

Public Board Meeting

Thursday 30 November 2023

10.00 – 12.00 by tele/video conference

Minutes

Item	Title	Enc	Who
1	<p>Attendance</p> <p>Directors: Jo Ringshall – Chair (JR) Martin Gallagher (MG) John Taylor (JT) Chris Byrne (CB) Debbie Lamont (DL) Simon Adams – Managing Director (SA)</p> <p>Co-opted Board Members: St Pauls Hostel represented by Jonathan Sutton (JS) Sandycroft represented by Lee McKenzie (LM) Young Solutions represented by Pete Sugg (PS) David Saunders – Volunteer (DS)</p> <p>Apologies – Families in Partnership</p> <p>[NB the Co-opted Members attend the Board Meeting as non-voting participants]</p>		JR
2	<p>Declaration of Interests</p> <p>PS declared his role as Chair of Worcestershire VCSE Alliance’s management group, and that Young Solutions is in receipt of funding from Worcestershire County Council</p>		JR
3	<p>The Fuller stocktake report: Next Steps for Integrating Primary Care.</p> <p>Lynda Dando, the Director, Primary care, Transformation and Delegated Commissioning and Hollie Hastings, the Primary Care Networks Director of Strategy & Partnerships Worcester, both of NHS Herefordshire & Worcestershire made a presentation and took questions on the implementation of the Fuller stocktake report in Worcestershire.</p> <p>The Fuller stocktake report, ‘Next Steps for Integrating Primary Care’, was written and</p>	Enc 1	JR

	<p>published by Dr Claire Fuller for NHSE in 2022. The report sets out a new vision for integrated primary care based on developing streamlined access to urgent care for those that need it, more personalised care from a team of professionals for those with complex care needs, and a proactive approach to prevention at greater scale. View the presentation [Enc 1] here: https://www.healthwatchworcestershire.co.uk/wp-content/uploads/2023/11/Enc-1-PBM-30.11.2023-NHS-HW-Fuller-stocktake-report-presentation.pdf</p> <p>The discussion that followed was wide ranging and covered issues including the need to effectively communicate what are often complex strategies and pathways to patients so they can access services, the critical role of care navigators in triaging access to primary care and appropriate training, the role the Voluntary, Community and Social Enterprise Sector can play in supporting the delivery of NHS services and the need to improve communications across the myriad of meetings that exist within the Integrated Care System.</p> <p>In response to the questions that followed the presentation Ms Dando, whilst acknowledging the need to improve patients access to primary care including GPs in Worcestershire, even though Worcestershire benchmarked well against national performance.</p> <p>The presentation and subsequent discussion were recorded and can be viewed here: https://www.youtube.com/watch?v=J9Yloso15zY</p>		
<p>4</p>	<p>Worcestershire Voluntary, Community & Social Enterprise Alliance.</p> <p>Peter Sugg as Chair of the Worcestershire VCSE Alliance made a presentation, introducing the Board to the Alliance and the opportunities that that existed for the VCSE in delivering publicly funded health and care services in Worcestershire. View the presentation [Enc 2] here:</p> <p>Following the presentation, the following issues were raised during discussion:</p>	<p>Enc 2</p>	<p>JT</p>

	<ul style="list-style-type: none"> • The need for transparency about the way in which the NHS funded VCSE organisations to deliver services. • The capacity of smaller VCSE organisations to engage with and support the work of Eg Primary care networks and District Collaboratives. • The opportunity for HWW to provide further support to the Alliance in increasing its membership. • Clarity about the VCSE's current role in supporting the delivery of community mental health services and 'piloting' of those services. <p>The Board agreed that several of the discussion points warranted further enquiry with the NHS and agreed that SA should make enquiries with a view to the appropriate NHS representative being invited to attend a Board future Board meeting to respond to the issues raised about transparency and the current role of the VCSE in delivering community mental health services.</p> <p>The presentation and subsequent discussion were recorded and can be viewed here: https://www.youtube.com/watch?v=J9YIoso15zY</p> <p>Action: SA</p>		
5	<p>Minutes of Public Board Meeting on 27 July 2023 and Matters Arising:</p> <p>The Board considered and the Directors approved the minutes of the Public Board Meeting on 27 July 2023.</p> <p>There were no matters arising other than the Business Plan 2023-25, am main agenda item for this meeting [see item 6 below].</p>	Enc 3	JR
6	<p>HWW Business Plan 2023-2025</p> <p>The Board noted that the Directors had agreed Version1 of HWW's Business Plan 2023-2025 at the PBM on 27.07.2023 whilst delegating the responsibility to finalise to SA.</p> <p>SA reported that the process to finalise it had involved further engagement with each of the Directors as a consequence of which the Board</p>	Enc 4	SA

