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

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ئەگەر ئینگلیسی زمانی تۆنیه و دەتەوی ئەم بەلگەت بو  
تەرجومە بکەیندەو تەکا پەبوەندی 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

Annual Report

5 Beacon Way

Hull

HU3 4AE

[www.chcpcic.org.uk](http://www.chcpcic.org.uk)

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*'I can't stress to you enough what you have done for me by just caring. It has changed my "give up" attitude and turned it into a positive. Thank you so much.'*

*From a patient using our pain management service*



# Reasons to be cheerful

## Introduction from the Chief Executive



First of all, thank you for your interest in our annual report. Four years into our existence as a for better profit co-owned community interest company, City Health Care Partnership CIC is continuing to thrive and grow. I hope that in these pages you will get a picture of our hardworking, innovative, creative and dedicated staff, the business that together they have helped to create and the patients and communities that have benefited from it.

We are operating in a financial and business environment that presents many challenges but our status as a mutual business and our commitment to reinvest all our profits into our staff, services and the communities in which they work puts us into a favourable position when it comes to winning tenders and contracts.

You will see from the performance and financial statements in this report that we use our resources wisely in order to maximise the benefits we can get from them; our Social Accounts show that for every £1 we spend we give a £33 return on our investment. And this money stays in the areas where we work, not only through our health and social care services but also in the form of small grants and staff sponsorship distributed by our charity, City Health Care Partnership Foundation.

This report also shows that we are in a positive financial position, continuing to grow and to make a profit. This has enabled us to purchase a capital asset, our new business support centre at Beacon Way in Hull. This building is a hub for all our staff; it's a base for corporate services but the meeting rooms, staff area and open plan offices are there for everyone to use with the flexible space allowing us to bring big groups together for celebrations and events.

I hope that our annual report will give you a taste of the exciting and innovative work we have been doing across our services over the past year. None of this would have been possible without the commitment and creativity of our colleagues, over 800 of whom are now shareholders in our co-owned business. I believe it's our status as a 'mutual', staffed by people who have a real stake in making our company a success, that sustains our excellent services and helps us to carry on growing and flourishing.

Our Mission and Values inform everything that we do as an organisation alongside four objectives that give us our strategic direction. You can read more about these in the following pages, but first I'd like to say thank you to everyone who has worked to bring us to this point. Their staunch support, dedication and, most of all, caring compassion for the people who use our services are vital to our continuing growth and success.

### Our Mission:

To grow a socially-responsible commercial business that contributes to the wider wellbeing of the communities in which we provide services, as well as meeting key factors within our Vision.

### Our Values:

Equality and diversity, creativity and innovation, co-operation and partnership.

Our Mission and Values complement four strategic objectives that help us to plot our course.



**Andrew Burnell**

*Chief Executive, City Health Care Partnership CIC*

Since we left the NHS in 2010, there has been a

**14%** increase in those who rated their care and support as excellent

*Source: 2013 patient survey*



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

In another successful year, we have achieved all of the Patient Experience CQUINs and hit 100% of the milestones set by our commissioners, showing that we really are committed to asking patients what they think and using their feedback to improve, innovate and enhance our services.

## Patient feedback

We believe that asking patients what they think about our services is the best way to find out what we're doing right and what we could do better. We use a variety of methods to make sure everyone who wants to can get in touch easily, including our annual patient survey, patient comment cards and the Patient Opinion website.

This year saw us become one of the first community organisations to undertake a pilot of the NHS Friends and Family test across six services. We asked patients how likely they would be to recommend our services to their friends and family; 98% said they would recommend us. We gathered some really interesting suggestions and compliments, with 54% of patients overall completing the survey, using tablet computers and paper questionnaires. We used the comments from patients to make improvements to services, such as providing more clinics for community gynaecology.



## Our 2013 annual patient survey gathered responses from 1,193 people

Of these:

**98%** had trust and confidence in the person they saw

**92%** would recommend the service to friends and family

**98%** said their health professional was good or very good at treating them with care and concern

**97%** said their health professional took their problems seriously

**86%** said the overall service was very good or excellent

**Between April 2013 and March 2014, our patients filled in 3,197 comment cards and left 22 posts on Patient Opinion, which were viewed 1,796 times**

Here is what some of them said:

*"To say thank you does not seem adequate for the gratitude we feel for the amazing care you all gave my Dad. Those last few weeks of his life were made a lot more tolerable for him and us because of the care, gentleness and affection you all showed him. My Dad passed away exactly where he wanted to be, as comfortable as he could have been, made possible by all you wonderful people. Like I said, thank you does not seem adequate but we do THANK YOU from the bottom of our hearts."*

*"I really praise the work the mental health team do for the lads in here. I was in a dark clouded place and had low self-esteem and confidence but my mental health worker put me out of this. She went the whole ten yards for me. I don't know what I'd have done without her help. Thank you so much :)"*

*"My needs have been taken care of with kindness and courteousness and nothing has been overlooked. The ladies without exception are brilliant; the service has been everything I could have wished for in my present state of incapacity."*

*"I was a physical and mental mess 6 months ago. I was grossly overweight, smoking upwards of 60 cigs a day, unemployed and recently separated. My GP suggested the Healthy Routes program would help me out. It was the best piece of advice I've had in years, in the 6 months I've been on the course I have become employed again, stopped smoking altogether, lost 42 lbs through diet and exercise and begun to stabilize my personal life. It is no exaggeration to say that the team involved [...] helped me save my life. I've never been fitter, felt healthier and had such a positive outlook on life."*



## At the heart of what we do

On the second day of a holiday in Turkey, Darren Dixon slipped while dancing with his four-year-old daughter at a mini-disco. The fall left him with a broken leg, sprained ligaments and a potentially life-threatening deep vein thrombosis (DVT).

