



City Health Care Partnership CIC
a co-owned business

Annual Report 2012/13



Providing Quality Care

NHS

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It's great to see you



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"I am so grateful for this service and the difference it has made"

Annual Report
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It's great to see you!

“Thank you for reading our annual report and I hope you find it interesting. We have just completed our third year of trading as a ‘for better profit’ independent co-owned business and we are going from strength to strength”

This annual report is our chance to tell you about what we've achieved in the past twelve months and about the challenges we have overcome. We think we've got a lot to be proud of and we would like to share our achievements with you.

We are at the beginning of our fourth year of business and our excellent patient feedback over the last three years is testament to the high quality of our services and the caring commitment that our many colleagues bring to their work. Our performance data and financial accounts show how our resources are put to the best possible use in a demanding and challenging financial environment as we continue to provide health care to the people in Hull and the East Riding of Yorkshire, a population of 550,000. I know it is not easy nor is it without challenges; the on-going need to drive efficiencies whilst increasing productivity to meet demand has not and will not go away. Moving Forward - Securing

Our Future is a key part of this process in keeping our business our business and at the forefront of excellence in delivering high quality care and support services.

Over the last year the Executive Board of the company CHCP CIC was made up of eight directors, five of whom were non-executive. We have also been supported by a great company secretary and we have worked well together to make sure the Corporate Plan alongside the Strategic Objectives of the company are delivered whilst care quality and safety are maintained - a big thanks to the Executive Board members for their support over the subsequent and last year.

As an organisation, we believe in working together for the common good. Executive and non-executive directors collectively steer CHCP CIC forwards on behalf of its co-owners, our staff shareholders, who now number over 640. I believe that it's this co-ownership that gives our business its strength and success, as staff feel they have a real stake in it.

We have been working this year on numerous exciting developments including the development of the City Health Care Partnership Foundation which will take over our work supporting voluntary and community groups through small grants from June 2013. The Foundation will have charitable status and will enable us to strengthen our position not only as a provider of health care services but also as part of the fabric of the local area.

Our Mission

Our mission is 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 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.

Profits: maximising returns made to staff, communities and services.

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. It also is aligned to our Values.

“Again, for the future, we have and are creating lots of opportunities that will add not just sustainability but also growth to the organisation”

Our Values

Values of equality and diversity, creativity and innovation, co-operation and partnership.

Many of you are working on these developments and will be included in their delivery over the coming year. I would like to thank you now for what I know will be complete dedication and maximum effort to make these developments a great success and I look forward to bringing you more on them in next year's annual report.

It is important to reiterate that our fundamental governance structure is underpinned by our Mission, Vision and Values, which inform everything that we do as an organisation.

Alongside our Mission, Vision and Values, we work to four objectives that form the strategic direction of our organisation. But before you go on to read about these, I would again like to thank all colleagues who work within the CHCP CIC group of companies for their help in putting CHCP CIC where it is today; their hard work and enthusiasm are the key secret to our on-going success.



Andrew Burnell
Chief Executive
City Health Care Partnership CIC

1

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

Patient feedback

“The best way to find out if patients are happy with our services is to ask them. We continuously gather feedback from our patients to make sure we are giving them the best possible services. They tell us what we’re doing well, what we could do better and what new services they would like to see”

We do this in a number of ways, including our annual patient survey, patient comment cards and the Patient Opinion website.

Of the 1,033 people who responded to our annual patient survey,

“97% rated their care and support as good, very good or excellent”

“96% said they would recommend the service”

“97% said their health professional spent enough time with them”

“96% said the service had either matched or exceeded their expectations”

“100% said their needs had been taken into account when the nurse planned their care”

Your feedback

Between April 2012 and March 2013, our patients filled in 2102 comment cards and left 84 posts on Patient Opinion. Here is what some of them said about our services:

“It's been really inspiring to see the real difference the Brush Bus is making to the children at our school - for their confidence and their knowledge of looking after their teeth. It's been a pleasure to be involved and the results that are coming out of the programme are so encouraging”

“I took my son to CHCP Minor Injuries Unit, Bransholme to have his eye injury looked at. The receptionist booked him in straight away and the nurse attended to my son swiftly. We left with medication and peace of mind. I'm very grateful this service is available”

“I have been met with unimaginable compassion, patience and understanding at the highest level of care”

