

Healthwatch Worcestershire

Board meeting in public

Friday 6th December, 10:00 - 12:30pm

Bromsgrove Methodist Centre, 19 Stratford Road, Bromsgrove, B60 1AS

Draft Minutes

1. Attendance & Apologies

Directors

- Peter Pinfield - Chair
- Carol Thompson
- Isobel Dale
- John Taylor

Officers

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

Apologies received from:

- Judith Adams - Vice Chair, Healthwatch Worcestershire's Reference and Engagement Group
- Councillor Marcus Hart

2. Notes of the Public Board Meeting on 4th October 2013

Minutes of the Board Meeting in Public held on 4th October 2013 were agreed by the Directors without representation from the public. It was agreed by the Board that the minutes covering the public participation section should include the names of the members of the public who raise issues as long as permission is given. Simon Adams also suggested that the minutes from Board Meetings in Public could be made available in libraries.

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

3. 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:

- Stroke Patients, raised by Kathleen Hill - issues relating to the length of time a stroke patient was left waiting in A&E and staffing levels available on wards to look after and monitor stroke patients.
- Care Homes, raised by Alan Mitchell - how do care homes assess the level of staffing they require? Paul Tyler from Sanctuary Care said they should be based on the assessed need of the residents.
- DBS Checks on Carers, raised by Mr Duddington - has been informed that any carers of his son who is disabled that attend hospital appointments with him require DBS checks. John Taylor advised that these checks are not required by law.

- Future Lives Consultation, raised by Anne Duddington - this consultation is very difficult to fill in, is being run over 60 days instead of the usual 90 and over the Christmas period which means less people will be able to fill it in.

4. Governance

Lead Director - Isobel Dale

4.1 Isobel Dale introduced the Reference and Engagement Group Terms of Reference and application process. Directors unanimously approved the documents with the recommendation that a letter explaining the application process and a definition is included.

Action: Felicity Jones to write letter

4.2 Isobel Dale and Simon Adams introduced the Membership Scheme. Directors unanimously approved the Scheme with the recommendation that throughout the document 'he' should be changed to 'they'.

Action: Edit document.

4.3 Simon Adams reported on the progress made with volunteering and details of the event to be held on 16.12.13 which will look at the Volunteer Policy and the roles available.

4.4 Simon Adams explained the Company's financial regulations were approved at the last Directors meeting.

5. Safeguarding

Lead Director - John Taylor

The draft Safeguarding Policies are currently with Worcestershire County Council Safeguarding experts for checking. All Directors agreed that the policies cannot be approved until feedback has been provided by the Council. This will take place at the next Directors meeting.

6. Business Plan Priorities

Lead - Simon Adams

Simon Adams presented the emerging priorities:

- **Sensory Impairment** - issues relating to translation services, waiting lists for Macular Degeneration operations, support pathways for sight loss and funding issues
- **General Practice** - issues regarding accessibility, getting appointments and the complaints process
- **Children's Services**
- **Adult Social Care** - using enter and view as an engagement activity to find about the experiences of people in residential homes
- **Engagement** - C&YP, BAME Groups, Areas of Highest Need
- **Mental Health Services** - Crisis and Dementia

All Directors approved the emerging priorities.

7. Activity report

Verbal reports were given by all Directors.

John Taylor - working on the Safeguarding Policy and Engagement Plan

Carol Thompson - attending the Children's Health Overview and Scrutiny meetings. Carol stressed the importance of the current consultation on Short Break Provision for children with disabilities.

Isobel Dale - attended a number of meetings, South Worcestershire 5 Year Strategy, Wyre Forest CCG Board Meeting and a meeting at Evesham Community Hospital to look at how sub-acute beds might be developed in Community Hospitals.

Peter Pinfield - Gave an update on developments regarding NHS 111 and the Acute Services Review.