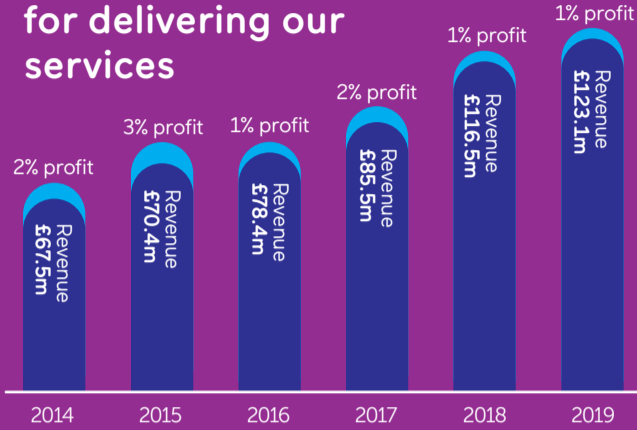


Financial Indicators

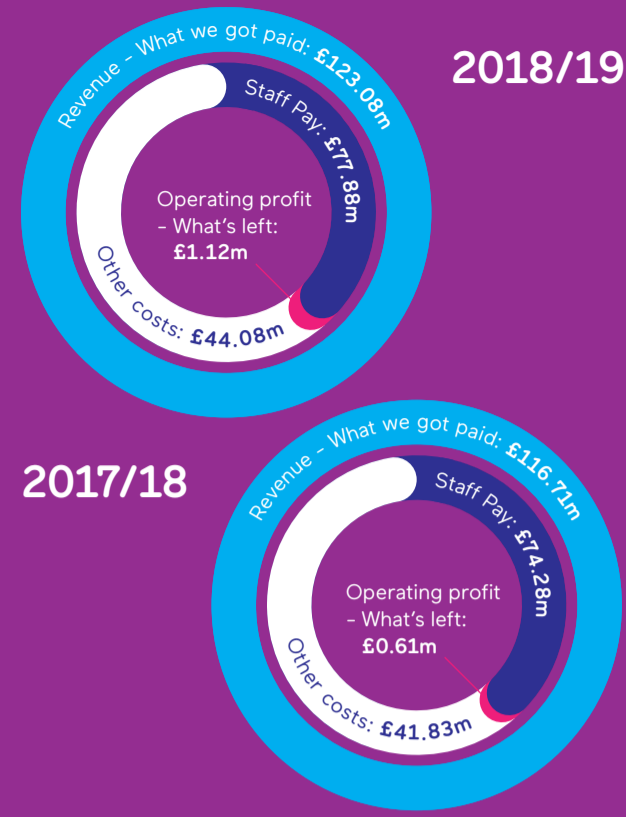
Our revenue and operating profit have increased due to new contracts and extensions to existing contracts.

Our assets remain stable and we continue to maintain strong levels of cash in our bank accounts.

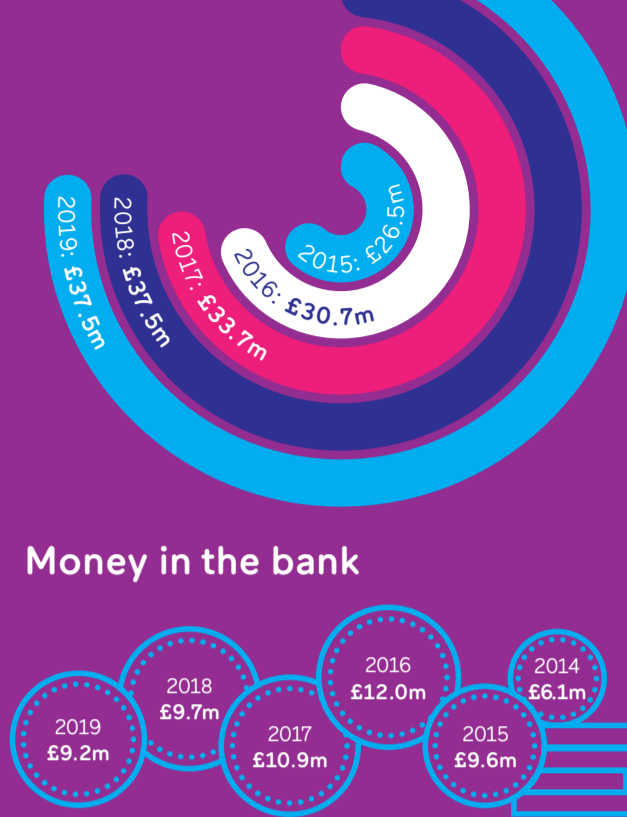
What we get paid for delivering our services



The big picture



Total assets



Money in the bank



Back to the Future

We're planning to use technology to provide better care more efficiently; some of the projects in the pipeline:

- Health logistics: planning journeys for our district nurses so they can see more patients and travel fewer miles
- myCOPD: an app for people with Chronic Obstructive Pulmonary Disease, helping them to manage their condition independently
- Telehealth: giving confidence to people with long-term conditions to monitor their own health

- Electronic 'dashboards': keeping track of patient and colleague feedback so we can spot problems early
- Smartphone app to help nurses assess and manage wounds
- An online ordering system for dressings, making it more efficient and economical
- Central booking team for agency staff, saving time for clinicians and money for the business
- Voice recognition software to support care homes
- E-observations for stroke patients

Patient Survey - patients' views on our services

We asked **2,361** people about their experiences

- 98%** were satisfied with the standard of care and support
- 98%** felt they were treated with care and concern
- 98%** felt their problems were taken seriously
- 95%** felt encouraged to manage their problem independently

You said, we did

Here are some of the things we've changed as a result of our patients' comments

- DVD player for relaxation periods at Evolve
- Withernsea dental practice now accepts card payments
- Evening podiatry appointments
- A clock for Bridlington wound clinic
- Specialist bariatric chairs for Evolve
- Better seating for podiatry patients

Friends and Family Test - how was it for you?



