

**Healthwatch Worcestershire**  
Public Board Meeting  
Friday 9 February 2018 10.00-12.30  
Civic Centre, Queen Elizabeth Drive,

## Minutes

### 1. Attendance

- **Directors**  
Jo Ringshall - Vice Chair  
Jane Stanley  
Martin Gallagher
- **Co-opted Members**  
Anne Duddington  
Barbara Pugh
- **Also in Attendance**  
Simon Adams - Chief Operating Officer and Company Secretary  
Morag Edmondson - Engagement Officer
- **Apologies**  
Peter Pinfield - Director and Chair of HWW  
John Taylor - Director  
Ray Eades - Co-opted member  
David Saunders - Co-opted member  
Kiran Mudhar - Co-opted member

[NB Co-opted Members attend the Public Board meeting as non-voting participants]

### 2. Appointment of Chair for the meeting in the absence of PP

The Directors unanimously agreed that JR should chair the meeting in the absence of PP

### 3. Declarations of Interest

No further declarations of interest

### 4. Minutes of the Public Board Meeting on 12 January 2018 [Appendix 1], and Matters Arising:

The Directors unanimously agreed the minutes of the Public Board meeting on 12 January 2018.

#### **Matters Arising:**

- **Safeguarding Adults in Worcestershire**  
SA reported that he and John Taylor had met the new Chair of the Worcestershire Adult Safeguarding Board and the Board Manager on 15 January 2018 to discuss the Cardon Banfield case, and the following issues arising from it:
  - Rationale for the decision not to hold a Safeguarding Adult Review [SAR].
  - Awareness of Safeguarding policy/procedure in relation to the unmet care and support needs of homeless adults in the county.

- Cross-border co-operation
- Information that was available in relation to the deceased.

SA reported that he was to agree a note of the meeting with the Board Manager and would present it at a future Board meeting for publication. Noted that the new ASB Chair had not reopened the decision not to hold a SAR, maintaining that the criteria for a SAR had not been met. However, Board Manager had confirmed that Worcester City Council had decided to undertake an inquiry under the Homelessness Housing Link Guidance.

Following discussion involving co-opted members and the public in attendance the Directors agreed to write to Worcester City Council explaining Healthwatch Worcestershire's interest, requesting terms of reference for the inquiry, and expressing a view that the report should be published.

**Action: SA ref note of meeting with ASB Chair and Manager, and letter to Worcester City Council.**

- **Proposals for the involvement of Lay Members in the new governance arrangements of Worcestershire's Clinical Commissioning Groups**

The Board discussed the presentation made by Simon Trickett [ST], Accountable Officer of Worcestershire's CCGs, at the Board meeting on 12 January 2018 noting commitments made by him in relation to the conduct of CCG Governing Body meetings.

Reflecting on the proposals for changes to lay Board membership the Board discussed a number of issues as to how representation of potentially diverse views from Worcestershire's communities would be presented by a single lay member.

The Directors agreed to write to ST in confirmation of those commitments and other issues in relation to future arrangements for public and patient involvement by the CCGs.

**Action: JR to draft and forward letter to ST.**

- **Healthwatch Worcestershire's submission to the Parliamentary Health Select Committee's inquiry into Sustainability & Transformation Partnerships.**

SA reported that the joint submission by Healthwatch Worcestershire and Healthwatch Herefordshire had been shared with the Board and submitted to the Health Select Committee. However, the Health Select Committee rules required that the submission could not be published without the consent of the Committee, which he had had applied for.

## **5. Youthcomm Radio [Appendix 2]**

Muff Murfin briefed the Board on YouthComm Radio and the opportunities it presented to promote awareness of Healthwatch Worcestershire across Worcestershire to a multi-generational audience.

SA highlighted the potential to develop signposting messages, gathering patient/service user/carer experience with promotional content eg promoting Healthwatch, promoting NHS111 services and requesting user experience.

The Board discussed the concept and the Directors agreed to develop a partnership with YouthComm Radio based on evaluation of a 3 month pilot. The Directors delegated the responsibility to SA to put the pilot in place and report on it.

**6. Worcestershire County Council: Draft 2018/19 Budget for Adult Services and Public Health**

**Cllr J Smith OBE, Cabinet Member with Responsibility for Health and Wellbeing, Worcestershire County Council**

[Worcestershire County Council draft budget 2017/18](#)

The Board noted Cllr Smith's apologies due to an unforeseen commitment in his role as a Cabinet Member.

PP reported that he had attended the Councils draft budget public consultation meeting for voluntary sector organisations.

**7. CCG 360° Stakeholder Survey [Appendix 3]**

The Board discussed a response to the annual CCG 360° Stakeholder Survey, noting that one survey was being carried out for the 3 CCGs and that therefore a compilation response would need to be prepared.

Following discussion with the co-opted members the Directors agreed to delegate the responsibility to PP, JR and JS to meet and submit a response to the survey.

BP raised the issue of NHS111 operators having the skills to support enquiries from patients with a Learning Disability.

It was noted that the patient representative on the regional NHS 111 Board was a Worcestershire resident.

**Action: JR to co-ordinate and a response to the survey**

**8. NHS 111 Report [Appendix 4]**

JS presented the draft NHS 111 report and recommendations. The Directors considered the report with the co-opted members and agreed to approve it subject to finalisation which was delegated to JS.

**Action: JS to finalise report**

**9. Care Quality Commission consultation 3 - Next Phase of Regulation Independent healthcare [Appendix 5]**

SA briefed the Board on the consultation and the Directors agreed to submit a response. The directors delegated the responsibility to SA to draft and submit a response in consultation with the Board and the Reference & Engagement Group.

**Action: SA to prepare a response.**

**10. NICE consultation - Guidelines for 'Community Pharmacy to promote Health and Wellbeing [Appendix 6]**

SA briefed the Board on the consultation and the Directors agreed to submit a response. The directors delegated the responsibility to SA to draft and submit a

response in consultation with the Board and the Reference & Engagement Group if appropriate.

**Action: SA to consider response**

**11. HWW Business Priorities Update [Appendix 7]**

SA reported on progress against the business priorities.

**12. Public Participation**

- **Deaf Direct**

CEO Andrew Stevenson reported that the draft 2018/19 budget of Worcestershire County Council will put pressure on services Deaf Direct organisation provide for the deaf community.

- **Restriction on sale of products with high sugar content in NHS shops**

Cllr Frances Smith [Wychavon DC] and SA briefed the Board on the implications of the restrictions NHSE were placing on the sale of products with high sugar content from shops in hospitals and the inconsistencies in its application eg products banned in shops available for purchase in hospital restaurants.