

Healthwatch Worcestershire  
Public Board Meeting, 1000hrs Friday 12 January 2018  
Civic Centre, Queen Elizabeth Drive  
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[This meeting has been webcasted, accessible at  
[www.healthwatchworcestershire.co.uk](http://www.healthwatchworcestershire.co.uk)]

### Minutes

#### 1. Attendance

- **Directors:**  
Peter Pinfield [Chair]  
Martin Gallagher  
Jo Ringshall  
Jane Stanley  
John Taylor

#### Also in Attendance

Anne Duddington - Co-opted Member  
Barbara Pugh - Co-opted Member  
Kiran Mudhar - Co-opted Member  
David Saunders - Co-opted Member

Simon Adams [Chief Operating Officer and Company Secretary]

Cllr John Smith, Cabinet Member with Responsibility for Health and Wellbeing,  
Worcestershire County Council

[NB The Co-opted members attend the Public Board Meeting as non-voting participants]

#### 2. Declarations of Interest

No additional declarations of interest

#### 3. Matters Arising

- **Safeguarding Vulnerable Adults in Worcestershire**  
It was noted that meeting with the ASB Chair on 13<sup>th</sup> December 2017 to explore issues relating to Cardon Banfield and the ASB Annual Report had been postponed and rescheduled for 15<sup>th</sup> January 2018

- **Healthwatch England Strategy - Shaping Our Future.**  
SA confirmed that a response had been submitted to Healthwatch England.

#### **4. Proposals for the involvement of Lay Members in the new governance arrangements of Worcestershire's Clinical Commissioning Groups.**

##### **Simon Trickett, Accountable Officer, Clinical Commissioning Groups of Worcestershire**

Simon Trickett (ST) Accountable Officer for Worcestershire's Clinical Commissioning Groups outlined the proposals for the involvement of Lay Members in the new governance arrangements. ST explained the new arrangements would enable closer working and greater efficiency and indicated a £1m reduction of management costs were required in 2017/18.

The proposed future arrangements for Lay Members were described as set out in the internal consultation document that was considered at the public Board Meeting of the CCGs.

CCG's are on a journey and have a history of working well together. Moving forward recognise an opportunity to develop a single management team working across the County with a strategic focus. Tom Grove (TG) Communication Manager for the CCG's outlined the engagement plan for the consultation and ongoing communication.

Questions from the floor:

##### **Q1**

JS - enquired about the composition of the Strategic Group and how representation from Wyre Forest reflect the make up of the local population.

##### **Response**

Tom Grove (TG - CCG Communications Manager) explained there will be representation from patients, voluntary and community sector organisations and Healthwatch Worcestershire. Confirmed they will work with localities to ensure appropriate representation.

ST confirmed there will be 3 new Lay Member roles supporting the locality in each CCG area in a coordinating role helping to shape the detail of the Executive Group.

##### **Q2**

MG - asked if the CCG's intended to place a higher priority on Mental Health expenditure?

MG also enquire if spend on prevention services for Children and Young People is being considered.

##### **Response**

ST - Indicated that transformation of services is happening via the STP plan where a single funding pot is being created which includes Mental Health. In relation to Children and Young People additional investment of £1m had been made in 2017/18.

##### **Q3**

JR-- asked about meetings in common?

##### **Response**

ST confirmed questions will be received and answered at meetings and suggested questions requiring a more detailed response could be submitted the day before. TG expressed an intention to improve communication to enable members of the public to ask questions at any time in addition to Board meetings.

#### **Q4**

JT - Enquired if the Integrated Neighbourhood Teams are multi-disciplinary?

#### **Response**

TG confirmed they are and that benefits of staff cross working were evident. TG welcomes the opportunity for much closer alliance with communications across health and social care partners to improve clarity of information provided to patients and the public.

SA highlighted that people don't often recognise all the different health organisations and see them as one. SA enquired if there were any intentions to commission a single approach to Health and Social Care engagement in Worcestershire to make it more accessible?

TG confirmed there is an aspiration to move toward a single website along with a single approach to engagement.

Cllr John Smith stated with ref to questions at Public Board meetings there must be an opportunity to submit supplementary questions.

ST agreed

#### **Q5**

Cllr JS sought assurance that the aims of the 3 CCG's will be the same countywide.

#### **Response**

ST Agreed the importance of this and sees the strategy to drive it is the STP plan, which in time should overcome barriers to working together. ST indicated the STP is driving increased joint working and alignment in a single strategy.

#### **Q6**

Jonathan Sutton - CEO, St Paul's Hostel asked where synergies might be found between health and social care?

#### **Response**

ST explained the fundamental disconnect between NHS services being universally available and Social Care services which are means tested. A political debate would be required to address this and until then the disconnect will exist at a local level.

