

Public Board Meeting

10:00 – 12:20 Thursday 30 January 2025

Online

Draft Minutes v0.2

Item	Title	Enc	Who
1.	<p>Attendance</p> <p>HWW Directors: Jo Ringshall (JR) – Chair, John Taylor (JT), Chris Byrne (CB), Debbie Lamont (DL)</p> <p>Co-opted board members: Parent Carer's Forum represented by Hazel Shaw (HS), Sandycroft represented by Lee McKenzie (LM) [NB the Co-opted Members attend the Board Meeting as non-voting participants]</p> <p>Also present - HWW employees: Margaret Reilly (MR), Vicky Walsh (VW), Paul Hopkins (PH)</p> <p>Apologies: Simon Adams, Don Beckett, Erica Burlace (St. Paul's Hostel), David Saunders, Suzy James</p>		<p>JR</p> <p>JR</p>
2.	Declaration of Interests - none		JR
3.	<p>Response to the CQC report on urgent and emergency services at Worcestershire Royal Hospital</p> <p>Stephen Collman, Managing Director, Worcestershire Acute Hospitals NHS Trust, provided an update on the current position and actions being taken. It was acknowledged that there are issues with urgent and emergency care at WRH mainly caused by overcrowding in the department. Acknowledged that the patient experience was not what it should be.</p> <p>There are three themes to the work being done:</p> <p>Demand: there has been a significant increase in attendance. Working with the ICB/Primary Care/WMAS/ H&CT to ensure patients are seen in the right place there are various measures in place including 'Single Point Of Access' (a telephone triage line for professional including NHS 111 to direct patients to best place/ Call before Convey and "pitstop" use of ACP's on ambulance arrivals to ensure that patients are directed to the right place.</p> <p>The Alex mainly manages its own ED patients well but when the WRH site is very busy flow is directed to the Alex which can cause problems there.</p>		JR

	<p>Level of occupancy: running at very high levels of occupancy the main issues are General Medicine(GM)/Frailty, and Trauma.</p> <p>GM/Frailty patients represent 20% of patients through the door but 60% of the bed base. Focussing on more GM specialist wards and investment in the team. Frailty Assessment Unit/SDEC which has the potential to avoid/decrease length of stay for these patients.</p> <p>Trauma especially Fractured neck of femur (FNOF) – potential to move these patients who no longer require orthopaedic input back to the community hospitals earlier – pilot being run at POWCH & Malvern</p> <p>ED Processes : focussing on what needs to be done in ED. Ensuring correct WF in place including senior decision makers. Reviewing both sites to look at what should be where including potential development of a Paediatric Assessment Unit. Need to not expand the Acute offer but develop the community pathways.</p> <p>It was stated that the efforts were not being concentrated on targets but rather the processes and resources (which would enable the targets to take care of themselves).</p> <p>Stephen Collman also took questions relating to:</p> <ul style="list-style-type: none"> • Same Day Emergency Care capacity (SDEC). Response – it seems to be working ok and it is a better experience for patients. • Access to learning disability services. Response - looking to expand services and drive forward uptake of Oliver McGowan training (Stephen committed to providing current uptake figures). • Issues with accurate application of DNAR Orders. Response - aware of the issue and currently auditing and seeking to address. • The issue of poorly completed Respect forms being submitted to care homes when people being transferred, an offer was made to submit examples. Response - Stephen accepted the offer. <p>Stephen closed by thanking HWW for the invitation and stating that he wishes to increase outward facing engagement.</p> <p>View the presentation at https://youtu.be/oyFTjmOdTx0?si=4yTCGxYBH6oxU-l0</p>		
4.	<p>Council Funded Residential Care</p> <p>A presentation titled “Council’s approach to self- funding residents and residents reaching the financial threshold” was given by Ben Ngundu - Head of Service – Area teams, People Directorate, Worcestershire County Council (see separate document / for content).</p>	Enc 6	JT