Our Services

- 59** contracts
- 15** commissioners
- 5** tenders awarded this year:
- St Helens Integrated Wellbeing: **60-month contract £2.5m per year**
- Hull Integrated Sexual Health: **25-month contract £2.87m per year**

- Hull Community Eating Disorders: **60-month contract £440,000 per year**
- Wigan Health Improvement and Community Link Workers: **36-month contract £1.8m per year**
- Hull Extended Access service: **66-month contract £1.85m per year**



5 Beacon Way, Hull, HU3 4AE
chcpic.org.uk

OccWellbeing

OccWellbeing, our in-house occupational health service, started on 2 January 2019, based in Hull with clinics at Bridlington, Drifffield, Hessle and Goole.

From 2 January to 31 March 2019:

- 127** colleagues have used the service
- 185** appointments have been booked
- 95** Work health questionnaire initial assessments
- 43** Management referral appointments with physician
- 13** Psychological wellbeing assessment appointments
- 18** Musculoskeletal/back care assessment appointments
- 37** Work related vaccination/blood test appointments
- 17** Work health questionnaire appointments with physician
- 50** Management referral appointments with specialist nurse



Introduction

It's been yet another year of change, growth and exciting challenges for CHCP CIC. The organisation continues to be about the collective efforts of the many and our approach to creating a "team of teams" philosophy and our way of working is starting to show real positive outcomes. I want to continue the push for teams to be cohesive, confident, with true accountability and responsibility for their individual work and decision making as well as that of the larger organisation.

We've won new contracts and continued to diversify our business in new and exciting ways. You can read about some of these in this report; they include our in-house occupational health service, OccWellbeing, which is not only helping colleagues to stay at work by supporting them with any health problems, but will also (in the longer term) start to generate income that can be reinvested into our services.

As a forward-thinking, dynamic and responsive organisation, change is a constant for us but we will always provide high quality, compassionate care.

And to help us to do this, we seek out ways to exploit new technology to make it easier, quicker and more efficient for our clinicians to care for the people who use our services. The recent roll-out of myCOPD, an app to help people with a chronic lung condition to manage their own health and our plans for health logistics to make home visit schedules more efficient are just two examples that reflect the saying "efficiency is doing things right, effectiveness is doing the right thing."

You may have noticed that our annual report is in a new format this year; we hope it shows how CHCP continues to adapt, evolve and flourish, thanks to the efforts of our colleagues in providing excellent, compassionate and expert care to the people we serve.



Our Colleagues

- 282** people came to work at CHCP
- 248** moved on to new challenges
- 189** nurses
- 60** physician's associates
- 40** allied health professionals
- 13** psychology/social workers
- 2** international students
- 2** paramedics
- 33** work experience opportunities

Our Colleague Survey

- 70%** returned their questionnaire
- 92%** feel their role makes a difference to patients
- 90%** would recommend CHCP to friends or family for care
- 96%** agree that patient information is treated confidentially
- 72%** feel encouraged to suggest ideas for improvements



"I feel there are lots of career development opportunities and brilliant services that provide excellent patient care"

"I find CHCP a supportive work environment where new ideas are listened to"

"I feel very valued as an employee and feel well supported by my manager and team"

"Excellent place to work with dedicated, caring colleagues"



Our vision is to lead and inspire through excellence, compassion and expertise in all that we do.



"An absolutely great service for families and children with additional needs. All staff are very helpful and give top quality care. We were made to feel at home as soon as we walked through the door. What I liked was knowing my child is going to receive top quality care at Sunshine House and have another place to call home."

Community Children's Nursing Service

We have seen

88,186

young people (0-19)

We have helped

40,885

families



Public health services in the North West helped

52,322

people

Knowsley

St Helens

Wigan

Leigh

OVER
2 million
patient contacts



Of our patients seen:

63%

were in clinics

37%

were at home

Hull and East Riding
Dental services saw

70,654

patients



Jean Bishop ICC

1,646

patients have had an Integrated Comprehensive Frailty Assessment



"I really look forward to my nurses coming, they always come in with a smile on their faces and a greeting for you. They are quick & efficient in what they have to do for you, but listen to your worries and explain things to you. When they leave, you are much better for their visit. In my eyes they are angels as well as nurses."

Community wound healing

Public health services in Hull helped

17,717

people



"Just wanted to say thank you for everything you have done to help me and for genuinely caring. I don't think I will ever be able to put in to words how grateful I am for all your help. You are absolute stars and have made such a positive impact on my life."

Evolve Hull Community Eating Disorder Service

Psychological Wellbeing

80,534

patients assessed and/or treated

Sexual health

60,686

patients seen



Urgent Care

220,429

people seen

Goole

Hull

Drifffield

Beverley

Hornsea

Withernsea

Rehabilitation services have assessed

293,738*

people

*Including: Intermediate Care, Pulmonary Rehab, Cardiac Rehab, Occupational Therapy, Physio, Speech Language Therapy, Stroke, Falls, Musculo-skeletal and Pain Management

