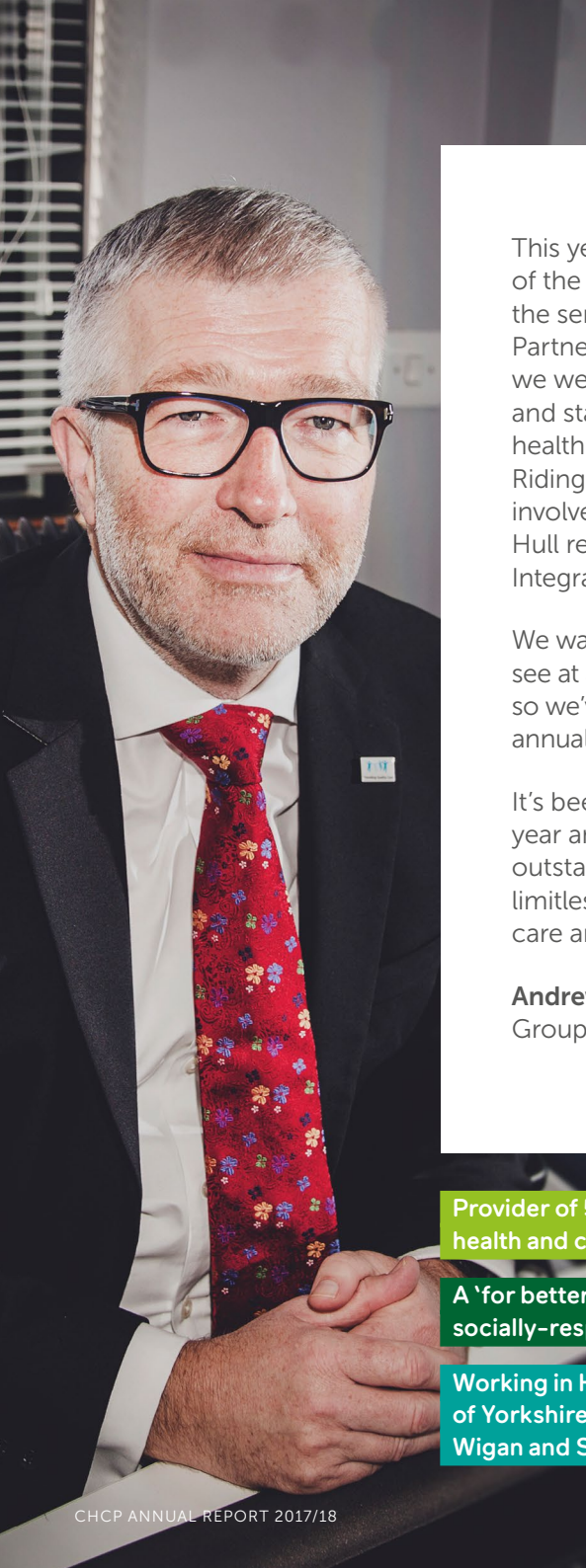




Our vision is to  
lead and inspire  
through excellence,  
compassion and  
expertise in all  
that we do.



This year's annual report gives a flavour of the breadth, depth and quality of the services that City Health Care Partnership CIC provides. In 2017/18 we welcomed over 500 new colleagues and started providing community health services to people in the East Riding of Yorkshire; we are also closely involved in new and exciting plans for Hull residents through the Jean Bishop Integrated Care Centre.

We wanted to make it easier for you to see at a glance what we've been up to, so we've got a new format for our annual report this year. I hope you like it.

It's been a challenging and rewarding year and I'd like to thank my outstanding colleagues for their limitless hard work, professionalism, care and compassion.

**Andrew Burnell,**  
Group Chief Executive

Provider of 58 excellent  
health and care services

A 'for better profit' co-owned  
socially-responsible business

Working in Hull, East Riding  
of Yorkshire, Knowsley,  
Wigan and St Helens

## Mission

Delivering high quality, safe health and care services that are personally responsive, caring, respectful and inclusive of all

Through colleagues who are competent and motivated in their roles to deliver the above with compassion and in an effective, productive and adaptable way

Supported by an organisation that is both commercially and socially responsible in its intent and which is seen externally as a valuable partner in improving wider community outcomes.