When he returned from his holiday, Darren had an x-ray at Hull Royal Infirmary and was put in a full leg cast. After a few days he realised that something wasn't right. "They put my leg in a full pot, then four days later I woke up in agony feeling as if my calf was going to explode. I went back to hospital and they cut off the pot and confirmed that I had a DVT, a blood clot in my calf."

He was then sent to the DVT clinic at Westbourne Health Centre in Hull. "The nurse sat me down, talked to me, explained what a DVT was and asked why I wasn't wearing compression stockings. I had ultrasounds and they asked about my diet. I just didn't know anything about DVT, but it's a life-threatening condition and I've had to change my lifestyle completely, stopping drinking and eating healthily."

Darren was so impressed by the DVT service that he decided to raise money for them by running the Haltemprice 10k. In October he completed this in 52 minutes and handed over a cheque for £11,122.

*Darren was so impressed by the DVT service that he decided to raise money for them by running the Haltemprice 10k*



## Bitesize in the mosque

While constantly looking at new and innovative ways of delivering the Bitesize weight management service, one of the Hull Health trainers asked if we could look into the possibility of extending our delivery into a local mosque. This is not something that our services had done before so this approach would help us to reach a demographic that has historically been difficult to engage with.

Health Trainer Saad Alali, who is originally from Iraq, used Making Every Contact Count (MECC) principles to break down cultural and language barriers and allow the men attending the mosque to access our service. Saad said, "As I come from a different background with a different diet I have always been interested in offering our service to the Iraqi community. However, most of them only speak Arabic so they wouldn't be confident enough to come to Health Central to sign up for Bitesize. I offered to run the service to Arabic people as I speak fluent Arabic and English. The sessions ran for six months and it has been very successful. The feedback I received from the clients has been extremely positive as they all enjoyed it and lost a lot of weight. In total 80% of the clients hit their target of losing 5% of their body weight and maintained that weight for 12 weeks."

This work proved to be a great experience and challenge for Saad to work with a different ethnic group, but the results show that the delivery was a great success. All of the attendees have now increased their physical activity and are more aware of healthy food choices. It is hoped that the success of this pilot will lead to further opportunities of working with other members of ethnic minorities within the city.

*All of the attendees have now increased their physical activity and are more aware of healthy food choices.*





## Ensure we are able to compete in a competitive healthcare environment

2013/14 has been another very successful year for growth and expansion. CHCP CIC is a dynamic organisation, growing and changing to fit the needs of our patients whilst providing value for money in a rapidly-changing business environment.



During this year we successfully bid for and were awarded the following contracts:

- Community Paediatrics Service (Hull and ER)
- Smoking Cessation Service (Knowsley)
- Expert Patient Programme (Hull)
- Foster and Adoptions Medicals (Hull)
- Any Qualified Provider (AQP) IAPT Services – (ER)
- Care Home Medicines Management Service (Hull)
- Extended Primary Care Services – GP Practices (Hull)
- Extended Primary Care Services – GP Practices (ER)

We also achieved success in a number of other areas across our services:

Development of End of Life Care (EOLC) Academy and Specialist Palliative Care Forum; innovative education initiatives are aimed at developing the Palliative/EOLC skills of health care professionals working in community settings

Collaborative working with Hull and East Yorkshire Hospitals and the University of Hull on a research study comparing the changes in heart disease risk factors for patients who participated in cardiac rehabilitation and those who did not

Our medicines service has successfully tendered for a CCG commissioned care home medicines management service to support care homes across Hull

Joint working between Active Lifestyles and Pain Management includes the appointment of an exercise trainer to help clients with suitable exercise to increase endurance, postural improvements and group sessions

Completed the integration of Wolds View Primary Care Centre and minor injuries unit into one newly-refurbished area of Bridlington Hospital

Pilot for patients requesting same day appointments to be triaged by a nurse practitioner and attend a nurse clinic in the afternoon

Continued improvements and nursing flexibility to meet changes in healthcare in Hull prison. Nurse clinics have been set up remotely from the main healthcare and long term conditions, blood born viruses, chlamydia and general nursing clinics have been increased on the wings

School nurse working with sexual health nurse in Sirius Academy to prevent unwanted teenage pregnancy by providing accessible long-acting contraception

Took part in a pilot of home visits for GP practices, with nurses providing home visits as requests came in without patients having to wait for GPs after morning and evening surgeries

Joint clinics with TB and sexual health services

Commissioned to provide refugee medical care for Gateway refugees at The Quays working in partnership with The Refugee Council and our sexual health service and TB team

Psychological wellbeing service participation in research trials seeking to influence NICE guidance such as the OCTET trial for OCD, which is now in the final stages of the trial and a second year with IAPT pathfinder project for medically unexplained symptoms and long-term conditions

Piloting nurse triage and nurse practitioner clinic in APMS Practices, triaging patients requesting same day appointments in the morning and inviting appropriate patients in to the nurse clinic in the afternoon

Our pharmacist and technician working with the intermediate care team help patients maximise independence through effective medicines optimisation and guidance. This has allowed patients to return from intermediate care to their own home with either a reduced need or no further need for a Social Care Package for their medications. The results from the medicines service input have been published in Pharmacy Management Journal Jan 2014



## Our new Business Support Centre

In January 2014 we moved into our new Business Support Centre on Beacon Way in Hull. This new, purpose-built accommodation houses our corporate services including finance, contracting, procurement, IT, human resources, learning and development, safety and quality, infection control, social business, business intelligence, communications and our directors.

We were previously renting two separate buildings and it was more cost-effective to build our own than to continue, but there are other additional benefits to the new building.