“The GP at the Out of Hours service was absolutely fantastic. He was incredibly knowledgeable, showed genuine interest and compassion, we could not have asked to see a more professional or friendly GP. I would like to give a massive thank you to everyone who helped make a very painful incident a much more bearable time”

“I loved every session and found it one of the best groups I've ever been to, and there have been a lot of groups over the years”

At the heart of what we do

Family Nurse Partnerships: Fliss and Maisie

“Fliss was referred to the Family Nurse Partnership (FNP) team when she was 17 years old and 16 weeks pregnant. She smoked, was drinking alcohol and using cannabis and had a history of other drug use”

Fliss was living with her mum but had previously been a ‘Looked After Child’. Very little was known about her boyfriend and the baby’s dad, Brian. Fliss was working with youth offending services after a conviction for grievous bodily harm.

It was very difficult to get Fliss to take part in the Family Nurse Partnership programme and even though she had a low BMI and anaemia she didn’t want to talk about changing her behaviour, stopping smoking, eating healthily or breastfeeding. She was very mistrustful of services but she was happy to talk and think about her baby and very much wanted to give her child a different experience of childhood and parenting from her own.

Fliss worked with the family nurse and started thinking about how she needed to change so that she could be a good mum. She was at home for every visit and kept in touch by text in between visits. After about seven weeks she

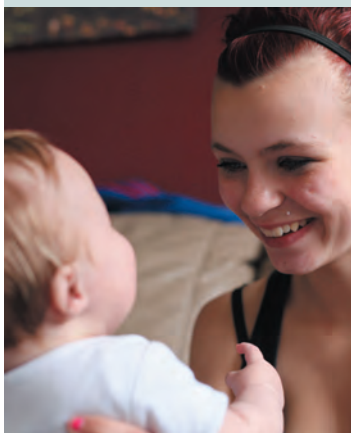
started to talk about her own health; she learned about cooking healthy food and stopped smoking and using cannabis. She also started going to antenatal appointments on her own.

Fliss gave birth to a beautiful baby girl, Maisie, who was born at full term, via normal delivery, and a healthy weight. Fliss continued to see her family nurse and showed a sensitive parenting style, maintaining the lifestyle changes she had achieved in pregnancy.

Maisie attended for all of her health appointments and was always up to date with her immunisations. As she grew it became evident that she was developmentally progressing well and Fliss was extremely keen to support this. She was re-housed after Maisie’s dad threatened her and she established a warm home environment in her new house for herself and her baby.

Fliss embarked on Level 1 English and Maths courses and plans to return to enrol on her apprenticeship in Business and Administration. She continued to be in for all of the FNP visits and the resistance seen at the outset had been replaced by a positive engagement with both the nurse and the programme materials.

Fliss has recently been in touch with her family nurse to tell her that Maisie has started attending nursery, which she was enjoying, and Fliss was incredibly proud to share that Maisie had been assessed and identified as being ‘Gifted’ and ‘Talented’!



Men need sheds... ...and a cup of tea and a chat

“Senior psychological wellbeing practitioner Dee Howarth runs a project to get older men who are isolated or have mild to moderate mental health problems together to socialise, relax and get some gardening done”

The men meet weekly and some get stuck into working on the allotment; others prefer to sit and chat over a cup of tea. When the weather makes shed life uncomfortable, Dee arranges trips to museums, art galleries and other places of interest.

“I still go to the weekly meetings but the ‘shedders’ best support is each other. There’s a lot of laughter and banter, which many of them have not enjoyed for years.”

The Men Need Sheds project has been nationally recognised as an excellent way of getting this group of people involved in activities and, more importantly, making friends and having a laugh. Dee set up the project, looking for likely candidates on the Improving Access to Psychological Therapies caseload and talking to colleagues in mental health services. The Yorkshire Gardens Society bought a shed and the council agreed to let them put it on an allotment site in Hull.

“Three years on, the original six members are still coming to the group and we have another 11 regular attenders,” says Dee. “They are all socially isolated in different ways, such as through redundancy, retirement or caring for a loved one at home, and they all get different things from the group.”