## Values

**Service and excellence**

**Equality and diversity**

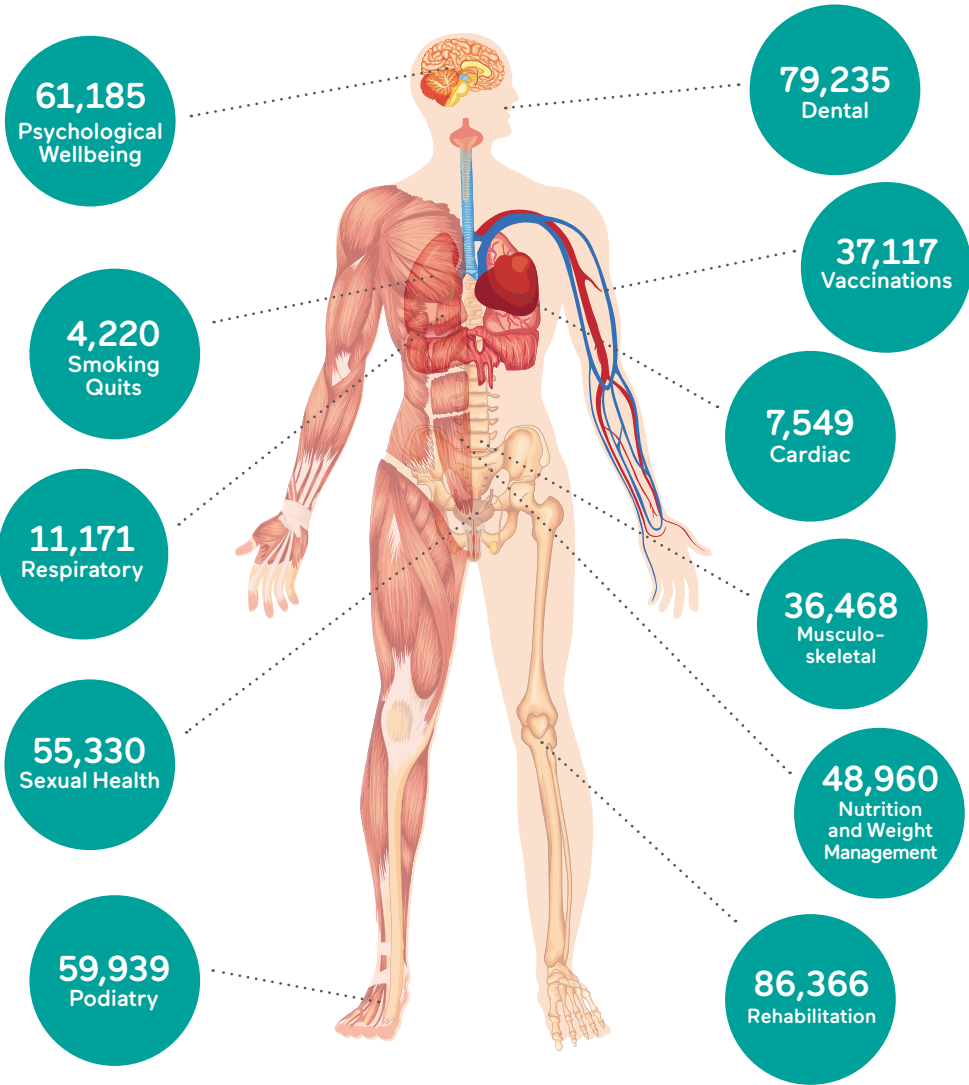
**Creativity and innovation**

**Co-operation and partnership**



# Providing excellent health and care services

Over 1.5m contacts with our services



  
**700,000**  
at home

  
**1,000,000**  
in clinics

  
**213,000**  
urgent care

  
**200,000**  
0-19 years

# Hull FIRST

People who lie on the floor for a long time after a fall are susceptible to secondary complications including skin breakdown and hypothermia. Many patients from the Hull Falls Team had experienced long lies, which prompted the Hull FIRST initiative.

Hull First includes a team of firefighters who pick up the fallen person, with rapid response follow-up by the Falls Team to put measures in place to reduce future risk of falls.



The service  
has seen

**655**

clients who  
were not taken  
to hospital.



