

Healthwatch Worcestershire  
Board Meeting 1430 hrs Friday 13 May 2016  
Civic Centre, Queen Elizabeth Drive, Pershore

**Open Session**  
**Minutes**

**1. Attendance**

Directors:

Peter Pinfield [Chair]

Jo Ringshall

John Taylor

Martin Gallagher

Jane Stanley

**Also in attendance:**

- Co-opted Members:
  - Anne Duddington
  - Sylvia Dyke
  - Barbara Pugh
  - Ray Eades
- Simon Adams [Chief Operating Officer & Company Secretary]

**[NB The Co-opted members are invited to attend the open session of the Directors meeting as non-voting participants]**

**2. Declarations of Interest**

Anne Duddington and Sylvia Dyke declared their interest in Worcestershire Parent and Carers' Community.

**3. Minutes of the open session of the Directors meeting on 19 February 2016 and Matters Arising.**

The Directors unanimously agreed the minutes of the open session of the Directors meeting on 19 February 2016

**Matters Arising:**

**3.1 Website**

SA reported on progress with building the new website which should be operational by the Annual Conference.

**3.2 Renewal of Insurances**

SA confirmed that the company insurances had been renewed and reported that he and JR were making enquiries about cyber insurance.

**4. Public Participation**

Four members of the public attended.

A representative of Betrayed By Their Trust reported on progress with 2 cases the organisation is involved in; radiology services at Worcestershire Acute Hospitals NHS Trust and community hospital services provided by Worcestershire Health & Care NHS Trust.

A member of the public volunteered information about her mental health and barriers to accessing services outside Worcestershire and support to do so. The member of the public was invited to discuss the experience with Healthwatch Worcestershire privately.

The Chair of St Martins Gate PPG, Worcester referred to how informative and useful PPGs had found meeting with Healthwatch Worcestershire, and proposed that a further meeting be arranged.

## **5. Governance:**

### **5.1 Performance report Q4 2015/16**

Noted as work in progress.

**Action; SA to complete for June Board meeting**

### **5.2 Financial report Q4 2015/16**

JR presented the financial report [Enc 1] for the period January to March 2016 which the Directors noted.

### **5.3 Business Plan 2016/17**

The Board considered the long list of business priorities set out in the briefing paper [Enc 2], and the Directors agreed to circulate the list to the Reference & Engagement Group for comment before further consideration at the Annual Conference.

### **5.4 Applications for Membership of the Reference & Engagement Group**

The Board considered the following applications for membership of the Reference and Engagement Group which the Directors subsequently approved:

- North Worcestershire Basement Projects
- YSS Worcestershire Young Carers
- Worcestershire Parent and Carers' Community
- Spokes CIC
- Simply Limitless

### **5.5 Applications for Membership of the Company Membership Scheme**

The Board considered an application for membership of the Company membership scheme from Sandycroft which the Directors approved.

### **5.6 Minutes of BMiP 18 March 2016 and Matters Arising**

The Directors agreed the minutes of the Board meeting in Public of 18 March 2016.

#### **Matters Arising:**

#### **5.6.1 Radiology Services - Worcestershire Acute Hospitals NHS Trust**

In response to concerns that were raised by the public at the BMiP SA reported that he had made enquires with the CEO of Worcestershire Acute Hospitals NHS Trust and had received assurance that radiology services provided by the Trust are safe and that services were not outsourced to Poland.

**6. Quality Account [Midlands Ambulance Service]**

The Board considered Healthwatch Worcestershire's response to the West Midlands Ambulance Service's Quality Account [Enc 3] and noted a proposed amendment to include a reference to carers. The Directors agreed the response.

**7. Engagement with Young People and Parents of Children**

The Board considered the end of contract report [Enc 4] prepared by Young Solutions and proposed amendments relating to an organisations affiliation to Worcestershire Parent Carers' Community.

**8. Engagement with BAME Communities**

The Board considered the end of contract reports [Enc 5 & 6] prepared by Age UK Herefordshire and Worcestershire, the Directors noting that recommendations about continued engagement with BAME communities would be carried forward in the future business plan

**9. Review of Enter & View - JT**

JT presented an interim report [Enc 7] into Enter & View. The Board noted progress and JT indicated the report would be completed within Q1 of 2016/17.

**Action: JT to complete report**

**10 . Parents and Carers of Children Under 5**

The Board noted the written response [Enc 8] of the Clinical Commissioning Groups to the recommendations set out in the Parents and Carers of Children Under 5. The Directors agreed to monitor the commitments in the responses in the future.

**11. NHS/LA issues of note:**

**11.1 Worcestershire Acute Hospitals NHS Trust**

SA referred to the Trust's 'Integrated Performance Report' [Enc 9] which the Trust had published at it Public Board meeting on 4 May 2016. It was noted that the Integrated Performance Report reported the Trusts performance across a range of services it provided. In the context of the Trusts historical situation in relation to performance SA drew attention to a number of services for which performance was reported as 'below target with a negative trend'. In particular the Board expressed concern about performance in relation to waits for cancer services, direct admission to stroke ward, delays for diagnostics and the A&E targets.

Following discussion with the Co-opted members the Directors resolved to write the Accountable Officers of the South Worcestershire, Redditch & Bromsgrove, and Wyre Forest Clinical Commissioning Groups seeking their reassurances about the quality and safety of services, confirmation that the health and well-being of patients and their families affected by the services

is being safeguarded and an indication when performance is expected to be back within target.

**Action: SA to draft letter**

#### **11.2 Future of Acute Hospital Services Worcestershire**

PP reported that he had participated in the visits of the West Midlands Clinical Senate to Worcestershire Acute Hospitals as part of the Senate process to finalise its view on the Future of Acute Hospitals Services in Worcestershire.

#### **11.3 CCG Assurance - PP, JR & JS**

It was noted that the lead Directors for each of the Clinical Commissioning Groups had participated at NHSE's invitation in the annual CCG Assurance process.

#### **11.4 Health & Well-being Board**

PP reported that he had attended the Health & Well-Being Board on 10 May. The Board noted Healthwatch Worcestershire's support for the agenda item relating to the Homeless Charter.

#### **11.5 Sustainability and Transformation Plan**

SA reported that Healthwatch Worcestershire would be represented at an STP workshop on 23 May and 13 June, and is a member of the STP communications group. Noted that the current communications strategy focused on NHS internal communications.

#### **12 . Any Other Business**

RE drew the Board's attention to national concern that Councils were not fulfilling their legal obligation to undertake carers' assessments. To provide further information to SA.