Personal Health Budgets

Anita and Dan

“City Health Care Partnership CIC was delighted to be involved in a Department of Health national pilot, helping over 200 people with a variety of long term conditions to receive a personal health budget”

Dan has cerebral palsy. He needs regular physiotherapy, but sometimes is unable to access it on the NHS for long periods. This leaves him in pain, with severe postural problems. With his personal health budget Dan can access weekly physiotherapy, seeing improvements in his muscle control, posture, speech and breathing. Through the care planning process, equipment was also identified that will help Dan manage his condition better. Now he can communicate more clearly and lead a full and active life, including attending college and pursuing his passion for music.

This is an amount of money to support someone's identified health and wellbeing needs, planned and agreed between the person and their local health team. Below are two examples of local people who were helped by personal health budgets during the pilot.

Anita has the degenerative condition Huntington's disease. Having personal assistants to care for her at home has improved Anita's quality of life, and reduced her need to go to hospital. Care for Anita was stepped up when her husband Trevor's health declined and he was unable to look after her at night. The plan identified other ways to personalise Anita's care, like training Trevor to change Anita's feeding tube in an emergency.

2

Ensure we are able to compete in a competitive healthcare environment

“CHCP CIC is constantly evolving and improving so that we can continue to provide the highest quality services whilst adapting to changing external markets. The following pages show some examples of how we have done this in the last year”



“Development of Any Qualified Provider community cardiology service”

“Pain management service awarded the contract for Hull, the East Riding, North East Lincolnshire and North Lincolnshire and for a musculoskeletal pain assessment and treatment service in Lincolnshire”

“The deep vein thrombosis team won another year’s contract to provide services in the East Riding”

“The anticoagulation service has expanded”

“Over 5,300 people in Hull and the East Riding have stopped smoking in the past year, including 232 pregnant women and/or their partners, meaning a healthier start for over 200 babies”

“A specialist nurse is working with vulnerable women, including those who have just given birth, women on the gynaecology ward, those with addictions problems or who are homeless to offer advice and long-acting contraception”

“Integrated GP and minor injuries unit opened at Wolds View, Bridlington”

“Thank you for helping, advising me and setting me forward to becoming myself again”



Clarence Jackson has lost over two stone and six inches from his waist with Active Lifestyles.

“My specialist gave me advice and set achievable goals each week. Knowing I was going back each week kept me motivated. I would recommend this programme to anyone; it has really changed my life”

“Offering Chlamydia screening, HIV testing and counselling at Hull Pride and increased access to HIV and syphilis testing for men who have sex with men, with support from Positive Changes, a local LGBT group”

“The Stop Smoking service, Active Lifestyles, Health Trainers and Bitesize have had 17,776 contacts over the past year; 100,000 people visited Health Central and Bitesize clients have lost 1,520kg between them”

“CHCP CIC have hosted bi-annual Women’s Health events for health professionals to develop a closer working relationship and to increase the uptake of long-acting contraceptives to reduce local termination statistics. Evaluation at each event has been very positive”

“160 people with identified mental health problems have been supported to become smoke-free”

“CHCP CIC signed up to Humber Skills Pledge supporting investment in employment and training”

“New Carers’ Information and Support Service launched”



“Our minor injuries service within Hull Royal Infirmary, manned by nurse practitioners, helps to screen out primary care patients so they don’t go to A&E, helping acute services to see only the patients who really need their help”

“Healthy Routes offers five ways for clients to lose weight and access has increased by 23% since 2011; the HealthyRoutes website was launched in 2013”

“The Wellbeing Games for people with severe mental illness, learning disabilities, dementia and/or autism and their families and carers was a huge success, with 156 participants, 28 stalls and 15 coaches delivering sports and activities from archery to rugby”

“Access to the 39 Why Weight? programmes has increased by 90% from 2011/12”

“Free sexual health app developed for smartphones, with service times and locations and information on contraception and sexual health”

City Health Pharmacy

Our Pharmacy business is doing well and we have invested into it this last year to make sure not just the interior but also the equipment is fit for purpose to meet the growing demands from both the Care Home sector and the Wholesales elements of the business. This investment appears to have created a much more appealing environment with over-the-counter sales starting to increase as well. The staff within the business have worked very hard over the year to maintain a great service and the addition of this limited company has been a really positive acquisition. City Health Pharmacy Ltd has its own board of directors and has been reporting through to the Executive Board (the main stakeholder) on its performance over the past year.