**The building is BREEAM certified, meaning that it will make a minimal impact on the environment in terms of heating, lighting and water use and was shortlisted for a national design award.**

Having all our corporate services on one site means that staff and those who need to use these services are able to access them easily and the services themselves can work better together.

We also hope that establishing our registered office on this site will support and contribute to the regeneration of the approach into Hull.





TV actress Gemma Oaten officially opened our Evolve Hull Eating Disorder service in September 2013. This is a new service for people with eating disorders and Gemma, whose parents set up SEED eating disorders support network, cut the ribbon to officially open the service and spoke movingly about her own experience of having an eating disorder.

The Evolve Hull Eating Disorder service is located on Beverley Road in Hull in a specially-converted house designed to offer a range of treatments in a relaxed and welcoming environment. With facilities such as counselling rooms, an art room, a relaxation lounge, and a therapy kitchen and eating area, clients can cook and enjoy healthy meals and access individual and group activities.

The service will drastically reduce the number of people having to travel out of the area to get help and treatment for eating disorders such as anorexia and bulimia.



*The service will drastically reduce the number of people having to travel out of the area to get help and treatment for eating disorders such as anorexia and bulimia.*





We continue to be a Living Wage employer, a campaign that since 2001 has impacted tens of thousands of employees and put over £210 million into the pockets of some of the lowest paid workers in the UK. As a living wage employer, from 1 April 2013 eligible staff at CHCP CIC will earn not just the minimum wage of £6.31 per hour but the Living Wage, currently set at £7.65.

Our Employee Resources team have been progressing the 'Lessons Learnt Forum' so that managers can learn from each other's experience in handling employee-related matters to keep patients and our organisation safe and provide for improvements to our systems and processes.

Between 2011 and 2013 we took on 13 apprentices; of these, four now have permanent positions, one is working on the Bank and five are still ongoing. We plan to take on another 100 apprentices in 2014. 55 young people have accessed work experience placements in our services. Another 22 who were not in employment, education or training have undertaken 12-week work experience placements with CHCP CIC.

## Respondents to the staff survey told us:

**92%**

feel that their role makes a difference to patients, an improvement of 7% on 2012

**93%**

would know how to report a concern about fraud, malpractice or wrong doing

**93%**

feel trusted to do their jobs, an increase of 2% on last year

**96%**

agreed that patient information is treated confidentially by staff

**81%**

of staff had received the training identified in their development review

**87%**

said they were aware of CHCP CIC's mission, vision and values

**89%**

agreed that colleagues treated people with respect, an improvement of 5% on last year

**98%**

understood the importance of patient satisfaction to the success of the organisation

**88%**

of staff said they would recommend CHCP CIC to friends and family if they needed treatment

**98%**

of staff felt that CHCP CIC acted fairly with regard to ethnic background, gender, religion, sexual orientation and age

**25%**

more staff than in 2012 said that their job was good for their health



## Advanced apprentice of the year

Elena Prosser, an apprentice in our Evolve eating disorder service, scooped the Health Education Yorkshire and the Humber Advanced Apprentice of the Year Award at a ceremony in Leeds in March 2014.

Elena is in the second year of her advanced apprenticeship in health and social care after starting out as a volunteer, where the team recognised her potential. The apprenticeship began as non-clinical but her employers decided to expand it so that she could work as a support, time and recovery worker as well as learning clerical skills. She now works closely with the clinical team and with clients.



## It's everybody's business

In August 2013 we re-launched our staff shareholder scheme under the 'It's everybody's business' banner to bring the importance of our status as a mutual business to the attention of all staff and encourage them to become shareholders.

City Health Care Partnership CIC is a co-owned organisation that gives all permanent staff the opportunity to purchase a £1 share. This brings with it the opportunity to get involved in decision-making, have access to exclusive prize draws and attend the AGM each year. Shareholders are represented by colleagues on the Shareholder Forum to feed in their views and comments. Numbers have steadily increased and we now have over 800 staff shareholders.

'It's everybody's business' means that staff feel engaged and involved in the success of the organisation and part of the bigger picture. Being a shareholder gives people a real stake in the company and a sense of ownership, which is encouraged by participation in events, prize draws and regular communication. Our staff survey showed an improvement of 3% on last year of satisfaction with involvement in decision-making on departmental and organisational changes and 87% of staff are aware of CHCP CIC's mission, vision and values.

The culture of engagement and collaborative working that comes with being a co-owned is reflected in our patient survey, where we have an increase of 14% since 2010 in those who rated their care and support as excellent and 98% of respondents having trust and confidence in the person they saw.



Hartness Samushonga, service development lead for prison healthcare, is also a shareholder representative and sits on the shareholder forum. He is enthusiastic about the benefits of a co-owned business, both for staff and for the wider community.



*It's everybody's business' means that staff feel engaged and involved in the success of the organisation and part of the bigger picture*

He said:

*"Our model appeals to me, particularly that as a social enterprise we have a corporate social responsibility that I totally subscribe to. We have the opportunity to have a voice through being a shareholder and as a representative I can actually contribute. I wanted to be part of making a difference but it also gives me a fuller picture of what's happening across the organisation. The directors come to the forum and share the issues, values and opportunities for CHCP CIC and we get the chance to grill them. It's also a great network opportunity and a chance for personal development.*

*"I have also been able to contribute on how collectively we can move the company model forwards. I have had two opportunities to share my experiences as a shareholder, at Hull Business Fair and at the House of Commons where I had to give a speech to a committee on mutualisation, which was very scary. Through being a shareholder representative, I am also part of the Community Partnership Forum where we scrutinize the Social Accounts, all linked to the drive of doing good in the community."*



## Celebrating Excellence

In December our 2013 Staff Awards celebrated the excellence of staff across all our business units, in categories ranging from leadership to innovation. 130 staff attended a ceremony at the Village Hotel, with eight winners receiving a trophy and the recognition of their peers. Celebrating Excellence is about motivation and commitment, with the standard of entries improving each year, and is an opportunity to appreciate the hard work and dedication of our fantastic staff.



