

Healthwatch Worcestershire
Board Meeting in Public
25 June 2014, 2.15pm -3.30pm
Sixways, Warriors Way, Worcester WR3 8ZE

Draft Minutes

1. Attendance & Apologies

Directors

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

Officers

- Simon Adams - Chief Operating Officer & Company Secretary
- Kirsty Spencer - Engagement Officer
- Felicity Jones - Engagement Officer
- Margaret Reilly - Engagement Officer
- Anne Taylor - Business Support Officer
- Louise Handy - Administrator

Apologies received from:

- Isobel Dale

Public Participation

The Board meeting was attended by 18 members of the public

2. Chairman's announcements

Peter Pinfield announced:

- Healthwatch Worcestershire (HWW) Annual Conference (which this Board meeting followed) was very successful, he thanked everyone involved in making it so.
- The Health Parliamentary Select Committee will be visiting Worcestershire on 14th July 2014 to take evidence about Well Connected, a national integration pilot. There will be an evidence in public session at 3.30 p.m. at County Hall
- A recent NHS England Conference on 7 day working was attended by Directors. The ambition is to have this in place for 2016.
- Acute Hospital Services Review - HWW has been asked to attend a governance committee to give a view on patient and public engagement
- A note of the HWW Reference and Engagement Group meeting held on 30th May was tabled

3. Notes of the Public Board Meeting on 6th December 2013

Minutes of the Board Meeting in Public held on 27th March 2014 were agreed as a correct record by the Directors.

Item 5 - Action: A member of the audience requested that a glossary of terms to be posted on the website - this action was carried forward to be completed in due course

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

4. Finance - to approve Accounts for 20 February 2013 -31 March 2014

Simon Adams and Jo Ringshall presented the company accounts, which had been quality assured. Income and Expenditure were noted, as was end of year surplus. The surplus was due to the phased recruitment to the new Healthwatch organisation, and included a one off £50,000 Start Up grant which will not reoccur

HWW are currently negotiating with WCC about whether the contract will be extended to 2015/2016. HWW would want to see 5 to 7 year contracts being awarded to enable business continuity, in the same way that currently applies to private sector contractors. This position will need the support of local people and organisations.

Decision: The Accounts for 20 February 2013 -31 March 2014 were approved by Directors.

5. Annual Report - to approve the Annual Report and agree circulation

The Annual Report had been presented to the Annual Conference that preceded the Board Meeting.

The Report was recommended to be distributed as follows:-

As per HW England requirements:

- NHS England
- Clinical Commissioning Groups (to include S. Birmingham)
- Worcestershire County Council
- Health Overview and Scrutiny Committee
- Healthwatch England
- Care Quality Commission

Additionally the Report will be circulated to:

- All Worcestershire GP practices
- All public libraries
- Hub Customer Contact Centres
- Worcestershire Acute Hospital NHS Trust and Worcestershire Health and Care Trust

It will also be made available on HWW website

Decision: The Directors formally approved the Annual Report

Action: Distribute the Report as set out above

6. Business Priorities

6.1 Engagement with Black and Minority Ethnic Communities

The Directors had agreed the decision to award the contract for Engaging with Black and Minority Ethnic Communities to Age UK Herefordshire and Worcestershire. The contract term is until 31st March 2015 with potential to extend beyond this period. The value will not exceed £20,000.

The Service Specification was brought to the meeting as a relevant decision. The specification was summarised as:

- Definition of client group - UK Census definition with a particular focus on Gypsy and Traveller communities, New communities, women from Asian/Asian British communities and older people aged 50+
- Map existing engagement arrangements and report on effectiveness
- Recruit volunteers, members of the Reference and Engagement Group and those Registered for Information
- Gather experiences of service users; patients and carers
- Identify at least 6 areas of service for increased engagement focus
- Review HWW engagement methods

The following points were raised by participants:

- Mike Vials - Be aware of gender issues - some meetings may need to be women only
- Brian Hunt - Learn from existing work in this field
- Brenda Quinn - Include the Chinese and Polish communities in the work
- David Eastwood - In response to a question Simon Adams clarified that the work will not cover homeless people, but further work on this to be commissioned
- Mike Vials - asked if the work on homelessness cover ex-offenders. Simon Adams responded that this work has yet to be specified

Decision: The Service Specification was agreed and the meeting noted the Directors decision to award the contract to Age UK Hereford & Worcester

6.2 Engagement with the Parents of Children who access service, and Young People

The Directors had agreed the decision to award the contract for Engagement with the Parents of Children who access service, and Young People to Worcester Council for Voluntary Youth Services. The contract term is until 31st March 2015 with potential to extend beyond this period. The value will not exceed £20,000.

The Service Specification was brought to the meeting as a relevant decision. The specification was summarised as:

- Definition of client group - Young people aged 13 years to 19 years, including those from Black and Minority Ethnic Communities; young people with disabilities and complex needs and young people who have been Looked After aged 13 - 25 years, and parents of children aged up to and including 12 years about their children's experience of health and social care services, excluding parents of children from Black and Minority Ethnic Communities.
- Map existing arrangements and report on effectiveness
- Recruit volunteers, members of the Reference and Engagement Group and those Registered for Information
- Experiences of service users; patients and carers
- Identify at least 6 areas of service for increased focus
- Review HWW engagement methods

Carol Thompson identified the following amendments to the Service Specification:

- Page 3 and Page 5 bullet point 2 & 3 - add the wording "who are in receipt of publicly funded health and social care services"
- Purpose - add Young Carers as an area of engagement activity (point 2)
- Definition - extend definition of young people with disabilities to state "and with complex needs" (point 5)

The following points were raised by participants:

- Anne Duddington - ensure the voice of young people with disabilities and complex needs are heard in as many ways as possible, including through parents
- Sue Onions, Our Voice - questions whether some engagement mechanisms are representative of young people with disabilities and complex needs, so will be interested in the evaluation
- Anne Duddington - asked and received clarification that HWW definition of publicly funded services includes those that are paid for through direct payments

Decision: The Specification for the Service was agreed subject to the modifications proposed by Carol Thompson above, and the meeting noted the Directors decision to award the contract to the Worcestershire Council for Voluntary Youth Services

6.3 Improving Adult Care including the use of 'Enter and View'

The Project Plan for the work identified 5 work streams:

1. Raising Awareness of HWW with residents and relatives
2. Raising Awareness of HWW with commissioners and providers
3. Develop Enter and View policy
4. Enter and View Training
5. Programme of Visits, start October/November 2014

Discussion highlighted that:

- Enter and View is NOT an inspection activity rather it should have a clear purpose, and be used to highlight good practice where possible.
- Timescales in the Plan are ambitious
- Work to be undertaken in liaison with WCC and CQC

The following points were raised by participants:

- Brian Hunt & Mike Vials had expressed an interest in the work but were not made aware of the Task and Finish Group
- Lizzie Robertson volunteered to join the Task and Finish Group
- Brian Hunt suggested that Pete Unwin from University of Worcester may be able to assist in the provision of Enter and View training

Decision: The project plan was agreed

Action: Brian Hunt, Mike Vials and Lizzie Robertson to be invited to join the Task and Finish Group

6.4 Urgent Care Study

The project plan for the work identified 6 actions:

1. Research appropriate survey techniques
2. Programme of visits to A&Es/Minor Injury Units
3. Develop Questionnaire
4. Volunteer and staff training
5. Undertake survey - July 2014
6. Report

Discussion highlighted that:

- Acknowledgment and gratitude to Worcester University for their assistance with quality assuring the questions and making sure the work was rigorous
- Meetings are being held with providers to clarify sample size
- Timings of the survey are being clarified
- Training will be provided to those taking part
- The Walk In centre will not be included in the work

The following points were raised by participants:

- David Eastwood's experience as part of the Acute Trust Inspection team is that demand is very varied - ask how often A&E reach Level 4. He later suggested that asking people if they were referred to A&E would be useful e.g. NHS111.
- Liz Robertson - suggested visiting at various times, the Acute Trust Inspection team had not found evidence of A&E being misused by patients. Be aware of confidentiality issues