City
Health
Pharmacy
Providing a Quality Service



Albion
Care Alliance CIC

Albion Care Alliance CIC

We have formed a new company this last year with YourHealthCare, Medway Community Healthcare and Central Essex Community Services. The business is called Albion Care Alliance CIC and its aim is to bring together like-minded and shared value businesses to meet not just the growing externalisation of NHS services but many other opportunities that are happening throughout the country. It is established with a:

Mission

Albion Care Alliance will grow businesses and services that add value to member organisations, their services, staff and society.

Vision

Through the Alliance we aim to create viable and vibrant businesses that offer a unique alternative, that will utilise the expertise and skills within the Alliance to drive transformation and efficiency to create shared values and outcomes that will build social capital within the communities served.

Values

Ambition with Integrity
Collaborative and Inclusive
Quality and Respect

3

Be an employer of choice

City Health Care Partnership is its staff; without them we would be nothing and having a dedicated, enthusiastic and skilled workforce is vital to the success of our organisation and to providing the best possible service for our patients.

We want our staff to enjoy coming to work and to be proud of who we are, what we do, how we do it and the positive impact we have on people's lives. We want our people and our organisation to be admired by everyone, making us an employer of choice.

Our 2012/13 staff survey told us that:

“93% feel that their role makes a difference to patients”

“92% would know how to report a concern about fraud, malpractice or wrongdoing”

“91% feel trusted to do their jobs”

“Nearly all respondents (96%) agreed that patient information is treated confidentially by staff”

“78% of staff have access to learning opportunities”

“Most staff (87%) would be happy for a relative or friend to receive treatment from CHCP CIC”

“84% agreed that colleagues treated people with respect”

“87% said they were aware of CHCP CIC’s mission, vision and values”

“The vast majority (91%) understood the importance of patient satisfaction to the success of the organisation”

Employee ownership

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 and influence the future direction of the organisation and to attend the AGM each year. Shareholders are represented by colleagues on the Shareholder Forum, with the chance to feed in their views and comments.

141 staff became shareholders last year, taking the total to 647.

“Being a shareholder makes you feel you have a stake in the business, so the more you can do, the more successful it’ll be. Everyone is working for the same goals and people have a bit more interest in doing a good job. In most companies, shareholders are people who take something out but at CHCP, shareholders are the ones who put something back”

Trevor Beadle, unit support worker

At City Health Care Partnership CIC we are always looking to improve the standard of living for staff, while further enhancing our role and impact within the wider economy and society.

In April 2013 CHCP CIC became an accredited Living Wage Employer. This new initiative has lifted over 45,000 families nationally out of working poverty and given people the opportunity to provide for themselves and their families, all as a direct result of the Living Wage.

As a living wage employer, from 1 April 2013 eligible staff at CHCP CIC will earn not just the minimum wage of £6.19 per hour but the Living Wage, currently set at £7.45.

Flextra

Our employee benefit scheme, Flextra, won Most Effective Rewards Programme at the national Pay and Benefits Awards in March 2013. Flextra is a flexible scheme that 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. New benefits became available in April 2013, including a computer scheme, private medical insurance, a multi-store pre-loadable card and seasonal train tickets.

Flextra now has over 220 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 3.78% in the last financial year; in comparison, sickness absence in the NHS between October and December 2012 was 4.50%.

Learning and development

The learning resource team is a proactive department that assesses the education, training and development needs of the organisation and creates bespoke internal training programmes that reflect the values, vision and needs of CHCP CIC staff, often using feedback from development reviews. They also make sure that staff undertake statutory and mandatory training and organise training for new starters.

Sponsoring staff to be extra-special

Our staff sponsorship scheme encourages CHCP CIC employees to give something back by awarding grants to help with charity work or fund-raising. In 2012/13, £16,425 was awarded to 24 members of staff for projects ranging from helping to fund family fun days to raising sponsorship to do the Great North Run.





Tracey Wiles

Oral Health Educator

(Sept 2012, awarded £350)

Tracey applied for funding towards her airfare to Gujrat in Pakistan as a volunteer for Overseas Plastic Surgery Appeal (OPSA). This is a local charity that treats deformities associated with cleft palates and facial burns.

Tracey observed operations related to cleft palate defects, which gave her a better understanding of these disabilities and how they could be corrected by intricate surgery. *"I was in total awe of the surgeons who had volunteered their time and skills freely to work in excess of 12 hour shifts each day,"* she said.