	<p>Additional information was provided by Alicia Richards - Lead Commissioner - Quality Assurance Compliance & Care Homes, Worcestershire County Council.</p> <p>Alicia advised that WCC are meeting the national objective and that anyone in this position should engage with the Council as early as possible and refer to their directory of providers.</p> <p>Regarding the commissioning process, Alicia advised that there are 131 older person care homes in Worcestershire and all have contracts with WCC. Rates had previously been agreed on an ad hoc basis but there is now a Dynamic Purchasing System (DPS) in place with agreed, capped rates, currently 68 providers are on the DPS. Providers are checked, evaluated and where necessary, measures put in place to improve services. WCC have monthly meetings with the CQC. It was further stated that WCC fund 42% of placements in Worcestershire.</p> <p>Alicia and Ben responded to questions relating to:</p> <ul style="list-style-type: none"> • The number of people that go through the process each year. Response – Ben committed to provide the figure after the meeting. • Provision of plain English / alternative methods of communication. Response – agreed to look into options on communication and to consider amending the website to reflect the customer journey discussed today. • Provision of advocates where appropriate. Response – advocates can be arranged. <p>Alicia offered to make a full presentation at a future meeting in relation to the commissioning process, JR accepted the offer.</p> <p>View the presentation at https://youtu.be/fz1ZFLrlq0?si=WD3_o9hckfl0WfvV</p>		
5.	<p>Minutes of Public Board Meeting on 28 November 2024 and Matters Arising:</p> <p>The Board considered and the Directors approved the draft minutes of the PBM held on 28 November 2024.</p> <ul style="list-style-type: none"> • NHS Accessible Information Standard JR confirmed that HWW have written to the ICB twice since initial engagement. We have however received a letter from the Kidderminster Macular Support Group and additional feedback confirming that nothing has yet changed. It was confirmed that JR and MR made a presentation on the issue at the Worcestershire Place Partnership meeting of 16.1.2025 which generated a positive response and reaction and that further engagement and presentations 	Enc 1	<p>JR</p> <p>JR</p>

	are being planned. The Chief Executive of Worcestershire Sight Concern reiterated the significance of the issue and frustration it causes and offered support and involvement.		
6.	HWW's Business Plan 2023-2025 CB presented a verbal Business Plan progress report including: <ul style="list-style-type: none"> • Mental Health Report – currently being finalised. • EHCP Survey – currently being analysed. • 3 Conversation model project – currently being scoped. • Dementia Report – published in July, JT confirmed that this has been well received and adopted (in full) by the Dementia Programme Board with all recommendations integrated into its' Strategic Action Plan. • Pharmacy Report – published in November. • PSA Cancer Screening – follow-up survey under way. The Worcestershire Prostate Cancer Support Group requested an opportunity to consider / be involved in the survey before publication – CB agreed to engage. • Hospital Discharge – currently collecting feedback and involved in engagement. Other items – Website / social media engagement expansion plans, use of AI being considered, looking to expand the REG.		CB
7.	HWW's Performance Monitoring Reports Q2 [July-September] 2024-25 The performance monitoring report was considered by the Board and approved by the Directors.	Enc 2 & 3a-e	JR
8.	Oliver McGowan Mandatory Training Completion Rates Update – DL confirmed that training is currently being funded by NHS England and that funding will be paid by local ICB's after the March 2025 deadline until September 2025. DL reported that she has been advised that the Code of Conduct is currently a barrier but will continue to challenge the uptake. Public feedback is that experiences continue to be poor.	Enc 4	DL
9.	REG Application for approval – MS Support Group, Redditch (self-support peer group) – the directors considered and approved the application.		MR
10.	Action Log Review Carry forward to the March PBM.	Enc 5	JR
11.	Public Participation - none		JR
12.	AoB - none		JR
	Date of Healthwatch Worcestershire's next Public Board Meeting – Thursday 27 March 2025		JR