



Healthwatch Worcestershire
Public Board Meeting, Friday 9 March 2018
Perdiswell Young Peoples Leisure Club, Worcester

Minutes

1. Attendance

Directors

Peter Pinfield (Chair)
Martin Gallagher
Jo Ringshall
John Taylor
Jane Stanley

Co-opted Board Members

Barbara Pugh

Apologies

Anne Duddington - Co-opted Member
David Saunders - Co-opted Member
Ray Eades - Co-opted Board Member
Simon Adams - Chief Operating officer & Company Secretary

2. Declarations of Interest

3. Minute of the Public Board Meeting on 9th February 2019 and Matters Arising:

- **Safeguarding Adults in Worcestershire**
Letter to Worcester City Council and meeting with the Chair of the Worcestershire Adult Safeguarding Board were noted.
Action - Invite a speaker from the frontline services to attend the next Board Meeting to provide an update on provision for rough sleepers in recent severe weather.
- **Proposals for the involvement of Lay Members in the new governance arrangements of Worcestershire's Clinical Commissioning Groups**
JR provided an update on the CCG's new proposals for Patient Participation Groups.
Action - Tom Grove - Head of Communications to be invited to provide an update at the next Board Meeting.
- **CCG 360° Stakeholder Survey** - response is available on the website

- **NHS 111 Report** - HWW are awaiting a response from Commissioners before publishing the final report
- **NICE consultation - Guidelines for 'Community Pharmacy to Promote Health and Wellbeing'** - decision taken that a response was not required from HWW.

4. The Autism Spectrum Conditions Report

Chairman allowed an open debate on this item:

Q. Martin Gallagher asked if Autism was still a useful name when it encompasses a broad range of conditions on the spectrum?

A. Morag Edmondson (ME) suggested the term was still useful and a focus on raising awareness of Autism Spectrum Conditions is an ongoing requirement.

Q. Elizabeth Robertson asked if this piece of work will be added to going forward?

A. ME confirmed it will remain as a Business Priority for HWW. It the report will go to the Health and Wellbeing Board in May and it is hoped it will feed into the All Age Autism Strategy.

Mike Lambden raised awareness of providers in Isle of Mann and N.W England and suggested they might have some good practice to share.

Sue Onions(SO) thanked ME for her work. SO also expressed concern that provision in the County should be inclusive and appropriately resource with a single point of information and improved signposting.

ME confirmed the CQC has undertaken a joint inspection with OFSTED this week looking at provision in Worcestershire for children with Special Educational Needs and Disabilities. ME spoke to the Inspection Team and fed back on the issues raised in the Autism Report.

Q. John Taylor enquired about provision in the voluntary and community sector and if providers were community groups or charities.

A. General response confirmed provision comes from both types of organisation and that more support groups are required for adults.

Q. SO enquired if report identified any gender difference between those being picked up for diagnosis?

A. Not specifically however, a lack of support for girls was raised in the work.

Board agreed to delegate responsibility for agreeing final draft of the report to Jane Stanley.

5. The Herefordshire and Worcestershire Sustainability and Transformation Partnership

The Board noted the joint submission of Healthwatch Worcestershire and Healthwatch Herefordshire to the Health Select Committee STP enquiry

- A response is yet to be received to the joint letter of the Chairs of HWW and HWH to the STP Chief Executive.
Action: Peter Pinfield (Chair) to follow up
- The Board delegated the Chair to sign the Statement of Commitment on behalf of HWW

6. HWW Business Priorities Update

The Board gave approval to a new HWW project 'Going to the Dentist'. Project plan and survey is now in the scoping phase.

7. HWW Annual Conference 2018

The Board approved the date and venue: 28 June 2018, Worcester Warriors Rugby Club, Sixways, Worcester

8. Public Participation

Sue Onions expressed concern about the increasing difficulty accessing GP appointments and enquired what the criteria or definition is of an 'Emergency' when often these are the only appointments left?

Concern was also raised about the drive to get patients to book appointments online and the implications for those without internet access.

HWW continue to be interested in hearing feedback on this issue.

Alan Richens expressed concern that Community Pharmacies are being given permission to give advice on medications. Where sited in supermarkets he suggested a potential conflict of interest with their commercial drive for profit.

Elizabeth Robertson asked what the Council's responsibility for rough sleepers is?

John Taylor explained about the 'No 2 Nights Out' policy and that some choose not to take the offer up. JT suggested inviting a service provider to a Board Meeting to share data and information on how the policy has been implemented this winter.

JT explained the County Council commission services and have delegated responsibility to District Councils. He stated it would be good to understand how these provisions are quality assured.

9. Healthwatch Worcestershire's 2018/19 Budget

Jo Ringshall confirmed an underspend in 17/18 and forecast an overspend in 18/19 with an aim of increasing engagement via advertising and marketing. It is planned to source a Communications Specialist to support this drive. It was also noted that GDPR will incur increased cost and resource.

10. Reference & Engagement Group

An application has been received for an Expert by Experience to join the group, the application was agreed in principle by the Board.

11.AOB

The Chair confirmed the next Healthwatch England annual conference will be held in Stratford on Avon.