"I saw patients in the hospital who were awaiting assessments or operations and gave advice on tooth brushing and diet. I also gave out free samples of toothbrushes and toothpaste that had been kindly donated by students from Hull College, where I also work part time as a dental tutor.

"I teamed up with a local dentist and visited nine schools, where we spoke to well over 1800 children and staff. This was a mammoth task and thoroughly enjoyable, as the children were excellent pupils and avid listeners. The whole trip was an overwhelming experience."

The sponsorship was an essential part of Tracey's trip as she had to contribute fees for her flights and visa, although accommodation, food and transport were provided by very welcoming local families.

Rebecca Newman

Healthcare Assistant

(April 2013, awarded £1,000)

Rebecca ran the Hull Jane Tomlinson 10K race to raise money for Millie's Trust, a charity set up by parents of a child who died from choking to fund First Aid courses for other parents of young children.

"My own child choked and although she was fine afterwards, I really wanted to help other people to save their children in similar situations. Doing the Jane Tomlinson run seemed like a good way to raise awareness of the charity and as it's small and fairly new, the money will make a big difference to them."



4

Be a provider of excellent healthcare services

“2012/13 was another busy year for our operational services and with over 1 million contacts with patients across Hull and the East Riding of Yorkshire, there have been significant increases in the numbers of people being referred into services. Areas of note are highlighted in the following tables”

“Waiting time targets consistently met”

“Achievement of 95% of our CQUIN targets”

Service	11/12	12/13	% Increase
District Nursing (new referrals)	17,623	22,785	29
Community Specialist Palliative Care Clinic (new referrals)	139	156	12
Out of Hours Nursing (new referrals)	4,190	5,395	29
Intermediate Care (new referrals)	1,087	1,306	20

Waiting Times	Q1	Q2	Q3	Q4	Target
Minor Injury Units (Bransholme, Freedom Centre, Bridlington)					
Seen and treated within 4 hours	100%	100%	100%	100%	100%
Genito-Urinary Medicine					
Appointment offered within 48 hours	100%	100%	100%	100%	100%
Genito-Urinary Medicine					
Seen within 48 hours - Hull	97%	96%	97%	96%	90%
Seen within 48 hours – East Riding	91%	93%	94%	94%	90%

18 weeks Referral To Treatment (RTT)	Q1	Q2	Q3	Q4	Target
Community Gynaecology	100%	100%	100%	100%	95%
Other (Family Planning, Erectile Dysfunction, Genito-Urinary Medicine)	100%	100%	100%	100%	95%

CQUIN Total Achievement	Q1	Q2	Q3	Q4	YTD
NHS Hull					
% indicators achieved	100%	100%	91%	94%	95%
NHS East Riding					
% indicators achieved	-	-	-	100%	100%

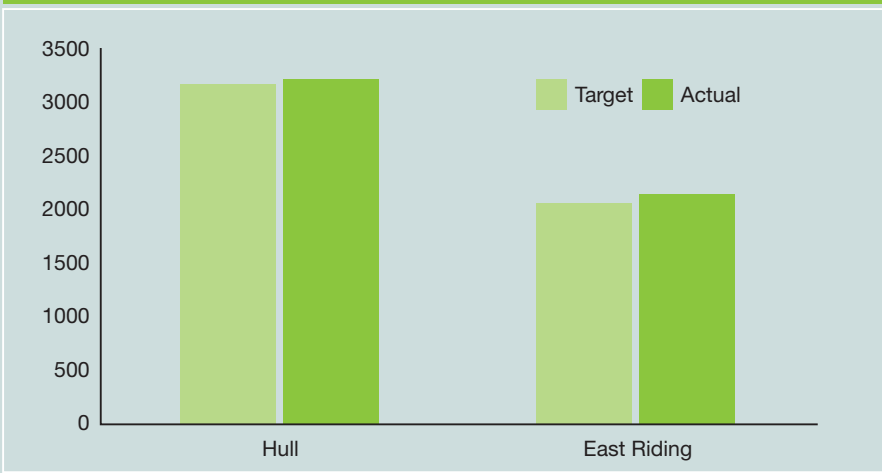
CQUIN Detail Achievement	Q1	Q2	Q3	Q4	Target
Patients achieving outcomes indicator					
Primary Care Mental Health	-	-	-	81%	80%
Pulmonary Rehabilitation	-	-	100%	98%	95%
Cardiac Rehabilitation	-	-	-	100%	95%
Intermediate Care Nursing	95%	96%	96%	99%	95%
Intermediate Care Occupational Therapy	-	-	96%	92%	92%
Intermediate Care Physiotherapy	-	-	93%	94%	92%

