

Healthwatch Worcestershire

Notes of Board Meeting in Public

Tuesday 29th September 2015, 6.30pm

Civic Centre, Pershore

1. Attendance and Apologies

Directors

- Peter Pinfield, Chairman
- John Taylor
- Jo Ringshall
- Martin Gallagher
- Isobel Dale

Officers

- Simon Adams, Chief Operating Officers
- Morag Edmondson - Engagement Officer

Co-Opted Board Members

- Barbara Pugh

Apologies

- Sylvia Dyke, Ray Eades, Anne Duddington

Members of the public present - 14

2. Declarations of interest

Barbara Pugh - Chair of Elmer Lodge PPG

3. Chairman's Announcements - Peter Pinfield

4. Public Participation

We received comments and questions from representatives of Betrayed by their Trust in relation to issues and complaints they have raised with Worcestershire Health and Care Trust and Worcestershire Acute Hospital Trust.

- PP and SA said that as the issues were mainly raised by staff, we would welcome any feedback directly from patients and carers they are in contact with.
- We cannot respond to concerns from staff, however we have raised the issue with Healthwatch England of the effectiveness of CQC Whistleblowing Policy.

We received a question from a representative of the Youth Cabinet about how young people can access mental health services and how HWW can help them.

- HWW is currently carrying out a CAMHS survey and we welcome any feedback as we are aware there is an issue with access and waiting times for CAMHS. PP said that there needs to be a greater focus on prevention. This is an issue HWW will be working on.

Following from this discussion a number of people expressed concerns about the provision of out of hours crisis care for mental health in Worcestershire.

- HWW are currently carrying out a survey to capture experiences of mental health services. We are also contributing to the Crisis Concordat and feeding into the development of new model for mental health services.

A concern was raised about a recent incident in which a stroke patient was taken by Ambulance from Kidderminster to The Alexandra Hospital, as there was not sufficient capacity at the Worcestershire Royal.

- Mari Gay from Worcestershire Acute Hospital Trust responded to this, saying that this would not be normal procedure as stroke patients should go to the Worcestershire Royal and she would look into this.
- *Following the meeting Mari told us that she had looked into this and the patient had been taken to the Alexandra Hospital and that although this was not normal procedure their condition had not been affected in any way as a result.*

A question was asked about how HWW and the public can monitor safety in hospitals through unannounced visits.

- Explained the role of HWW and CQC in respect of this. Each CCG has groups involving members of the public in hospital visits and this is something people can get involved with.

5. Update on Worcestershire Acute Hospital Trust

Mari Gay came to give an update. The Acute Service Review is currently being reviewed by the Clinical Senate. There have been changes to the senior leadership in the Trust and they will be addressing the issues around urgent care and capacity which led to the Quality Summit. They are currently awaiting the outcome of their CQC Report. However they have identified areas for improvement and Mari's role will be to lead the standardisation of excellent care across all wards. They have a ten point plan to improve urgent care and patient flow. Details of the plan can be found on the Trust's website.

There was a discussion with those present about the recruitment of care staff and other issues impacting on the ability for patients to be discharged from hospital. Questions were also raised about recruitment of staff to the Acute Trust and recent bullying report.

PP - asked how the Trust would be preparing for this winter to avoid a repeat of capacity issues. Mari said that a Winter Plan has been signed off, however there is no extra money for winter pressures and staffing will be a challenge. She hopes they will be more resilient this year.

SA - asked about the impact of the new 111 provider on A&E. Could a lack of response result in more people going to A&E. Mari said they would be looking into the impact of the new 111 provider.

Following a discussion about gathering feedback about patient experience of those arriving at hospital by Ambulance, there was a discussion about asking the Ambulance Trust if they are happy to give out HWW leaflets. A member of WMAS staff present suggested the idea of a QR code on the back of the Ambulances linking to website to give feedback about experience. There was also a discussion about how many people are willing to complete Friends and Family tests. Mari disputed a suggestion by someone present that these were completed by staff on some wards.

6. Minutes of Previous Meeting on 16th April 2015

Matters arising - HWW have received a response regarding the concern about a conflict of interest with the CCGs and Co-Commissioning.

Minutes from the previous meeting were agreed.

7. HWW reports for decision:

- **Young People's GP Survey Report**

An outline of the findings and recommendations from the report were discussed. It was agreed that the report would be circulated to all GPs, CCGs, LMC and nationally to Healthwatch England.

- **Wolverley Surgery Dispensing List Review**

A report has been written outlining concerns raised by patients about changes to dispensing at Wolverley Surgery.

9. Chief Operating Officers Report

SA gave an update including business priorities

10. Date of next meeting Friday 27th November 2015