

Healthwatch Worcestershire

Notes of Board Meeting in Public

Thursday 16th April 2015, 10am - 12 noon

Trinity Methodist Church, Churchfields, Kidderminster, DY10 4TD

1. Attendance and Apologies

Directors

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

Officers

- Simon Adams, Chief Operating Officers
- Margaret Reilly, Engagement Officer
- Felicity Jones, Engagement Officer

Co-Opted Board Members

- Sylvia Dyke
- Barbara Pugh
- Anne Duddington
- Ray Eades

Apologies

- Isobel Dale

2. Declarations of interest

There were no declarations of interest

3. Care Quality Commission (CQC) - Inspection of Primary Care

Andy Brand, Inspection Manager

A presentation was given by Andy Brand about the new way in which the CQC inspect Primary Care services.

Primary Care Services - GPs, Out of Hours and Dentists

There are five domains to the inspection - Is the service Safe, Effective, Caring, Responsive and Well-led

There are four ratings for GPs/Hospitals and Care Homes (not Dentists) - Outstanding, Good, Requires Improvement and Inadequate

Gathering patient's views - Talk with patients and carers, use comment cards and liaise with Healthwatch. For example the CQC will use the Healthwatch Worcestershire report 'Access to services for Deaf People'.

Appendix 1

Members of the public were invited to ask questions about the CQC and the inspection of primary care.

4. Public Participation

HWW was asked its position on the Future of Acute Hospitals Review.

Simon Adams said that HWW's priority is that services are safe, the focus is on quality and patients have a voice.

5. Notes of BMiP 18th February 2015

The notes of the BMiP from February 18th 2015 were agreed.

6. Primary Care Co-commissioning

NHS England has set out roles for local Healthwatch involvement but they are not statutory functions.

Simon Adams said there is a perceived conflict of interest within the South Worcestershire CCG with GP's commissioning GP services. HWW has written to South Worcestershire CCG raising this concern and is waiting for a response. Terms of Reference for HWW's involvement with Primary Care Co-Commissioning has been drafted and agreed.

Maggie Collins and Jo Ringshall attend the South Worcestershire meetings.

Margaret Reilly and Felicity Jones attend the Redditch and Bromsgrove and Wyre Forest meetings.

HWW attends the meetings as a non-voting attendee.

7. Co-opted Board Members Terms of Reference

The ToRs were agreed.

There are two Co-opted posts available to represent Young People and the Black, Minority Ethnic Community.

8. Carers Strategy

HWW's response to Worcestershire County Councils Carers Strategy has been sent and is available on the HWW website and hard copy by request.

9. Autism Strategy

HWW's response to Worcestershire County Councils Autism Strategy was agreed. Concerns were raised over the short period of time for the consultation, the reach of the consultation and how experiences and views of children will be captured.

10. Co-Production Survey

Peter Pinfield introduced Co-Production and the Well Connected programme.

Following a HWW survey which received over 700 responses HWW has identified Key Principles and Critical Success Factors for co-production. The next step is to identify what co-production means on three levels; Commissioning, Service design and Individual Care Plans.

HWW will produce a report which will set out expectations of organisations to commit to co-production through their governance arrangements. This will be taken to the Health and Wellbeing Board in September.

11. Worcestershire Acute Hospitals NHS Trust - Quality and Safety

Simon Adams explained that HWW attends the Quality Surveillance Group (QSG) which monitors quality and safety at the Acute Trust to listen to developments and updates and also provides patient feedback and evidence. NHS England, the three Clinical Commissioning Groups, Trust Development Authority, Monitor, Care Quality Commission all attend this group. HWW's contribution to this group led to a Risk Summit where Peter Pinfield represented HWW.

12. Business Priorities 2015/16

Simon Adams gave a brief overview of HWW's business priorities for 2015/16 and the Business Plan for 2015/16 was agreed.

13. Annual Conference

Simon Adams announced the date, time and location of the Annual Conference.

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