- Caroline Halton, Macmillan Cancer Support - suggested asking people why they were attending and the outcome sought
- Mervyn Owen - felt that it was unclear for patients under what circumstances A & E was the appropriate provision
- Simon Adams clarified that the research was not addressing medical requirements, but was focused on referral i.e. why visit A&E and not elsewhere and was this suggested as an option

Decision: The project plan was agreed

Action: Task and Finish Group to be established

6.5 Sensory Impairment - Verbal update on progress

Jo Ringshall provided a verbal update on this business priority area:

Sight Impairment:

- Engagement undertaken with sight impaired people
- Sight Concern have highlighted a number of issues including:
 - the lack of clarity in the care pathway for people diagnosed with profound sight loss or blindness and
 - the delay in issue of certificates of visual impairment (which can act as a gateway to other entitlements)

Deafness

- Work has been undertaken with Deaf Direct to look at access by deaf people to GP's and the service provided. This had included a survey that was sent to all GP's, the results of which were being collated. Early analysis showed inconsistency of approach across GP practices. This is in line with national findings
- The outcomes of the work, with recommendations, would be reported back to GP's and HW England
- Peter Pinfield would also take this to the Health and Well Being Board, who are responsible for service commissioning
- It was clarified that sensory impairment, in this context, did not refer to people on the autistic spectrum who may experience sensory overload

The following points were raised by participants:

- David Eastwood had been made aware that N.Staffs CCG was withdrawing funding for low / moderate hearing aids and equipment and asked about the local situation.
- Caroline Halton will pass on details of the Birmingham based Deaf Cancer Care Coordinator

Action: Local situation re. funding for low / moderate hearing aids and equipment to be followed up

7. Enquiry into the Recall of Medicines

HWW had investigated an issue relating to the Medicines and Healthcare Products Regulatory Agency (MHRA) recall of Jext Pen, recalled 9 December 2013.

Enquiries had been undertaken with NHS England Local Area Team and a formal request for information sent to 68 Worcestershire GP Practices. Those that had not responded had been reported as required in the Appendix to the Report.

The enquiry had revealed that the process for medicine recall was unclear and the following recommendations had therefore been made:

- NHS England Local Area Team to amend process
- GP Practices to have in place safe systems to manage recalls
- Escalation to Healthwatch England

The following points were raised by participants:

- Liz Robertson - greater awareness was required of how such pens should be safely stored
- Colin Major, on behalf of St Martin's Gate practice questioned whether St Peters should have been identified as a non-responding practice, as it is a satellite of St Martins Gate, who did respond
- Mervyn Owen suggested this should be escalated to national level, it was clarified that this was HW England's role

Decision - Recommendations were agreed

Action - Clarify the situation in respect of St Peters

8. Chief Operating Officer's verbal report

Reference and Engagement Group - a reminder to organisations to please sign the forms so that they are formally part of the REG, at present lots of organisations are participating on an informal basis

Co-optees on the HWW Board - these will be in place for September 2014. A reminder that co-optees must be Company members

Feedback Centre - this service ratings tool is now live on HWW website, this will be promoted in the near future

Awareness Raising - advertising has been taken out on the sides of buses across Worcestershire, and the team and volunteers will be attending a number of pop up engagement events over the summer months. Volunteers support is invaluable

Signposting - the contractual requirement to provide a signposting service and respond to enquiries within one working day can constrain capacity to be elsewhere

9. Public Participation, by prior notice or with agreement of the Chair

During the public participation the following issues were raised by members of the public:

- Closure of Malvern Hub - raised by Jean Shipley - this was having an impact on older people as the Hub was a local source of information and advice.
- Aquarius - raised by Brian Hunt - drawing attention to this Birmingham based organisations work on alcohol misuse and older people
- Malvern Minor Injuries Unit and University of the Third Age (U3A) - David Eastwood drew attention to these facilities and their relevance to keeping older people independent, active and relieving social isolation

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