# FLEXTRA

your life, your money, your choice

In 2013/14 our employee benefit scheme, Flextra, continued to grow. Flextra gives staff access to a wide and ever-increasing range of tax and NI efficient benefits including lease cars, bicycles (through Cycle to Work), childcare vouchers, gym memberships and extra annual leave. Staff can also take advantage of a computer scheme, credit union membership and private medical insurance, additional professional subscriptions such as the NMC and a multi-store pre-loadable card and seasonal train tickets.

Flextra now has over 537 members with benefits and is open to all permanent staff. Its comprehensive and flexible benefits programme makes it a leader in its field and helps our staff to feel valued and appreciated.

Sickness absence reduced to

**3.32%** in the last financial year from 3.78% in 2012/13;

in comparison, sickness absence in the NHS between April and June 2013 was 3.85%.

The culture of engagement and collaborative working contributes to our high staff retention rate of

**9.46%** well below the UK average of 15.6%

22 people on average applied for each job advertised at CHCP CIC last year.



## Be a provider of excellent health care services

We are first and foremost a health care provider, with a wide range of services, many of which are aimed at keeping people out of hospital and treating them in the place they choose. We had over 1.1 million treatment appointments in the last year, seeing 175,000 patients, and continued to expand and improve the treatments and services we offer.

We have undertaken  
**3,667**  
visits to  
mothers and  
newborns

Our health visitors work with  
children and  
families  
**16,909**

Our school nurses have  
provided immunisations to  
school age  
children  
**3,675**

We deliver school nursing  
services to  
schools throughout  
**98**  
Hull





Our comprehensive sexual and reproductive health service has delivered **48,704** appointments to ALL ages

Our stop smoking and weight management services have provided sustained results to **6,615** people

**70,148** have received dental services from our dentists and nurses

**16,019** patients are registered with our 5 GP practices

We have provided health services to **5,111** people within Hull Prison this year

This year has seen our Carers' Information and Support Service (CISS) provide services to **1,719** carers

We have seen **155,519** people in our clinic

We have provided psychological well-being services to **2,324** people

Over **38,000** people have attended one of our Minor Injury Units

We have delivered **243,781** treatment appointments within patients' own homes

Over **43,000** people have Out of Hours by our GPs and nurses

We have supported over **95%** of people who wanted to die at home at their end of life



We consistently see and treat ALL people attending our Minor Injury Units within the National Waiting time of four hours and offer all patients needing our sexual health service an appointment within 48 hours.

*"Thank you with all my heart and soul for everything you have done for me. I've been to hell and back but with your experience, knowledge and understanding I'm still standing today."*

WAITING TIMES	Q1	Q2	Q3	Q4	Target
<b>Minor Injury Units (Bransholme, Freedom Centre, Bridlington)</b>					
<i>Seen and treated within 4 hours</i>	100%	100%	100%	100%	100%
<b>Genito-Urinary Medicine</b>					
<i>Appointment offered within 48 hours</i>	100%	100%	100%	100%	100%

All of our consultant-led specialist sexual health services are seen and treated within 18 weeks of being referred.

18 WEEKS REFERRAL TO TREATMENT (RTT)	Q1	Q2	Q3	Q4	Target
<b>Community Gynaecology</b>	100%	100%	100%	100%	95%
<b>Other (FP, ED, GUM)</b>	100%	100%	100%	100%	95%

Many of our services prevent attendance at A&E or admission to hospital; examples of daily contact with these services are given below:

SERVICE	DAILY CONTACTS	<i>Patients seen, treated and discharged without referral recommendation to A&amp;E Hospital or ambulance</i>
<b>Community Gynaecology</b>	98	>93%
<b>Emergency Care Practitioners</b>	18	>92%
<b>GP Out of Hours</b>	Weekdays 45, Saturdays 200, Sundays 160	88%

Out of the daily contacts opposite who have attended either a minor injury unit or GP out of hours or have been seen by an emergency care practitioner, the number going on to either A&E or hospital would be less than **1 patient every hour.**

We are offering more and more people greater choice of where to be seen, with many choosing to access treatment and care closer to home when historically they would have attended hospital to be seen.

Examples of growth in our pain management and community cardiology services are shown in this graph:

 4817 in  
2012/13

 17626 in  
2013/14

*The Macmillan Nurse's visit lifted my day. She is never intrusive, gently questioning, informing and reassuring. I am so glad I have access to this service, I do not feel alone now. Her intelligence, kindness and sympathetic understanding. She gave me literature which was useful and informative. Her holistic approach allows me to verbalise my concerns without feeling embarrassed. I think the service operates to a high standard.*

We have consistently met the majority of our CQUIN (Commissioning for Quality and Innovation) schemes, trialling new innovations and improving the quality of patient care.

#### CQUIN SCHEMES 2013/14 SUMMARY

Goal	Goal Title	Milestones							
		Q1		Q2		Q3		Q4	
		Number Available	% Achieved	Number Available	% Achieved	Number Available	% Achieved	Number Available	% Achieved
1	Safety Thermometer	1	100%		100%		100%		100%
2	Patient Experience	1	100%		100%		100%		100%
3	Quality of Life	5	100%		100%		100%		100%
4	End of Life	5	100%		100%		100%		100%
5	Long Term Conditions	5	100%		100%		100%		67%
6	Learning Disability	1	100%		100%		91.67%		87.5%



## New centre for carers

June 2013 saw the opening of our new Carers' Information and Support Service (CISS) centre in Hull. The new 'shop style' premises was chosen so that members of the public can pop in at any time to find out more about the support available to unpaid carers who are looking after relatives or friends who have a long-term illness or disability.

