

Healthwatch Worcestershire  
Board Meeting in Public  
22 September, 7pm - 8.30pm  
Malvern Community Hospital, 185 Worcester Road, Malvern, WR14 1EX

## Draft Notes

### 1. Attendance & Apologies

#### Directors

- Peter Pinfield - Chair
- Carol Thompson
- John Taylor
- Jo Ringshall
- Martin Gallagher

#### Officers

- Simon Adams - Chief Operating Officer & Company Secretary
- Felicity Jones - Engagement Officer
- Margaret Reilly - Engagement Officer

#### Apologies received from:

- Isobel Dale
- Anne Duddington
- Susan Fairlea

### Public Participation

The Board meeting was attended by 21 members of the public

### 2. Chairman's announcements & introduction of Co-opted Members

Peter Pinfield introduced Ray Eades, Barbara Pugh, Sylvia Dyke and Judy Adams (standing in for Anne Duddington) as the four Co-opted Members and announced there are still two spaces available.

### 3. Declarations of Interest

Barbara Pugh - Chair of the Alymer Lodge Surgery PPG  
John Taylor - Involvement with the Well Connected Project

### 4. Notes of the Public Board Meeting on 25 June 2014

Minutes of the Board Meeting in Public held on 25 June 2014 were agreed as a correct record by the Directors.

**Action:** Minutes to be published on Healthwatch Worcestershire's website.

**Matters Arising** - Page 1 - SA said a Glossary of Terms is being developed

Page 6 - SA said HWW are enquiring with CCG's into the funding of local hearing aid equipment

Page 7 - SA informed everyone that the confusion around St Peters Surgery has now been resolved.

## 5. Chief Operating Officers Report

SA gave an update on HWW Governance, Signposting and Business Priorities.

**Governance:** increased membership of the Reference and Engagement Group, increase in the number of volunteers and an overview of the Company Membership Scheme. SA also announced that the HWW contract with Worcestershire County Council has been extended until 31<sup>st</sup> March 2016.

**Signposting:** HWW has produced a complaints guide for Health and Social Care services and it is now available on the website. Hard copies will be printed and made available and we are looking into producing an Easy Read version. A HWW will be using a new Customer Relationship Management system from 1<sup>st</sup> October which has been provided by Healthwatch England. This system will improve HWW's information flow to commissioners and providers. HWW has seen an increase in the volume of 'signposting' calls. Issues are very complex and tend to be about the NHS not Social Services with a particularly high number relating to Mental Health Services especially in relation to Primary Care.

### Business Priorities

**Adult Social Care:** Update to be provided later in the meeting

**Sensory Impairment:** Jo Ringshall gave an update on the survey into the services provided by GPs for those with a Hearing Impairment. The REG, volunteers and Deaf Direct contributed to this piece of work. The report is currently being agreed. The final report will be sent to the 3 Clinical Commissioning Groups, all GPs, NHS England and Healthwatch England. It will also be made available on the HWW website.

**Mental Health:** HWW is currently mapping mental health services and pathways with the help of the Health and Care Trust and arranging meetings with GPs in order to understand issues related to primary care services. A task and finish group will be set up.

**General Practice/Primary Care:** Many HWW business priorities are cross cutting and often relate to primary care services. HWW will also be holding two conferences for Patient Participation Groups.

### **Engagement with Young People and Parents of Children and BME**

**communities:** HWW have contracted Worcestershire Council for Voluntary Youth Services to lead and support on the engagement of young people and Age UK Herefordshire and Worcestershire to lead and support on the engagement of BME communities.

**Urgent Care Study:** This is underway and HWW volunteers, Directors and staff are carrying out surveys in all the A&E and Minor Injuries Unit (MIU) facilities in the County.

**Pharmaceutical Needs Assessment (PNA):** HWW has been involved in the working group undertaking the PNA. The draft is out for consultation (use the link in the title for instructions about how to find this) and you are asked to send comments to HWW by 14<sup>th</sup> November so we can make a response based on people's views.

**3 Task and Finish Groups:** Sensory Impairment and Urgent Care Study - HWW have received positive feedback from the members of these groups especially relating to the ability to take part in them 'virtually' as opposed to attending numerous meetings.

**Future of Acute Hospital Services:** Peter Pinfield explained this is a countywide issue not just one affecting Redditch and that Healthwatch Worcestershire supports the best clinical outcomes for patients.

#### **6. Enter and View**

John Taylor explained that enter and view is an engagement tool, not an inspection and introduced the policy. The training contract for enter and view was awarded to Age UK Herefordshire and Worcestershire and the first training courses are planned for October/November. The Board approved the Enter and View Policy and agreed Age UK as the training provider.

#### **7. Well-connected and Co-production**

Peter Pinfield introduced the idea of co-production and how it fits in with the county's Well-connected programme. An exercise was carried out looking at the key principles of co-production and everyone who attended the meeting had an opportunity to feedback about what principles were most important to them as 'consumers'.