

Healthwatch Worcestershire
Public Board Meeting
Friday 13th April 2018
Civic Centre, Queen Elizabeth Drive, Pershore

Minutes

1. Attendance

- **Directors**
 - Peter Pinfield - Chair
 - Jo Ringshall - Vice Chair
 - Martin Gallager
 - Jane Stanley
 - John Taylor
- **Also in Attendance**
 - Anne Duddington - Co-opted Member
 - Ray Eades - Co-opted Member
 - Barbara Pugh - Co-opted Member
 - David Saunders- Co-opted Member
 - Simon Adams - Chief Operating Officer and Company Secretary
 - Maggie Collins - Engagement Officer

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

2. Declarations of Interest

There were no declarations of interest

3. Minutes of the Public Board meeting on 9th March 2018 and Matters Arising

David Saunders and Ray Eades requested an amendment to the minutes as both submitted their apologies for this meeting.

Matters Arising:

- NHS 111 report - Noted that a response from the Commissioner was still required to complete the report.
- Autism Spectrum Conditions Report
Noted that the report had been finalised by JS and published.

4. Safeguarding Adults in Worcestershire

SA reported a written response has been received from David Blake, Managing Director, Worcester City Council, dated 1 March in response to Healthwatch Worcestershire's letter of 14 February 2018 confirming that a review of the

Cardon Banfield case under the Homeless Link Guidance had been commissioned and providing the Terms of Reference for the review. SA confirmed that he had met David Blake on 4 April 2018, who had emphasised his commitment to continuous improvement of service provide to the homeless in Worcester and willingness to learn from the review.

Presentation: Worcestershire's Severe Weather Protocol

Ross Webber [Caring for Communities and People], Project Manager for Services for the Homeless in Worcestershire presented the Severe Weather Emergency Protocol; a service funded by public health grant to provide shelter at night for the homeless and rough sleepers in Worcestershire in severe weather [see attached presentation]

Mr Webber then answered questions from the Healthwatch Worcestershire Board and members of the public, confirming:

- The increase in numbers people who had accessed the SWEP service in the winter of 2017/18 as compared with previous years.
- The challenges of engaging with homeless people due to substance addiction.
- Concern about the welfare of homeless people who have not engaged with the SWEP service, but opportunity presented by the 'Maggs Outreach and Transition Service which will provide an Outreach Worker so that services can proactively engage with the homeless as opposed to reacting to those who present to services.
- The age range of those accessing the SWEP service was from 19 to 60. Their medical conditions included diabetes, bronchial, addiction, sores on legs, bad feet, injuries from fights, mental health issues, flu etc. or ill without a diagnosis. It was noted that Maggs has a drop in medical centre and the homeless were encouraged to access it.
- There is a homeless team based in The Hive. They make referrals into the services such as Maggs. Not aware that there are any facilities such as showers etc at the Hive for the use of the homeless. The Homeless Reduction Act will require councils to change the approach to delivering services to the homeless eg a change of culture will be required at the Hive to welcome homeless people.
- Caring for Communities and People office at 19-21 Park Street, Worcester. No services to the homeless provided from that location.
- In reference to the Cardon Banfield - Unable to comment on the services that would have been available to Cardon Banfield when Caring for Communities and People [CCP] took on the contract in April 2016 as not employed by the charity at that time. At the time we were based in Pierpoint Street, Worcester so there would have been a drop-in centre. However, CCP had no contact with Mr. Banfield.
- CCP communicates between services in Worcester as the City Council's response to vulnerable people which pulls services together.

5. Presentation: Public and Patient Involvement by Worcestershire CCGs

Presentation by Tom Grove, Head of Communications, Engagement and Organisation Development and Hayley Gass, Engagement Manager, Worcestershire CCGs

Mr Grove outlined proposals for implementing the new Public and Patient Engagement Strategy [see attached presentation].

Mr Grove then answered questions from the Healthwatch Worcestershire Board and members of the public, confirming:

- The Patient Advisory Group, chaired by Sarah Harvey-Speck, is the CCGs strategic patient and public involvement group in the new arrangements. The Group is currently being recruited to with expressions of interest required by 13 April. A List of successful applicants should be available on Monday 16 April 2018.
- Aim to make 'Membership' as wide as possible - more information will be made available later this year. CCGs want to increase numbers involved - widen the range particularly areas of highest need etc. and looking at targeting young people.
- CCGs recognise the limitations of a 'membership' and will extend patient and public involvement beyond the 'membership'. The membership scheme would not be relied on to meet the statutory responsibility of the CCGs.
- Recognition that the strategy of co-ordinating patient and public involvement across the NHS organisations in Worcestershire is ambitious, particularly given the resources available.
- A commitment to keep things simple, avoiding acronyms and using easily understood language in engagement.
- Intention to formally record Alliance Board meetings.
- Stakeholders will be involved in working up the detail - Jane Thomas from the Health and Care trust manages the Neighbourhood Teams and the approach will be worked up via co-production.
- Engagement with older people has taken precedence as most changes have related to their services although the CCGs will be seeking younger people's views.
- HWW needs to have a conversation with the CCGs about how we can help the implementation.

Action: SA/TG to meet up to discuss

6. HWW Business Priorities Update

The progress report on the business priorities was noted by the Board

7. Reference and Engagement Group

The Directors considered and, having taken into account the views of the Co-opted Members, approved an application by Judy Adams to join the Reference & Engagement Group as an expert by experience.

8. AOB

- **Woodrow Medical Centre, Redditch**

JR reported on the Care Quality Commission's cancellation of the registration of the previous providers at Woodrow Medical Centre, Redditch and Healthwatch Worcestershire's public promotion of Redditch and Bromsgrove CCG's initiatives to provide continuity of medical care to the patients.

Whilst supportive of the actions taken by the CCG as an immediate response the Directors, following discussion with the Co-opted members, agreed the need to understand more about the CCG's management of the situation prior to cancellation, the longer-term plans for Woodrow Medical Centre, and any lessons learnt that might prevent a similar situation occurring at another GP practice in Worcestershire.

The Directors delegated the responsibility to make the enquiries to JR.

Action: JR to make enquiries with Redditch & Bromsgrove CCG