CISS was launched last year following our successful bid to provide the service and has seen a steady increase in the numbers of people accessing the service. Much of the activity is now at outreach venues with many confidential appointments being made closer to where people live, with the centre as a hub. Carers are assessed using an innovative risk assessment tool to identify the level of risk and pressure that carers are under and prioritise the next steps. This has been shared widely with carers' services across the country. Training has been offered for carers, with the Dementia Awareness session garnering a huge response and excellent feedback. 99% of respondents to a recent survey rated their care and support as good or excellent.

*Carers are assessed using an innovative risk assessment tool to identify the level of risk and pressure that carers are under and prioritise the next steps*

*"I know now that there is help for me, it's brilliant. I liked the way they welcome you in with warmth and feeling, I know that everything is going to be all right. Thanks to all the team, nothing could be improved, it's excellent."*



## Hull is officially Baby Friendly

In October 2013 our infant feeding team celebrated being given the prestigious **Baby Friendly Award**, winning international recognition from UNICEF (United Nations Children's Fund).

Along with Hull City Council staff, children's centres and the Goodwin breastfeeding peer support and doula services, the team have been working towards this accreditation for the past five years. Debbie Jackson, head of infant feeding at CHCP CIC, explained what they had to do to get it.

"All our health staff who have direct contact with mums, such as health visitors, have done 18 hours of training in supporting mums to breastfeed and giving them information to make an informed decision. We also had to look at all our policies and procedures and work collaboratively with other agencies so that we delivered consistent care. Throughout the process we have done regular audits to make sure we meet UNICEF's high standards.

"UNICEF came to see us and assessed our staff's skills and knowledge and they also interviewed mums about the service they'd received from us.

"We're absolutely delighted to have gained this accreditation. A lot of new mums haven't considered breastfeeding and I hope it'll be another way that we can encourage them to try it and help them to succeed. Breastfeeding protects babies against a range of serious illnesses including gastroenteritis, respiratory infections and cot death in infancy as well as obesity, asthma, cardiovascular disease and diabetes in later life. It also reduces the mother's risk of some cancers and helps them to lose weight after the birth, as well as being easier,



cheaper and less hassle than bottle feeding."

Sue Ashmore, Baby Friendly Initiative Programme Director at UNICEF, said, "We are delighted that Hull has achieved full Baby Friendly status. Surveys show us that most mothers want to breastfeed but don't always get the support they need. Mothers in Hull can be confident that their health visitors, breastfeeding peer support workers, doulas and other staff in children's community services will provide high standards of care."

Debbie Jackson said, "I'm privileged to lead on a service like this and feel proud of what we have achieved. However, I don't feel that Baby Friendly accreditation is the end of the story; now we need to further embed our knowledge and skills, implement UNICEF's new standards that have recently been developed and move towards Centre of Excellence status, involving the implementation of more innovations and initiatives.

"I really hope that this will lead to more Hull mums choosing to breastfeed so they can enjoy the benefits it will bring for them and their babies."

## Making Every Contact Count

**One of our key strategic objectives for 2013/14 is Making Every Contact Count (MECC), a long-term strategy to create a healthier population and reduce NHS costs.**

CHCP CIC is committed to implementing MECC across all our services so that our patients receive holistic health care, assessment and onward referral. MECC is underpinned by the Moving Forward - Securing Our Future programme, looking at what we do and continually seeking to improve.

The main area is developing and implementing a 24/7 telephone and online booking appointment centre for all services ensuring all our patients have the opportunity and access to book or cancel their appointments online or by telephone at any time of the day or night.

*Developing and implementing a 24/7 telephone and online booking appointment centre*

This will give patients the opportunity to:

- book appointments online through patient-facing websites
- phone 24 hours a day, 7 days a week
- use online clinics through texting and websites
- receive clinical support when needed

A health prescription pad has also been implemented into all services offering patients the opportunity to access other CHCP CIC services, ensuring they are offered a holistic health care package.

The team of service improvement practitioners will continue to support and facilitate service redesign, identified through the business plans and SIP plans.

**Other priorities for our business include:**

- continuing to promote and monitor patient feedback, including the Friends and Family test, to ensure that patients are happy with our services and to implement improvements
- increasing income in current or new services and work with commissioners to develop plans for future service provision
- increasing staff satisfaction reported through the staff survey and decreasing staff sickness and turnover.

## And the award goes to...



**This year has seen City Health Care Partnership CIC go from strength to strength, winning national awards and gaining recognition across the country for our work, enterprise and innovation.**

Here are some of the highlights:

- **Journal of Wound Care 2014 award for Cost Effective Wound Management for our wound management supply chain**, an initiative between the community nursing and medicines services. This has led to improved efficiency and patient care, with community nurses seeing more patients and giving appropriate treatment, better infection control and reducing wasted products and saving resources
- Highly commended for two projects at the national **Thrombus Innovation Awards**
- Won **Respiratory Team of the Year at the General Practice Awards for Quit Buddy**, an innovative service that offers smokers support and information via their mobile phones and is designed to help people to stay on track whilst quitting
- Highly commended for **Business of the Year at the Employee Ownership Awards**
- Finalists in four categories at the **Nursing Times Awards**, with two staff invited to Clarence House to meet Prince Charles
- **The Tissue Viability nursing team** was highly commended at the **Journal of Wound Care Awards 2014** in the pressure care category for innovation for piloting training awareness on pressure ulceration in residential homes in Hull
- Highly commended in **British Journal of Nursing Awards** for our tissue viability and community nursing services
- Our **lymphoedema service won the chronic oedema and compression category** for best practice and innovation at the **Journal of Wound Care Awards 2014**. This was the first year of operation for the lymphoedema service, which has now been re-commissioned