However, opportunities to work better together are being taken via operational integration from a bottom up approach. The Better Care Fund in Worcestershire is creating a single team of care workers and operational staff to provide improved aligned care of the patient. ST stated the aim is to get operational integration working well.

#### **Q7**

John (member of the public) asked if the CCG could send out questionnaires to stimulate conversation when engaging patients and the public? J? suggested this would demonstrate better listening.

#### **Response**

ST agreed this is a good idea and confirmed the CCG's intention to become a better listener.

### **5. Worcestershire County Council: Draft 2018/19 Budget for Adult Services and Public Health**

PP outlined the gravity of the challenge facing WCC in regard to budget decisions for 2018/19. SA informed the meeting of WCC's Pre-budget Consultation meetings.

Cllr JS outlined the Council's budget position and [plans for the Council Tax precept.

Following a discussion during which the Board noted that there was a reference within the budget consultation document that no health impacts had been identified as a consequence the proposals, the Directors agreed the following:

- To invite Cllr Adrian Hardman, Cabinet Member with Responsibility for Adult Services - to the next Public Board Meeting.
- To understand the health impact assessment.
- PP to attend one of the public pre-budget consultation meetings.
- To publish a link to the budget consultation on HWW's website

## **6. Healthwatch Worcestershire's submission to the Parliamentary Health Select Committee's inquiry into Sustainability and Transformation Partnerships.**

PP led a discussion on HWW's proposed response to the Health Select Committee's inquiry into Sustainability and Transformation Partnerships.

JT agreed with PP's draft response and requested for the VCS to be highlighted as the increased demand on their services needs to be recognised. JT also requested that the need to better engage with the impact on public and patients.

AD - Co-opted Board Member HWW asked where the public should be signposted to for information on the STP? AD enquired how the work of the STP could be better understood by the public?

SA suggested that communication around the STP could focus more on the impact change is going to have on patients and services received.

SA stated it was good that HWW are involved in the discussion of the STP and highlighted the reality that some issues raised are sometimes already decided on prior to the STP meetings.

Following the discussion with co-opted members the Directors agreed to delegate the responsibility to SA and PP to finalise and submit a response on behalf of HWW's Board.

**Action: SA and PP to finalise and submit response**

## **7. Making GP Appointments on-line for Children (Appendix 2)**

JS tabled a paper providing background and context to the matter and requested approval from the Board to proceed with making a recommendation for the CCG's to investigate the feasibility of enabling parents proxy access to children's online accounts up to the age of 11 and, provided this is practically possible, GP surgeries promote to parents that they can book online appointments and repeat prescriptions for their children.

Following discussion with the Co-opted members the Directors agreed recommendation.

**Action: JT to forward the report and recommendation to the CCGs**

## **8. Update on Healthwatch Worcestershire's Business Priorities (Appendix 3)**

SA provided an update on progress across all priorities, noting that:

- a meeting has taken place between CCG and HWW in relation to outpatient appointments, project planning due to start in February 2018.
- Commencement of the surveys relating to the Mental Health Home Treatment Plans is delayed whilst governance arrangements around consent to share patient contact details is approved. Meetings have taken place with Worcestershire Association of Carers who will work with HWW to help identify eligible Carers to take part in the survey.

## 9. Public Participation

AD - Co-opted Board Member referred to the Co-production Paper in 2015 that was received and supported by the Health and Well-being Board. AD enquired if it would be timely to resurrect the discussion and identify where co-production has worked well in Worcestershire and where there are gaps?

SA suggested waiting for the new Director of Adult Services and CEO of WCC to be in post. In light of the numerous changes to Cabinet members and Officers on the HWB Board, SA recommended asking them to undertake their own self-assessment of co-production.

## 10. Financial Report Q3 2017/18 (Appendix 4)

JR presented the financial report for the period 1 April 2017 to 31 December 2017 which was agreed by the Board.

### AOB

- **Planned CQC inspection of the Health and Care Trust will take place under the 'Well Led' domain.**

SA reported that the inspection manager had requested a pre-inspection meeting with Healthwatch Worcestershire which he was arranging. The Board agreed that JS and MG should be involved.

- **Continuing Health Care (CHC)**

SA reported that in 2016 Worcestershire CCG's had collaborated to review policy and practice relating to CHC. AD had represented HWW in the review which it was understood would lead to a review of every recipient of CHC with a view to ensuring the eligibility criteria was being met. It was also noted that cost savings attached to CHC were contained in the CCGs budgets.

HWW had recently received feedback from a family carer who's cared for person had their case reviewed and their entitlement reduced.

SA suggested doing a desk top research exercise with the CCG's about the impact and how the review and change of policy has affected patients.

Following discussion, the Directors agreed the suggestion.

- **Green Paper for Adult Care**

PP reported that the Green Paper for Adult Care was due to be consulted on in September 2018 and that Healthwatch England have a seat on the current Board looking at the terms of reference.