One of the CQUIN indicators seeks to reduce unplanned admission rates for patients receiving a service from our Long Term Conditions (LTC) team. A qualitative audit was undertaken on patients with high numbers of admissions and this demonstrates a significant positive change in admission patterns for the cohort of patients where actions had been taken to increase management of the patient by the LTC Team. From Q2 to Q4 admission rates dropped from 2.6 admissions per patient to 0.8 admissions per patient.

Quality & Outcomes Framework (GP Surgeries)			
Practice	2012/13 Result (out of 1000)	2011/12 Result (out of 1000)	2010/11 Result (out of 1000)
Kingston Medical	994	994	982
Riverside Medical	988	997	982
The Calvert Practice	971	995	982
The Quays	923	910	894.72
Wolds View	939	767 (inc points adjust 99.99)	N/A

“Key target of smoking cessation met in both Hull and East Riding”

Smoking Cessation Target Achievement



Key Activity within services new to CHCP within the year		Q1	Q2	Q3	Q4	YTD
Wolds View MIU	Attendances	-	-	2061	2027	4088
Carers Information & Support Service	Number in receipt of direct payments	-	-	114 (Nov-Dec)	121	235
Sunshine House	Number of overnight short breaks completed (Hull patients)	73	75	91	79	318



A winning team

“City Health Care Partnership CIC has gone from strength to strength over the past year, winning national awards and gaining recognition across the country for our work, enterprise and innovation. Here are some of the highlights”

“Scooped the prestigious Cabinet Office Public Service Mutual Award in this year’s Philip Baxendale Awards. Chief Executive Andrew Burnell received a ‘highly commended’ in the Leadership category. The Cabinet Office Public Service Mutual Award was awarded to celebrate the most impressive group of employees to have spun out of the public sector into an Employee-Led Mutual Organisation and who are showing progress in transforming the service to improve outcomes for their users”

“Chief Executive Andrew Burnell contributed to an essay collection by think tank ResPublica. ‘Making It Mutual’ showcased the importance of ownership, mutuality and reciprocity as mainstream principles for the economy and society. Health Care Mutuals - a view from the frontline looks at City Health Care Partnership CIC’s growth as a mutual and wider social value”

“Weight management service Bitesize was a finalist in two categories of the General Practice Awards 2012 and in the Nursing Times Awards 2012”

“Our third staff awards event, ‘Celebrating Excellence,’ was held in December 2012, with winners being celebrated in Leadership, Innovation, Unsung Hero, Patient’s Choice and Outstanding Team categories”



“Our pioneering virtual sexual health clinic won the Patient Engagement Network Award for 2013 for communicating effectively with parents and families. Two staff members gave a presentation at the ceremony on how this clinic operates and gave feedback from people who had accessed the service”

“Signed up to the Humber Skills Pledge as part of the Humber Local Enterprise Partnership (LEP). The Pledge offers six ways in which businesses can invest in skills and training, including offering apprenticeships and employing local graduates”

“Winner of Most Effective Rewards Programme at the national Pay and Benefits Awards. CHCP CIC were up against the likes of McDonalds Restaurants, William Grant & Sons Ltd, Mondelez International and New College Durham”

“The special care dentistry service was a finalist in the Continuity of Care category for Bisphosphonates - a dental need at the Patient Engagement Network awards. The team had four articles published in the British Dental Journal and gave presentations at a number of prominent events, including the British Dental Association National Conference”



Making every contact count

Making Every Contact Count (MECC) is 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. It is a key strategic objective for 2013/14 and 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 a Single Point of Contact for all services by creating a team of service improvement practitioners to support and facilitate service redesign, identified through the business plans. We are also looking at giving 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”

“get face-to-face care for clients without computer or telephone access”

Other priorities for our business include:

“fostering positive partnerships with Clinical Commissioning Groups, Commissioning Support Units and area teams”

“building our business to create a sustainable organisation as the economic climate becomes more challenging”

“developing and motivating our staff to continue to provide excellent services”

Our social life

As a Community Interest Company, City Health Care Partnership is a social business, investing all profits from our growing ventures into services, staff and the communities in which we work. Our social accounts, published annually, allow us to measure our social, environmental and economic impact and ensure that we are fulfilling our mission, vision and values.