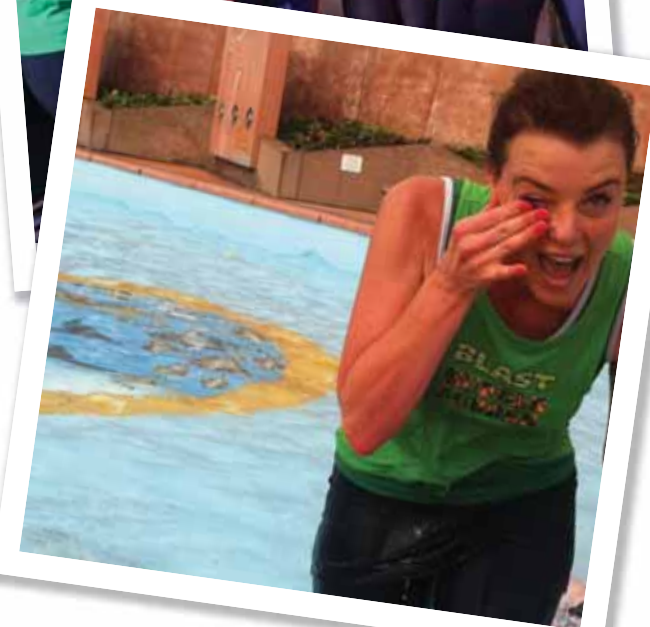
## Great health visitors do the Great North Run

The Health Visiting team at City Health Care Partnership CIC are not content with looking after the health and wellbeing of children in Hull; they are now planning to do the Great North Run to raise money for the NSPCC and the Institute of Health Visiting and have recruited health visitors from across the country to join them.

Health visitor Melita Walker did the Great North Run for the NSPCC in 2013, although she had never done anything of the kind before, and loved the whole experience. A training course on perinatal mental health run by the Institute for Health Visiting (iHV) inspired her to promote the value of emotional health for parents and babies and the two strands have come together in a project to get health visitors running for charity.

'I want to get as many health visitors as possible from across the country to do the Great North Run on behalf of the iHV and our partners the NSPCC in September 2014,' she said. 'It will be a great opportunity to raise the profile of health visitors and of our work in perinatal mental health for women before and after they give birth. This can really improve the quality of families' lives and I know that by working together with other agencies we can make a huge difference.'

'We've already recruited people from other areas and I'm proud that as health visitors from Hull we are leading this challenge. We're planning our training carefully, including a Boot Camp on the beach at Bridlington and we took part in a Tough Mudder event, which certainly was extremely tough.'



'I'm thrilled with the response so far. I think this is going to be a great adventure for us as a profession and another way to put Hull on the map.'

Chief executive Andrew Burnell, who is himself a qualified health visitor, is right behind the project. 'This is a brilliant way to raise awareness of the importance of emotional health needs and the impact of poor mental health. It also means that we will have a super-fit team of health visitors, which can only be a good thing for children and families in Hull.'





## Our Social Life

The establishment of our charity, City Health Care Partnership Foundation, in April 2013 was a landmark in our development as a social business. It is a means of fulfilling our social objectives and reinvesting back into our staff and communities.

**City Health Care Partnership CIC is a socially motivated company and along with the Foundation, our diversifying portfolio of businesses allows us to invest into services, staff and the communities in which we work.**

We publish annual social accounts that show the social, environmental and economic impact we've made and how our work benefits the people who work in the organisation and the populations we serve.



The objectives of the City Health Care Partnership Foundation are:

- To promote and support health and wellbeing within the communities in which the City Health Care Partnership CIC delivers its services within the United Kingdom by such charitable means as the directors see fit
- To promote and protect both the physical and mental health of the patient community within the United Kingdom through the provision of financial assistance, support, education and practical advice
- To advance the education of the general public in all areas relating to health and wellbeing
- To further such charitable purposes and such charitable or other organisation and organisations (that further a charitable purpose or purposes) as the directors of the charity shall from time to time decide.

**The social accounts are available in full at [www.chcpcic.org.uk](http://www.chcpcic.org.uk).**

## A healthy social life

Since the Foundation was registered in April 2013, it has committed over £17,000 to local voluntary and community organisations contributing to the health and wellbeing of people living in the areas where we provide services.

**£17,000** to local voluntary and community organisations contributing to health and wellbeing

**£9,900** given to 14 staff for sponsorship funding for charitable activities

**£17,800** given to two projects that link environmental activities to improving the health of local communities

**£20,000** to support Culture Health, and health and wellbeing activities connected to Hull's City of Culture 2017

Mrs Cheryl Rickles, Freedom Stroke Club:  
*"My husband is a stroke survivor and I am his carer so we look forward to meetings. Life can be lonely for people like us. We feel so much better meeting our group and my husband has made new friends just like himself. So you see it's nice to see him happy with people who don't ignore him because of his speech problems. Without your help we could not continue to help each other in the way we do."*

Pat Tharratt, Friends of Pickering Park:  
*"The play area in a large open space without constraints will help the children release some of their energy with them exercising without even realising because they're having so much fun."*

Brigitta Laszlo, Hungarian Community Group:  
*"All the people attending the dance sessions feel more confident of themselves, with reinforced self-esteem and better opportunities to engage in physical activity with positive effects upon their health."*

Jan Boyd, Environmental and Management Solutions:  
*"Securing funding from City Health Care Partnership CIC means that we can take a currently unused piece of land and turn it into a valuable community resource, giving residents the opportunity to grow their own organic produce, exercise and socialise as they work together developing the Medina Community Allotment."*

## Small Grants

### Kingswood Academy: Art for Adults

Art for Adults meet every Wednesday to enjoy drawing, painting, sculpture and whatever kind of art medium takes their fancy. They received £300 from City Health Care Partnership Foundation to pay for an artist to come in for 20 sessions to help and inspire them.

