

Healthwatch Worcestershire
Public Board Meeting, Friday 8 September 2017
Sacred Heart Church, Worcester Road, Droitwich

Minutes

1. Attendance

- **Directors:**
Peter Pinfield [Chair]
Martin Gallagher
Jo Ringshall
Jane Stanley
John Taylor

Also in Attendance

- **Co-opted Members:**
Anne Duddington
Ray Eades
Kiran Mhudar
Barbara Pugh

[NB The Co-opted members attend the Public Board Meeting as non-voting participants]

- Simon Adams [Chief Operating Officer and Company Secretary]

2. Declarations of Interest

No additional declarations of interest

3. Minutes of the Public Board Meeting on 24 March 2017

The Directors agreed the minutes of the Public Board Meeting on 24 March 2017.

4. Minutes of the Public Board meeting on 29 June 2017, and Matters Arising

The Directors agreed the minutes of the Public Board Meeting on 29 June 2017.

Matters Arising:

- **'Care in the Corridor at Worcestershire Royal Hospital' report**
SA reported that the 'Care in the Corridor' report had been received by Worcestershire Acute Hospitals NHS Trust and that the Trust's Chief Executive had confirmed that an action plan had been put in place to respond to the recommendations in the report.
- **'Going to the Doctors' report**
SA reported that the 'Going to the Doctors Report had been received by Worcestershire's CCGs who had responded with a commitment to incorporate the recommendations into future commissioning of GP services.

○ **Childrens Services**

SA reported that he and JS had met with a representative of the Director of Children, Families and Communities Directorate of Worcestershire County Council to discuss:

- Publication of key performance indicators which would enable the public to monitor the standard of services provided by Childrens Services, and
- How Healthwatch Worcestershire could be involved so as to have oversight of the plans to improve Childrens Services.

However little progress had been made and therefore PP and SA had raised the issue in a meeting with the Councils interim Chief Executive who had arranged for Asst Director Needham to meet with Healthwatch representative.

5. Quality Accounts

The Directors and Co-opted Members agreed retrospectively the responses to the 2016/17 Quality Accounts for the following organisations which had been submitted by Healthwatch Worcestershire within the statutory deadlines:

- Worcestershire Health and Care NHS Trust
- Worcestershire Acute Hospitals NHS Trust
- West Midlands Ambulance Service NHS Foundation Trust
- Primrose Hospice, Bromsgrove
- St Richards Hospice, Worcester

6. CQC - The Next Phase of Regulation

The Directors and Co-opted Members agreed retrospectively the response to the consultation on the 'Next Phase of Regulation'. PP thanked the 'Experts by Experience' of the Reference and Engagement Group who had contributed to the response.

7. Review of NHS Pharmacy Regulations

The Directors noted the response to Healthwatch England's call for information to support a response to the NHS England consultation on Pharmacy Regulations

8. Safeguarding Vulnerable Adults

It was noted that SA and JT had met with the Chair and manager of Worcestershire Adult Safeguarding Board to discuss the safeguarding of vulnerable homeless adults in view of the Chair's decision not to hold a Safeguarding Adult Review of the Cardon Banfield case.

SA reported that the Chair had reiterated her view that the criteria for a Review had not been met in that case, but had suggested that Worcester City Council could undertake a review under guidance published by Homeless Housing Link.

SA and JS to consider next steps in relation to assuring local people that vulnerable homeless adults were being adequately safeguarded.

Action: SA and JT

9. Public Participation

Question 1:

A member of the public made a statement on the next phase of the Sustainability and Transformation Partnership (STP) developments in Worcestershire & Herefordshire. Whilst welcoming the bringing of Social Care and Health Services together it is very important that the new Partnerships structures works for patients. The member of the public encouraged Healthwatch Worcestershire to push to ensure that the patient's voice is communicated and heard at all stages of development.

SA responded that Healthwatch were more involved in this next phase and in addition the voice of carers was being represented at the Building Healthy Partnership meeting where the question was posed, "What does STP mean to an individual patient".

Question 2:

A member of the public asked about developments in Social Care and expressed concern about staffing levels across the county.

SA responded that Healthwatch Worcestershire was currently undertaking research locally to capture people's experiences of the new 3 Conversation model which has recently been introduced in the County.

PP said that the Lead Member for Adult Social Care Councillor Adrian Hardman should be invited to a future Healthwatch Board Meeting where the issues raised could be further discussed.

10. Update on Business Priorities

SA gave a verbal update on a range of this year's business priorities including Autism and NHS 111 services, for which the surveys are ongoing and final reports will be published at the end of the year. Healthwatch is also currently focussing on specific areas of the Business Plan including , the emerging next phase of STP (as discussed earlier) and monitoring performance of Worcestershire CCG'S and Urgent Care. Details of all our work can be found on the Healthwatch Worcestershire website; www.healthwatchworcestershire.co.uk

11. Any Other Business

Ray Eades raised an issue for information about changes to how referrals are made by GP's directly to hospitals.