The social accounts are available in full at:
www.chcphull.nhs.uk

Developments in our social life include:

“growing and developing our small grants programme; we awarded 158 separate small grants to community and voluntary groups in 2012/13, amounting to over £111,000 and more than doubling our contribution in 2011/12”

“development of City Health Care Partnership Foundation, the charitable arm of CHCP CIC”

“giving 24 staff a total of £16,425 in sponsorship”

“one-off donations to, among others, SEED eating disorders support, CASE learning disability charity, Whizz Kids and Children’s University. Employee owners at our AGM voted to give funds to Local Works, Cat Zero and Hull and East Riding Disability Panthers Triathlon Group. Altogether these amounted to £24,200”

“special Eco Health grants for activities, projects or one-off events to improve the health and wellbeing of people living in Hull and the East Riding of Yorkshire, a total of £17,800”



Aiding our community

“Being able to help more people get fit is brilliant for the local community”

Waterloo FC

“The grant was a godsend. To see the happy smiling faces and constant laughter of children who cannot easily communicate as they engaged wholeheartedly in the fun, physical activities told the whole story. We are so very, very grateful”

Hull Special Needs Dance Group

“The funding from City Health Care Partnership has helped us excite people to walk and take an interest in their community. Without this funding we could not have achieved as much in such a short space of time”

Pocklington and Wolds Gateway

“Without the grant, to be honest, we could not succeed to manage and run our football activity”

Upendo Wetu

“The grant helped our club to purchase much-needed uniform for our young people, giving them a sense of pride and belonging”

City of Hull Amateur Boxing Club

Small Grants

Local Works Limited

(Dec 2012, awarded £185)

Alternative education provider Local Works applied for a grant of £185 to buy footballs and boxing gloves. These are for young people, most of whom have been excluded from mainstream school or are on the borderline of exclusion. Managing director Wayne Anderson says that having the money to buy new equipment will make a big difference.

"Some of the young people we work with are looked after children, others have a criminal record, medical conditions such as ADHD or a history of drug or alcohol problems. Some are sent to us by schools and a number go back into mainstream education; others stay with us. This is the first tier of alternative education and it's an engagement programme, aimed at bringing them back into some form of education. All the young people work towards a sports qualification and we also do English, Maths, healthy eating and cooking with them".

"The afternoons are for sport and it's amazing to see the difference in them when they put those boxing gloves on and start training. Their focus and concentration improves dramatically, along with their fitness. Unfortunately boxing gloves don't last long and footballs do get lost, so this grant will help us to keep these activities going.

"Local Works started two years ago with one young person; now we have 40 on our caseload. One young man hadn't been to school for a year and was completely disengaged, but he's spent the last 18 months with us and his attendance is now 98%. He's much happier and so are his parents. When he joined us, his only aspiration was to go to prison but now he's looking at his future, planning to go on to a foundation course and enjoying the prospect of earning some money."



5

Financial Statements

Extraction from Consolidated Financial Statements for the year ended 31st March 2013

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 2013 and complies with the applicable requirements of section 427 of the Companies Act, and the regulations made thereunder.

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

Consolidated Income Statement for the year ended 31st March 2013

Year ended 31st March	2013	2012
Continuing Operations		
Revenue	£59,258,672	£52,920,548
Cost of sales	£50,349,927	£45,321,344
Gross Profit	£8,908,745	£7,599,204
Other operating income	£132	-
Administrative Expenses	£7,430,714	£6,049,616
Operating Profit	£1,478,163	£1,549,588
Net finance income	£92,038	£35,118
Profit before Income Tax	£1,570,201	£1,584,706
Income Tax	£401,032	£457,357
Profit for the year	£1,169,169	£1,127,349

