

Key Messages from the Board held on 24th September 2019

Sharing a patient story – Jonathan Williams had provided an account of one of the visits having spent the day with the district nurses in Great Yarmouth. There is a plan going forward to invite patients to the Board meetings to tell their own stories as there needs to be a greater emphasis on sharing patient stories, interacting directly with patients and engaging with patient participation groups/service users. This also takes place at the STP meetings and ECCH's IGC meetings.

Stop Smoking contract – the Board were informed that Norfolk County Council has awarded ECCH the extension to the Specialist Stop Smoking contract (up to four years). Norfolk County Council would like to continue working in partnership with ECCH to deliver the new healthy living model from April 2020 which is extremely positive for ECCH. Adele Madin mentioned that it is important to acknowledge that the Commissioners recognise and value ECCH's approach from a cultural perspective as well as contractually.

Parliamentary Review – Jonathan Williams attended the launch of the 2019 Parliamentary Review at the Houses of Parliament on 17th September, as ECCH had been invited to contribute to this year's publication. It is a very prestigious endorsement particularly as ECCH is the only community provider to feature in the publication.

ECCH Shareholding – the Board had previously discussed ECCH shareholding and there had been some suggestion that all staff automatically become shareholders. However this has been considered by the Executive Team and members of the shareholder council and agreed that it should remain as optional as the result is more meaningful and shareholding continues to increase with 24 new applications in August and September.

Evolve Advocates – Jonathan Williams outlined that the advocates would always be welcome to attend an Evolve Steering Committee. The meetings are held monthly on a Wednesday morning and advocates can contact Rachel Theobald if they would like to attend. Libby Goddard had mentioned that some concerns had been raised regarding the changes with Pulse UK and whether these would affect the contract held with ECCH. Jonathan Williams confirmed that the change to business operation between Pulse Australasia and Pulse UK does not affect ECCH and going forward will offer a more tailored programme to all UK clients.

Non-Executive Directors' visit to ECCH Services – Tony Osmanski, Rachel Lilley and Ian Morrison will be visiting Lowestoft PCN on the afternoon of 24th September to join the daily huddle and spend time with Kate Spence and the teams. There are more visits planned to each PCN and going forward the Non-Execs will arrange to see more of the ECCH teams across all sites.