	<p>were invited to consider the following matters for inclusion in the Business Plan 2023-2025</p> <ul style="list-style-type: none"> • The inclusion of the following service evaluation projects: <ul style="list-style-type: none"> ○ Improving the experience of Adult Social Care ○ Adult Inpatient Mental Health Services – patient evaluation of services. ○ Evaluating the progress of Primary Care in tackling Health Inequalities ○ Understand the service user experience of the Educational Health and Care Needs Assessment • The inclusion of Sections relating to providing Advice & Information, the Co-production and Quality/Safety of services across the Integrated Care System, Organisational Development projects and the relationship with Healthwatch England. <p>Following consideration of the above matters by the Board the Directors approved their inclusion in a version 2 of the Business Plan.</p>		
7	<p>Business Plan 2023-2025 Progress Report</p> <ul style="list-style-type: none"> • Improving the Experience of Adult Social Care <p>The Directors gave retrospective approval to HWW's letter of comment to WCC on the Council's Adult Social Care Strategy – Building Together to Live a Good Life 2003-2008 To note HWW's work on Worcestershire County Council's [WCC] Prevention and Early Intervention Strategy 2003-2008 and give retrospective approval to HWW's letter of response to WCC in relation to the strategy. To note and approve HWW's report of feedback on WCC's online Support Needs Checklist and online Self-Assessment form.</p> <ul style="list-style-type: none"> • Public Awareness of Public Health Messaging <p>JR presented a report on HWW's summer engagement project which surveyed the public's awareness of Public Health messaging in Worcestershire. The Directors agreed the report in principle and delegated responsibility to SA to finalise and publish it.</p> <p>Action: SA</p>	<p>Enc 5</p> <p>Enc 6</p> <p>Enc 7 Enc 8</p>	<p>JT</p> <p>JR</p>

	<ul style="list-style-type: none"> • Cancer screening – Patients access to, and experience of NHSE’s ‘Informed Choice’ PSA screening service for prostate cancer. <p>The Board noted that HWW has started the project by collaborating with the Kidderminster & Worcestershire Prostate Cancer Support Group [KWPCSG] in surveying attendees at KWPCSG events about their access to, and experience of NHSE’s ‘Informed Choice’ PSA screening service for prostate cancer.</p> <p>CB reported on the early results of the project drawing attention to what appeared to be unwarranted variation in patients access to the ‘Informed Choice’ PSA screening service and as a consequence made the following interim project recommendations:</p> <p>Recommendation 1</p> <p>To write to the GP Practices in Worcestershire with a request for assurance that the Practice is complying with the NHSE policy on PSA testing and prostate cancer.</p> <p>The recommendation was supported by the Board and agreed by the Directors.</p> <p>Action: DB</p> <p>Recommendation 2</p> <p>To inform the CEO of NHS Herefordshire & Worcestershire of the survey results to date and HWW’s concerns about the apparent unwarranted variation in access to PSA testing in Worcestershire.</p> <p>The recommendation was supported by the Board and agreed by the Directors.</p> <p>Action: CB</p> <ul style="list-style-type: none"> • Hospital Discharge <p>The Board noted and the Directors retrospectively approved HWW’s letter to the CEO of Worcestershire Acute Hospitals NHS Trust requiring an update on progress in the development and implementation of the Trusts hospital discharge policy.</p> <p>Action: JR</p>	Enc 9	CB
	<p>8</p> <p>HWW Social Value Report 2022-2023</p> <p>The Board considered and the Directors approved HWW’s Social Value Report 2022-2023 [a Social Value Report is an annual contractual requirement of Worcestershire County Council].</p>	Enc 13	JR
	<p>8</p> <p>HWW Social Value Report 2022-2023</p> <p>The Board considered and the Directors approved HWW’s Social Value Report 2022-2023 [a Social Value Report is an annual contractual requirement of Worcestershire County Council].</p>	Enc10	SA

9	HWW Performance Monitoring Report Q1 & Q2 [April – September] 2023-2024 The Board considered and the Directors agreed HWW's Performance Monitoring Report for Q1 & Q2 [April – September] 2023-2024	Enc11 & 12	SA
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