Christine Gillard is the manager of the learning centre at Kingswood and she is delighted with the success of the art group, particularly its ability to include all ages and levels. 'Our oldest member is Fred, who's 84, and our youngest is 13-year-old Brandon. Anyone can come along and join in.'

This inclusive ethos has been especially valuable to Daniel, who has severe epilepsy. 'This is the only adult education establishment that would take him,' says Christine. 'But here he's done loads of courses, including photography, and he's creating beautiful artworks. He was completely excluded before but here he's found a huge artistic talent and he can feel purposeful and part of something.'

'Having a teacher has been brilliant, really inspiring,' says Rita. 'We've done charcoal drawing, which I really enjoyed, and I modelled a vase. If you have an idea the teacher helps you to work it and we've used so many different media, whatever you think of there's a way to bring it to life.'



## Sponsoring staff to be extra-special

The Foundation offers sponsorship to staff for charitable activities they are involved with that help to improve health and wellbeing. In 2013/14, £9,900 was awarded to 14 members of staff for projects ranging from a Bikeathon to raise money for leukaemia research to a charity race night for Wish Upon a Star.

It is also a vehicle for staff development, as shareholders can become trustees of the charity and take part in administering small grants and staff sponsorship.

### Mike Cosgrove, project manager

Mike is planning to cycle from London to Paris, raising money for Help Ruby-Leigh Walk, a charity set up for the granddaughter of a colleague who needs extensive surgery to allow her to walk.

*"I got talking to Sally about her granddaughter and I just wanted to help. I was already thinking about doing the ride but needed a reason and Ruby fitted the bill perfectly. I'll be cycling from London to Paris, a distance of 400 miles, in four days and I want to raise as much as possible to make a dent in the target of £50,000 that Ruby needs for her operation and physiotherapy.*

*"I've been training really hard, going to spinning three times a week and cycling every Sunday but it's a big challenge to build up the miles so I can get used to spending a long time on the bike.*

*"I was absolutely delighted to get £1,000 from the Foundation; I would have been pleased to get £100 so to get this much was amazing. I'm really pleased that the money is going towards a person rather than a big charity; I'll see that little girl be able to walk and know I did my bit to help her."*





## Thinking outside the filing cabinet

A bit of enterprise and initiative by our Unit Support Workers has brought over £150 into City Health Care Partnership Foundation's coffers.

Team leader Rob Conroy realised that the organisation would have to pay contractors to take away unwanted and unusable metal filing cabinets, so after checking with the relevant people that the cabinets were company property to dispose of, he and his team loaded them in their van and sold them to a scrap metal merchant. The proceeds were donated to our charity, CHCP Foundation.

Rob Conroy explained:

*"It seemed so wasteful, either to chuck them in a skip or to pay for disposal when we could make some money for the charity. There was some furniture as well that was no longer needed, so we arranged to donate it to the Homeless and Rootless project.*

*"One of the great things about CHCP CIC is the way we're encouraged to think of creative ways to solve problems and given the green light to try them. And it's great to know that the money is going to a good cause like the Foundation."*

*"One of the great things about CHCP CIC is the way we're encouraged to think of creative ways to solve problems and given the green light to try them."*





Extraction from  
Consolidated Financial  
Statements for the year  
ended 31st March 2014

*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.*

Sadofskys Chartered Accountants  
Statutory Auditors  
Princes House  
Wright Street  
Hull HU2 8HX

# Financial Statements

## 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 2014 and complies with the applicable requirements of section 427 of the Companies Act, and the regulations made thereunder.

### CONSOLIDATED INCOME STATEMENT FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2014

	31st March 2014 £	31st March 2013 £
CONTINUING OPERATIONS		
Revenue	67,474,115	59,258,672
Cost of Sales	57,411,034	50,349,927
GROSS PROFIT	10,063,081	8,908,745
Other operating income	42,758	132
Administrative expenses	8,520,403	7,430,714
OPERATING PROFIT	1,585,436	1,478,163
Net finance income	20,764	92,038
PROFIT BEFORE INCOME TAX	1,606,200	1,570,201
Income Tax	526,224	401,032
PROFIT FOR THE YEAR	1,079,976	1,169,169

## CONSOLIDATED STATEMENT OF FINANCIAL POSITION FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2014

	31st March 2014 £	31st March 2013 £
<b>ASSETS</b>		
<b>NON CURRENT ASSETS</b>		
Goodwill	2,891,801	1,833,042
Property, Plant and Equipment	4,990,896	175,577
Investments	100,001	-
	<b>7,982,698</b>	<b>2,008,619</b>
<b>CURRENT ASSETS</b>		
Inventories	399,095	274,245
Trade and Other receivables	10,477,659	2,436,450
Cash and cash equivalents	6,057,666	9,660,640
	16,934,420	12,371,335
<b>TOTAL ASSETS</b>	<b>24,917,118</b>	<b>14,379,954</b>
<b>EQUITY</b>		
<b>SHAREHOLDERS EQUITY</b>		
Called up Share Capital	740	581
Revaluation Reserve	381,707	381,707
Non –Distributable Reserve	2,498,708	1,711,343
Other Reserves	1,466,471	1,466,471
Retained earnings	1,164,305	871,694
<b>TOTAL EQUITY</b>	<b>5,511,931</b>	<b>4,431,796</b>
<b>LIABILITIES</b>		
<b>NON-CURRENT LIABILITIES</b>		
Financial Liabilities	5,400,501	1,500,000
Deferred Tax	92,096	10,990
	<b>5,492,597</b>	<b>1,510,990</b>
<b>CURRENT LIABILITIES</b>		
Trade and Other Payables	13,413,295	8,162,341
Financial Liabilities	260,200	-
Tax Payable	239,095	274,827
	<b>13,912,590</b>	<b>8,437,168</b>
<b>TOTAL LIABILITIES</b>	<b>19,405,187</b>	<b>9,948,158</b>
<b>TOTAL EQUITY AND LIABILITIES</b>	<b>24,917,118</b>	<b>14,379,954</b>

# A huge thank you... ...to our splendid staff



Their hard work, creativity, dedication and motivation have made possible all the achievements you've just read about.