Complications were reduced and  
clients' dignity was maintained.

## Blues Boys

 **1 in 5** new mums experience post-natal depression

 **1 in 10** new dads experience post-natal depression

Health visitors had contact with  
**462**  
fathers, who were present at  
**1 in 4** core contacts.

**851** new birth visits between July and October 2017.

Fathers present at  
**54%** of visits

Ground-breaking project to tackle post-natal depression in fathers. Changes to recording procedures mean that fathers are now included and recorded, and that health visitors ask about their mental health.



**25** fathers recruited for the study

**5** identified as experiencing anxiety and/or depression and received additional support from their health visitor.





73 health checks  
on home-educated  
children in Hull,  
introduced by our  
11-19 Team

WeightWise  
The smart way to lose weight

WeightWise,  
General Practice Clinical  
Team of the Year –  
Nutrition at national  
General Practice  
Awards



Down's Syndrome Pathway  
launched – co-produced  
with families, voluntary  
organisations, NHS Hull CCG  
and hospital and community  
nursing teams to improve  
outcomes for people with  
Down's Syndrome and  
their families

'Safety huddles'  
initiated by colleagues  
in the intermediate care  
team at Highfields in Hull:  
daily stand-up meetings to  
discuss any concerns  
about safety. Picked  
up as a brilliant idea  
and being rolled  
out across our  
services



130 delegates  
attended our  
End of Life  
conference

500 students  
trained in CPR by  
our colleagues  
on Restart a  
Heart Day



Urgent Care Services in the East Riding started: three Urgent Treatment Centres (in Goole, Beverley and Bridlington) and two 8-8 centres in Withernsea and Driffield



White Ribbon accredited



Retained childhood flu vaccination contracts from NHS England for both Hull and East Riding of Yorkshire

**Our business:**  
competing in a  
competitive healthcare  
environment

Refurbishment  
of Rossmore  
Nursing Home  
continues



Community nurse Michaela Ireland won the Unsung Health Hero Award at the Hull Daily Mail Health & Care awards



**East Riding Community Services contract went live on 1 April 2017**

**Contract for Integrated Sexual Health Services in the East Riding extended until end March 2020**

### CQC rated Good

Community Health Services for adults; children, young people and families; Urgent Care Services; Termination of Pregnancy Services

### CQC rated Outstanding

Community End of Life Services

**Community Paediatrics achieved Investors in Children in Children**



**Investors in People Gold**



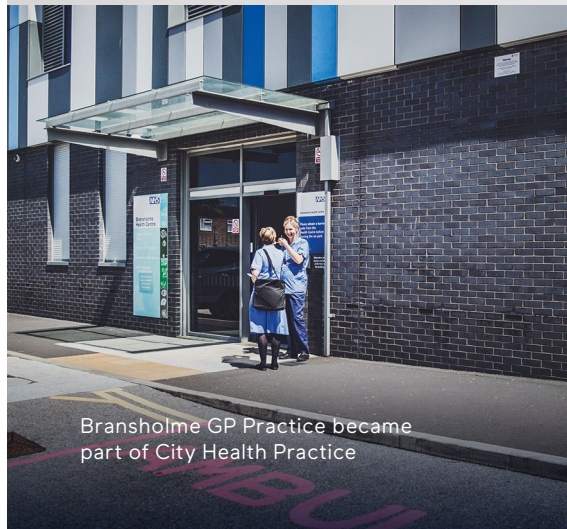
**Investors in Diversity**



Contract to provide Smoking Cessation Services in St Helens extended until the end of March 2019



Retained Knowsley Smoking Cessation Service contract



Bransholme GP Practice became part of City Health Practice

### **Two Canadian fourth-year nursing**

students from Memorial University Newfoundland and Labrador spent time with our Intermediate Care and Integrated Community Nursing Teams to compare and contrast provision between the UK and Canada. They liked the patient-centred care and holistic approach:



**"Sometimes it was the little touches that made the difference like the patient board in Intermediate Care that showed how each patient took their tea or coffee. Because we're observing and stepping back it's given us the chance to notice the little things that have a real impact."**

**32 Physician Associates** on placements across CHCP, in partnership with Hull York Medical School. A new professional health role helping patients to be seen faster in primary care and community services, building on a medical service qualification with a further two years of study to give a sound knowledge base.