Financial Statements

Consolidated statement of financial position at 31st March 2013

Year ended 31st March	2013	2012
Assets		
Non current assets		
Goodwill	£1,833,042	£1,833,042
Property, plant and equipment	£175,577	£185,388
	£2,008,619	£2,018,430
Current Assets		
Inventories	£274,245	£234,721
Trade and other receivables	£2,436,450	£2,381,587
Cash and cash equivalents	£9,660,640	£8,343,435
	£12,371,335	£10,959,743
Total Assets	£14,379,954	£12,978,173
Equity		
Shareholders equity		
Called up share capital	£581	£448
Revaluation reserve	£381,707	£381,707
Non distributable reserve	£1,711,343	£916,387
Other reserves	£1,466,471	£1,466,471
Retained earnings	£871,694	£497,481
Total Equity	£4,431,796	£3,262,494
Liabilities		
Non-current liabilities		
Finanacial liabilities	£1,500,000	£1,500,000
Deferred Tax	£10,990	£6,231
	£1,510,990	£1,506,231
Current Liabilities		
Trade and Other Payables	£8,162,341	£7,736,039
Tax payable	£274,827	£473,409
	£8,437,168	£8,209,448
Total Liabilities	£9,948,158	£9,715,679
Total equity and liabilities	£14,379,954	£12,978,173

Thank You

“Without our committed, dedicated and endlessly hardworking staff, none of the achievements detailed in this review could have happened”

Our continuing development as an employee-owned organisation will help us not only to carry our staff with us but will give them the chance to have a real input into that development. It is their ideas and innovations that enable us to deliver the best quality health care to our patients and which allow us to continue to improve.

And thank you to our patients and customers. You are the reason we're here and it is for you that we strive to deliver better and better services. But to do this, we need to know what you think and your feedback, good and bad, is invaluable to us. Thank you for taking the time and trouble to tell us about your experiences; we are listening to every word.



“CHCP CIC
in the news”

Big smiles on the Brush Bus

Thousands of children across Hull are brushing their teeth as part of the school day. Each child has their own toothbrush and they copy their teachers, learning the right way to brush their teeth and setting them up for a lifetime of good habits.

The Brush Bus programme is run by City Health Care Partnership CIC and teaches children in the city's primary schools about dental hygiene and the importance of tooth brushing. Hull has almost twice the national average of tooth decay and dental experts are concerned about the links between bad teeth and heart disease, stroke, premature labour and diabetes. By teaching children how to look after their teeth properly, Brush Bus can make a real difference.

Sock it To Eating Disorders

EVOLVE - Hull's new eating disorder service provided by City Health Care Partnership CIC (CHCP CIC) –pulled their socks up as part of Sock it to Eating Disorders, the national fundraising campaign being run by the charity Beat.

The campaign was part of Eating Disorders Awareness week and encouraged people to wear silly socks for a day in exchange for donations. Throughout the week the Evolve team visited various venues across the city to hand out freebies, resources and information on the services and support available to those affected by eating disorders in Hull.

Brewing up to celebrate Nurses' Day 2012



Directors at City Health Care Partnership CIC donned their aprons and brewed up in aid of Nurses' Day on Friday 11 May 2012. All seven directors and Chief Executive Andrew Burnell made well-earned cuppas for frontline staff in recognition of all their hard work.

Nurses' Day is an internationally-recognised day that celebrates everything that's great about nurses and nursing and takes place on the birth date of Florence Nightingale. Lynda Whincup, director of operational services said, "Nurses' Day is a fantastic opportunity to celebrate all the hard work done throughout the year. At City Health Care Partnership CIC our nurses are at the forefront of delivery of care for patients, clients and families, and we feel it's really important to recognise this."

CHCP is officially baby friendly

City Health Care Partnership CIC achieved stage two of the UNICEF Baby Friendly Initiative Award. Staff with direct contact with pregnant mothers have received training to enable them to deliver high standards of care in relation to infant feeding and to support mothers to breastfeed for as long as they have chosen to.

Breastfeeding has a fundamental positive impact on the short, medium and long term health of children and also has an important and lasting impact on women's health.

CHCP CIC have also introduced the Breastfeeding Friendly Premises Award which encourages premises to support mothers to breastfeed.



Injury Minimisation Programme for children hits the 20,000 mark

Fewer bumps and bruises for children across Hull as the city's Injury Minimisation Programme for Schools (I.M.P.S) next week trains the 20,000th child in injury prevention.

IMPS is an innovative school health education programme for 10 and 11 year olds run by CHCP CIC, teaching children how to manage risk and providing them with first aid skills to minimise injury. The programme also equips children with first aid and resuscitation skills, helping them to respond effectively if an incident occurs.



Annual Report
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City Health Care Partnership CIC

a co-owned business



Providing Quality Care