Over half our permanent staff are now shareholders and their commitment to our organisation will help to carry us forward as we develop new services in new areas. Their input and ideas are vital to making us a dynamic and evolving business and to delivering the best quality health care to our patients.

And an enormous thank you also goes to our patients and customers. You are the reason CHCP CIC exists and it is for you that we continue to try and deliver better and better services. We need your help to do this; please tell us what you think of our services and how we can improve them for you. Thank you for taking the time and trouble to tell us about your experiences; we are listening to every word.

## CHCP in the news...

### Bringing 'Living Well' cancer services to Hull

Penny Brohn Cancer Care has been supporting people living with the impact of cancer for over 30 years from their National Centre in Bristol.

Following a successful pilot programme of Living Well courses across the region, Penny Brohn Cancer Care are now working in partnership with City Health Care Partnership CIC to deliver a programme of 'Living Well' courses and ongoing support to cancer patients and their supporters in communities across Hull; with the first course in the city being launched at the Endsleigh Centre in March 2014.

The 'Living Well' course offers peer support, self-help tools and enables those diagnosed with cancer and their supporters to explore which lifestyle choices are right for them. The courses are open to anyone with a Hull GP.

Angie Orr, senior operations manager, End of Life Care at City Health Care Partnership CIC said, 'We are delighted to be supporting the Living Well courses, which we think will be very helpful for people living with cancer and their carers, allowing them to find strategies to live well with their disease and take back control of their lives.'

### Launch of new sexual health app

Whatever concerns or questions you have about sexual health, the easy to use free app is a one stop shop to getting your questions answered. For example, you can find out where your nearest sexual health clinic is, where to get FREE contraception, including emergency contraception, what to do if you think you've picked up an STI or what support is available if you're pregnant and not sure what to do.

Sexual health service Conifer took their new app on the road, visiting local colleges so that people could try it out for themselves. The app was demonstrated on a large mobile digital screen with a promotional team on hand throughout the day to answer questions and give live demonstrations. There was also a live Twitter feed for people to give their feedback on the app in real time.

Giles Bridgeman, head of public and sexual health services at CHCP CIC said, "The benefits of the app are huge. It can be easily accessed from anywhere, at any time and gives people a way to get information immediately without having to speak to someone if they don't want to. The app itself has links on every subject and if you need to talk to someone you've got numbers on hand so if you're using the app on a smartphone you can be connected directly."

The app has been created with people of all ages in mind and includes useful resources relating to sexual assault, menopause, gynaecology, LGBT health and erectile dysfunction to name but a few.

The 'Conifer Sex Health' app can be downloaded free of charge at the Apple App Store or Google Play.

## Winter help for homeless

**City Health Care Partnership CIC (CHCP CIC) staff members gathered together in a car park on a cold December evening to offer clothes, food and hot drinks to homeless people in Hull.**

Members of staff from The Quays Surgery set up stalls in December in the car park of Wilberforce Health Centre. Some of the things on offer were tea, biscuits and mince pies along with coats, jumpers and blankets.

The staff did not just wait for homeless people to attend, but also walked the streets to find people sleeping rough in shop doors and anywhere else they could find shelter. One young man was found in a tent with no ground sheet or blankets, and was very grateful for the blankets provided to him.

Denise Wilkinson, Practice Manager at The Quays said, "This was a real team effort and the event couldn't have happened without the support of CHCP CIC and the GMB who kindly donated to the cause. This enabled us to purchase thermal vests, underwear, blankets, socks, sweatshirts, fleeces, hats and scarves."

## Young Tigers fan leads his team to glory

Every young football fan dreams of walking out with their team at Wembley Stadium. For local lad Harrison Raw, aged nine, this dream came true when Hull City beat Sheffield United to reach the FA Cup final for the first time in their 110 year history. He was given the surprise of a lifetime when he arrived at Wembley to find that he would be leading out the Tigers.

As a corporate sponsor, CHCP CIC were contacted by Hull City to nominate a mascot for the FA Cup semi-final, and staff put Harrison's name forward.

Denise Anderton, Social Business and Public Relations Director at CHCP CIC said "Our corporate relationship with Hull City is important to us as it gives us a presence in the city and provides us opportunities to promote some of the many services CHCP CIC offer. It is fantastic that we have been able to give Harrison a day to remember."

Already knowing he would be going to the match to watch his team with his family, they decided to wait until the day to surprise him with the good news that he would be leading the team out.

Harrison's dad, Alan said "Harrison was already excited about going to Wembley, if he knew he was the mascot he wouldn't have slept the night before. I'd asked Harrison a couple of days before if he could have a wish what would it be, and he said to stand on the pitch at Wembley."

Harrison described the whole day as "mind-boggling" and said the best part was "walking out and seeing all of the Hull City and Sheffield United fans"

"I want to say thank you to CHCP for asking me to be the mascot, it was amazing."



Community Health Care Partnership CIC  
a co-owned business



Annual Report  
City Health Care Partnership CIC  
Business Support Centre  
5 Beacon Way  
Hull  
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### Providing Quality Care

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: 0627 3905