# Our customers are at the heart of what we do

2,240 people took part in our patient survey across 51 services



99% said their health professional treated them with care and concern

99% were satisfied with the trustworthiness of the person they saw



98% were satisfied with the standard of care and support

97% felt that their clinicians involved them in decisions about their care



97% were satisfied with their overall experience of the service



## Jean Bishop Integrated Care Centre

CHCP teams supported development of the brand-new Integrated Care Centre (for our service to start seeing patients in May 2018) to make sure the building was fully equipped and fully functioning.

We are continuing to develop plans for where we work in the East Riding to make our services as efficient and effective as possible.







## Differently Abled event

Over 800 people visited the first Differently Abled event, hosted by our Wellbeing Service and Carers' Information and Support Service, accessing 85 services for people with a learning disability or autism.

**"The atmosphere was buzzing. Lots of information and friendly people were there to talk to!"**

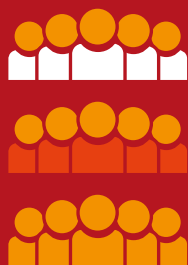
**"Knowledge and skills of the huge number of stalls and organisations were very impressive."**

## Friends and Family Test

15,431 

responses to our Friends and Family Test

.....



58  
Services

.....



14,512  
said they would  
recommend our  
services to friends  
and family if they  
needed similar  
care or treatment



# you talk. we listen. we do.

We want feedback so we can improve. Here are some examples of changes we've made on the back of responses to the Friends and Family Test:

## You Said

Patients asked for information on the EMA service (termination service) in more languages.

## We Did

We translated our patient information into four different languages.

## You Said

Patients asked to be updated on what clinics are running and if they are to time in all our waiting rooms, rather than just the main one.

## We Did

We put white boards in all sub waiting rooms as well as main ones.

## You Said

Patients at City Health Dental in Beverley asked for music to calm them down.

## We Did

We put radios in each surgery.



### You Said

In HMP Humber, patients said the chairs in the waiting room were uncomfortable.

### We Did

We fitted new, more comfortable furniture.

### You Said

Patients in HMP Humber said they had to wait a long time before being taken back to their wings after appointments.

### We Did

Prison officers are now allocated to take prisoners back to their wing once their appointment is finished.

### You Said

Some younger patients said our sexual health website was confusing.

### We Did

We held young people's focus groups and significantly altered our web information based on their comments and recommendations.

**"Nice smiley faces and kind words from reception staff, great nursing staff a local treatment room without having to travel too far as that is difficult for me, too many changes of bus. Nothing to improve, keep it up."**

Treatment Rooms



# A place where people love to work

Results from our latest annual colleague survey

22%

think managers  
are visible  
within the  
organisation

1,393

people from  
outside CHCP  
received training  
from our teams

573

people joined  
us in April 2017  
with East Riding  
Community  
Services

70%

response rate  
to colleague  
survey

92%

feel their role  
makes a difference  
to patients  
(up 7% on last year)

2,045

colleagues

88%

say people  
they work with  
treat them with  
respect

10.38%

turnover  
rate

23

newly-qualified  
nurses recruited  
to start  
September 2018

209

left CHCP

96%

know how  
to raise a  
concern

929

people joined  
CHCP

7,378

colleagues  
attended in-house  
training courses  
(not statutory or  
mandatory)

4.54%

sickness  
rate

3%

have witnessed  
or experienced  
discrimination

90%

would recommend  
CHCP to their  
friends and family  
if they needed care  
or treatment



## Celebrating excellence

Our staff awards showcase the innovation, passion, dedication and commitment within CHCP. The judges received 155 nominations across 9 categories.

"I have only been with the company since last August and from day one I have enjoyed coming to work, the people are very friendly and helpful. I feel this role has good opportunities for progression."



"I have had a really positive experience working for CHCP, the company has invested in me and I have managed to progress from a part-time admin assistant to a qualified nurse in less than five years."

"I feel confident working for CHCP that people I work with and meet from other services have a drive to provide the best possible care for patients."



