

Healthwatch Worcestershire

Board meeting in public

Thursday 27th March, 10:00 - 12:30pm

Trinity Methodist Church, Churchfields, Kidderminster, DY10 2JL

Draft Minutes

1. Attendance & Apologies

Directors

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

Officers

- Simon Adams - Chief Operating Officer & Company Secretary
- Kirsty Spencer - Engagement Officer
- Maggie Collins - Engagement Officer

Apologies received from:

- Judith Adams

2. Chairman's announcements

Peter Pinfield talked about developments that have occurred since the last board meeting in public:

- Healthwatch Worcestershire (HWW) have had a significant involvement in the Council's Future Lives consultation, and attended as many meetings as possible. Worcestershire County Council received many responses and concerns from the public. The outcome to this was extra money was found in the budget for this proposal and an understanding that the Council need to listen to the public.
- The Urgent Care Strategy - HWW put forward the case to extend the consultation deadline and succeeded.
- Acute Services Review - HWW needs to be involved in the engagement to raise the collective voice.
- Integrated care - a change to the model of health and social care, driven by the Government.
- Peter told the group that HWW cannot make an impact alone and the use of volunteers and the REG group is essential.

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

Minutes of the Board Meeting in Public held on 6th December 2013 were agreed by the Directors with small amendment to the made to the Activity Report section 7.

Action: Amendment made and minutes to be published on Healthwatch Worcestershire's website.

4. Relevant Decisions

Simon Adams presented the proposed Relevant Decisions policy and explained it is a regulatory requirement for a formal procedure to exist for decision making within HWW.

- The types of relevant decisions, the procedure for making decisions, the mechanisms for involving lay persons and volunteers and the procedure for dealing with a breach was presented to the group and Directors.
- The exemptions included urgent and sensitive decisions (i.e. safeguarding or confidentiality) and scoping studies.

The Policy was agreed to by Directors and participants of the meeting were invited to make comments or ask questions:

- Mike Vials raised a concern about the bureaucracy of the policy holding up HWW in their ability to carry out work quickly. He suggested this should relate to formal decisions only. Simon Adam explained that this is why the exemptions are present to ensure that any urgent or scoping work can be carried out quickly.
- Anne Duddington commented that decisions should not be driven by capacity.
- John Taylor said regulation has been fulfilled with a structure in place and a comment on confidentiality needs to be included.

5. Chief Officer Report

Organisational report:

- Two new Directors have been appointed since the last board meeting.
- Browsealoud is now available on the website to allow users to have the web text read aloud or translated to another language.
- The Feedback Centre facility on website was discussed. People in the meeting were invited to contribute their comments and thoughts on this.
- The volunteer policy has been approved and Simon Adams thanked all those that had contributed to that process. Interviews have commenced and Simon invited anyone with an interest in volunteering to apply. REG recruitment will be followed up.
- Business Market Intelligence system - waiting on Healthwatch England's system.

Business priorities:

- Simon Adams explained about the work done on the recall of medicines and out of hour's dentistry.
- Engagement - GP's & dentists, Parish Council event, twitter and Facebook discussed.
- Engagement in service redesign and integration - this includes Well Connected, Future Lives, Acute Hospitals Review and Urgent Care Strategy. HWW will be carrying out survey after the urgent care consultation in A&E

and Minor Injuries Unit to understand the reasons why people are choosing to go to A&E for their care.

Action: A member of the audience requested for a glossary of terms to be on website.

6. Draft Annual Business Plan

- The draft business priorities were presented including proposals on contextual advertising on Newsquest websites and advertising on sides of buses. Participants of the meeting were invited to comment on this.
- Emerging business priorities are sensory impairment, access to GP's and their complaint procedure, adult social care (including enter & view), mental health services and engaging with young people and parents of children, minority ethnic groups and people in the areas of highest need.

7. Finance

- The budget to the end of year 2013 was underspent and that has been carried across to the current year.
- Budget for 2014- 2015 - all participants had a copy of the budget at the meeting. Carol Thompson said the budget allows for plans to carry out more activities but there is flexibility if needed. This budget was approved at the meeting by Directors and the audience were invited to make comments and ask questions.

8. Signposting Policy:

- The signposting policy was agreed and approved.

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

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

- The power of Healthwatch, raised by Kathleen Hill - what response can be given to people who question the power that Healthwatch holds? Can HWW be refused entry to an 'enter and view' at a Care Homes? Simon Adams said that a care home can say it is not a convenient time but HWW will visit again and can pass refusal to CQC and Healthwatch England. Kathleen suggested a document on the achievements of HWW and who they are to be available on the website. **Action: Document of FAQ's and HWW achievements to be created.**
- Enter & View, raised by Mike Vials - How many Enter & View visits have HWW carried out, and how are they arranged? Simon Adams advised that Enter & view visits are part of the adult social care priority on the business plan. A policy needs to be written and passed through a task and finish group.
- Children's and young people's services - raised by Anne Duddington - what are the challenges HWW see in the children and young people bill? Isobel

Dale, explained there was a huge amount of work to be done by HWW in children and young people's services and also HWW will be looking into maternity services also.

- Rett Syndrome issues with NHS 111, raised by Andrew Mckinley. As this is a training issue, are HWW going to be involved in the training procedure? Simon Adams said the response would be to ask the provider about their training guidance and procedure.

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