with calls for information and support.

A visit by City players to our Bransholme minor injuries unit at Christmas to present a prize to one of our shareholders also served to encourage patients to choose alternatives to A&E over the festive period.

City Health Care Partnership Foundation

CHCP CIC continues its financial backing and support to the Foundation and acts as its guarantor. The charity gave out over £20,000 in small grants to 36 voluntary and community groups and £9,500 to 17 applicants for staff sponsorship in 2014/15.



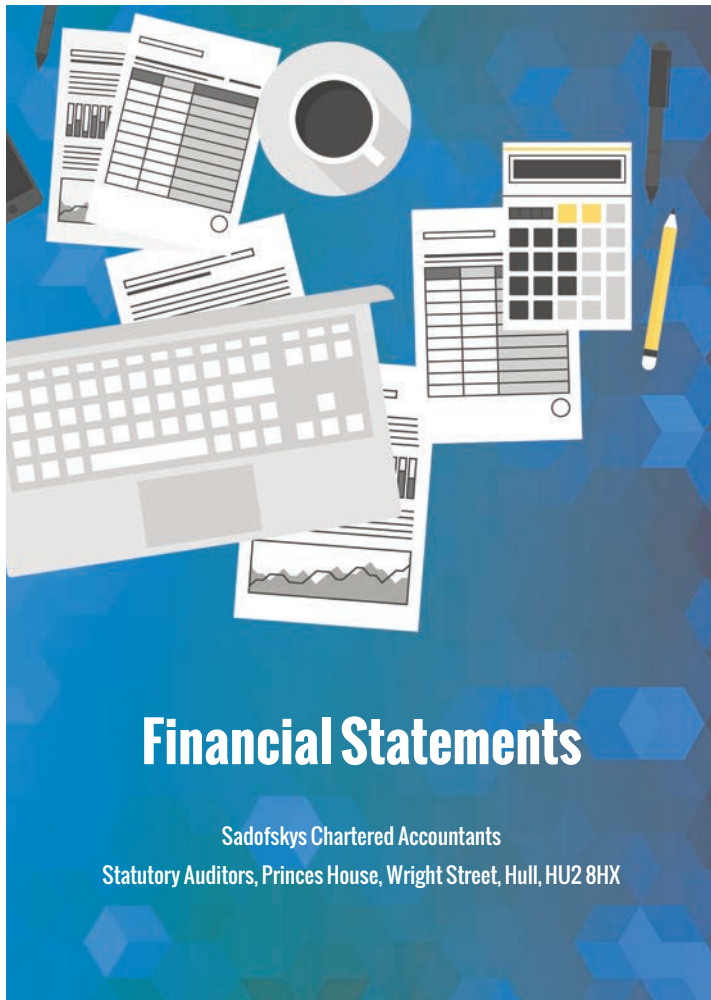
36
RECIPIENTS

£20,000
IN SMALL GRANTS

17
RECIPIENTS

£9,500
IN STAFF SPONSORSHIP





Financial Statements

Sadofskys Chartered Accountants

Statutory Auditors, Princes House, Wright Street, Hull, HU2 8HX

Extraction from Consolidated Financial Statements for the year ended 31st March 2015

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 section 427 of the Companies Act 2006 and the regulations made thereunder.

We conducted our work in accordance with Bulletin 2008/3 issued by the Auditing Practices Board. 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 2015 and complies with the applicable requirements of section 427 of the Companies Act, and the regulations made thereunder.

Statement of Profit and Loss	2015	2014
Continuing Operations		
Revenue	70,350,792	68,088,870
Cost of Sales	(60,054,679)	(58,024,899)
Gross Profit	10,296,113	10,063,971
Other Operating Income	94,988	42,758
Administrative Expenses	(8,487,104)	(8,521,293)
Operating Profit	1,903,997	1,585,436
Finance Costs	(162,939)	(39,312)
Finance Income	17,743	60,076
Profit before Income Tax	1,758,801	1,606,200
Income Tax	(291,550)	(526,224)
Profit for the Year	1,467,251	1,079,976
Profit Attributable to Owners of the Parent	1,467,251	1,079,976

2015 REVENUE **£70,350,792**

2015 PROFIT AFTER TAX **£1,467,251**

Statement of Financial Position

	2015	2014
Assets - Non Current Assets		
Goodwill	2,821,603	2,891,801
Property Plant and Equipment	4,838,583	4,990,896
Investments	122,501	100,001
	7,782,687	7,982,698
Current Assets		
Inventories	381,547	399,095
Trade and Other Receivables	8,777,127	10,477,659
Cash and Cash Equivalents	9,590,180	6,057,666
	18,748,854	16,934,420
Total Assets	26,531,541	24,917,118
Equity - Shareholders Funds		
Called up Share Capital	933	740
Revaluation Reserve	381,707	371,707
Non-Distributable Reserves	3,071,535	2,498,708
Other Reserves	1,466,471	1,466,471
Retained Earnings	2,058,729	1,164,305
Total Equity	6,979,375	5,511,931
Liabilities - Non Current Liabilities		
Borrowings	4,721,785	5,400,501
Deferred Tax	94,084	92,096
	4,815,869	5,492,597
Current Liabilities		
Trade and other Payables	14,033,959	13,413,295
Borrowings	593,532	260,200
Tax Payable	108,806	239,095
	14,736,297	13,912,590
Total Liabilities	19,552,166	19,405,187
Total Equity and Liabilities	26,531,541	24,917,118

And Finally...

...thank you to our amazing colleagues. You are the beating heart of City Health Care Partnership CIC and it's your commitment, competence, creativity and compassion that have made and continue to make this company a growing success, giving our patients the best possible care.

And thank you to our patients and customers, without whom we have no purpose. Please keep telling us what we're doing right so we can carry on doing it and what we're getting wrong, so we can improve.

"The service which was provided was second to none, totally efficient and helpful. Myself and a family member could not ask for anything more, they provided what was necessary and more in a quick and professional manner and we cannot thank the staff enough. I cannot think they could of done any more than they did and once again we would like to say a MASSIVE THANK YOU for everything and wish them all the best."



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Kurdish

ئەگەر ئینگلیسی زمانی تۆ نییه و دەتەوی ئەم بەلگەت بۆ
تەرجومە بەکەینەوه تکایە پەییوەندی بکە بە:

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 می خواهید، 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