## What our patients say

"It is so wonderful to be treated with such kindness and respect. It has taken many months for me to have the courage to seek help after being dismissed by my previous male GP. I did not feel stupid, felt listened to with compassion and understanding. Thank you."

Women's Health, Conifer



"I would thoroughly recommend this service. The support given by the excellent staff has set me off to continue making progress, lose weight, become healthier and understand my condition better. The service I have received has been excellent."

Cardiac Rehab, Hull



"This is an excellent service ran by excellent staff. Within 2 hours of seeing my GP, I was diagnosed and commenced on treatment for DVT in my right leg by extremely competent and friendly staff. The following day I was given a scan which included my leg and abdomen. I was also given a prescription with full instructions both verbally and written down, and I was greatly put at ease."

Deep Vein Thrombosis



# Financial Statements

## Consolidated Statement of Profit or Loss

	Year ended March 31st	
	2018	2017
Revenue	116,464,228	85,512,931
Cost of Sales	(104,973,098)	(75,137,588)
<b>Gross Profit</b>	<b>11,491,130</b>	<b>10,375,343</b>
Other Operating Income	247,931	178,013
Administration Expenses	(11,129,333)	(8,934,290)
<b>Operating Profit</b>	<b>609,728</b>	<b>1,619,066</b>
Finance Costs	(72,269)	(95,294)
Finance Income	14,395	11,129
<b>Profit Before Income Tax</b>	<b>551,854</b>	<b>1,534,901</b>
Income Tax	(156,745)	(315,959)
<b>Profit for the Year</b>	<b>395,109</b>	<b>1,218,942</b>





# Consolidated Statement of Financial Position

	Year ended March 31st	
	2018	2017
<b>Assets</b>		
<b>Non-Current Assets</b>		
Goodwill	3,033,418	3,084,018
Intangible Assets	827,503	616,891
Property, Plant and Equipment	5,594,678	7,393,209
Investment Property	2,305,965	-
Investments	122,501	122,501
	<b>11,884,065</b>	<b>11,216,619</b>
<b>Current Assets</b>		
Inventories	403,192	380,725
Trade and Other Receivables	15,545,259	11,231,528
Tax Receivable	16	-
Cash and Cash Equivalents	9,725,980	10,894,353
	<b>25,674,447</b>	<b>22,506,606</b>
<b>Total Assets</b>	<b>37,558,512</b>	<b>33,723,225</b>



# Consolidated Statement of Financial Position

(continued)

	Year ended March 31st	
	2018	2017
<b>Equity</b>		
<b>Shareholders Equity</b>		
Called Up Share Capital	1,880	1,084
Revaluation Reserve	381,707	381,707
Non-Distributable Reserves	4,418,982	3,896,284
Other Reserves	1,466,471	1,466,471
Retained Earnings	2,754,221	2,881,810
<b>Total Equity</b>	<b>9,023,261</b>	<b>8,627,356</b>
<b>Liabilities</b>		
<b>Non-Current Liabilities</b>		
Financial Liabilities - Interest Bearing Loans	1,466,666	2,034,717
Deferred Tax	133,166	161,730
	<b>1,599,832</b>	<b>2,196,447</b>
<b>Current Liabilities</b>		
Trade and Other Payables	26,579,939	20,697,313
Financial Liabilities	233,333	2,093,533
Tax Payable	122,147	108,576
	<b>26,935,419</b>	<b>22,899,422</b>
<b>Total Liabilities</b>	<b>28,535,251</b>	<b>25,095,869</b>
<b>Total Equity and Liabilities</b>	<b>37,558,512</b>	<b>33,723,225</b>

# Extract from Consolidated Financial Statements for the year ended 31st March 2018

Report of the Independent Auditors to the members of City Health Care Partnership CIC.

We have examined the Extracted Consolidated Financial Statements, which comprise 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 the Companies Act 2006 and the regulations made thereunder.

We conducted our work in accordance with applicable law and International Standards on Auditing (UK and Ireland) and which comply with the Auditing Practices Board's Ethical Standards for Auditors. Our report on the company's full annual financial statements describes the basis of our opinion on those financial statements.

## **Opinion**

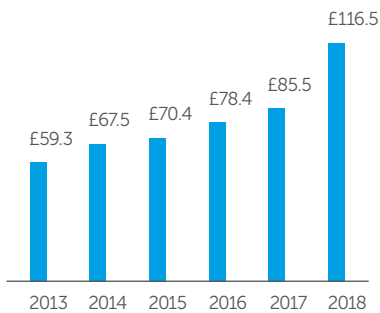
In our opinion the Extracted Consolidated Financial Statement is consistent with the full annual financial statements of City Health Care Partnership CIC for the year ended 31st March 2018 and complies with the Companies Act, and the regulations made thereunder.

# Financial Indicators

## Revenue

**£116.5m**

(2017 - £85.5m)



### How is this calculated?

Revenue is the total of all income streams into the group, regardless of the source. This figure includes all the contractual and non-contractual income that the group receives.

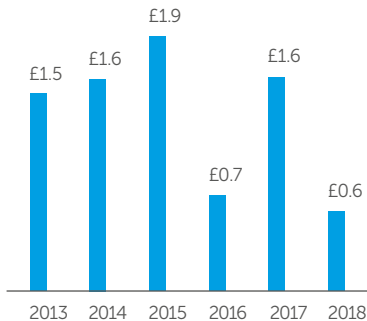
### Performance

The revenue of the group has continued to grow year on year through both organic contract growth and acquisition of specific targets. The increase in revenue this year is due to the commencement of the £27m contract to deliver community healthcare in the East Riding.

## Operating Profit

**£0.6m**

(2017 - £1.6m)



### How is this calculated?

Operating profit is the net effect of all income into the group less the cost of generating that income. Operating profit is stated prior to financing costs and taxation.

### Performance

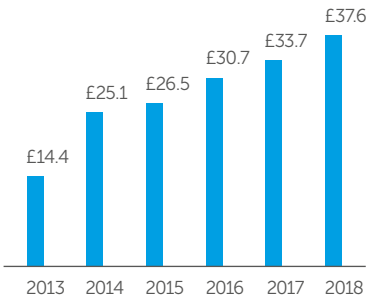
This year's operating profits, though not as high as in previous years, were in line with expectations following successful mobilisation of the organisation's largest contract within the East Riding.

# Financial Indicators

## Total Assets

£37.6m

(2017 - £33.7m)



### How is this calculated?

Total Assets takes into account all assets of the group. These include all plant, equipment, property and goodwill along with amounts owed to the group by its customers and cash held within the group.

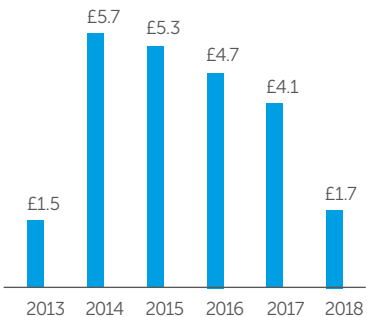
### Performance

The organisation has continued its planned cash investment in IT infrastructure to develop, modernise and lean its services.

## Total Borrowings

£1.7m

(2017 - £4.1m)



### How is this calculated?

Total borrowings is the amount outstanding in respect of all the financing of the group regardless of when due.

### Performance

The reduction in borrowings is due to the repayment of cash-backed loans which is a positive reflection of the Group's financial strength.

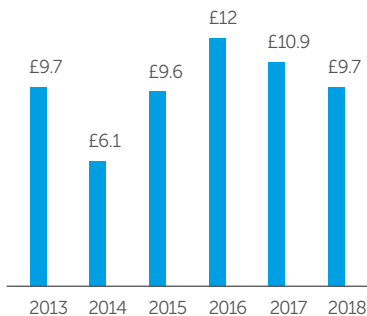


# Financial Indicators

## Cash and Cash Equivalents

**£9.7m**

(2017 - £10.9m)



## How is this calculated?

Cash and cash equivalents is the total of all cash regardless of how held. This includes all petty cash held locally, long-term deposits and short term available cash.

## Performance

The Group continued to generate cash from operating activities on a day to day basis. The reduction in the year to March 2018 is due to the repayment of cash-backed loans and continued investment in IT infrastructure.



## Annual Report 2017/18

City Health Care Partnership CIC

5 Beacon Way, Hull, HU3 4AE  
[www.chcpic.org.uk](http://www.chcpic.org.uk)