

**Healthwatch Worcestershire**  
Board Meeting in Public  
Friday 13 July 2018  
Civic Centre  
Queen Elizabeth Drive  
Persore WR10 1PT

## 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

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

### 2. Declarations of Interest

PP reminded the Board of his role with West Midlands Clinical Senate as a patient representative.

3. **Minutes of the Public Board Meeting on 11 May 2018 [Enc 1], and Matters Arising.**  
The Directors agreed the minutes of the Public Board meeting held on 11 May 2018.

#### **Matters Arising:**

- **All Age Autism Spectrum Report**  
Noted that a comprehensive response to the report had now been received from Worcestershire Acute Hospitals NHS Trust.
- **HM Govt. Green Paper on Adult Social Care**  
SA confirmed that following discussion with its CEO, Age UK Hfds and Worcs and Healthwatch Worcestershire will undertake a joint project to facilitate a response to the consultation on HM Government's Green Paper on Adult Social Care when published.
- **Reducing Prescribing of 'Over-the-Counter' Medicines for minor, short term Health Outcomes**  
Noted that a project had been initiated to compare recently published guidance by NHS England on 'conditions for which over the counter items should not routinely be prescribed in primary care' with Worcestershire Clinical Commissioning Groups 'Over The Counter Medicines' policy.

#### 4. Safeguarding Adults in Worcestershire

JT briefed the Board on the “Independent review into the death of an individual [Cardon Banfield] sleeping rough” [Enc 2] which was published by Worcester City Council. The Board considered the report with the Directors agreeing:

- that whilst the report was very helpful in identifying opportunities for service improvement, it was not a substitute for a Safeguarding Adult Review
- that as the report referenced a problem with service provision at the time of transfer from the outgoing to the new provider without disclosing any details the County Council as the funder of the service should be asked for further information as to the quality of services provided at the time of service transition [1 April 2016] and the commissioning process, including assurance as to quality and performance.

**Action: JT to make enquires with the CEO, Worcestershire County Council**

SA reported that West Mercia Police had provided a response to the initial request for information as to when CB had been last known to be alive which disclosed that CB’s death had not been investigated as a ‘suspicious’ death and therefore police enquiries had been limited. SA at JT’s request had therefore asked West Mercia Police for information as why the death was not viewed as ‘suspicious’ and if there was any consideration of safeguarding during the police investigation.

Response from WMP awaited.

#### 5. Peoples Experiences of Adult Social Care Services report

JT presented the report of Peoples Experiences of Adult Social Care to the Board and reported on his meeting with the interim Director of Adult Social care at which a draft of the report had been discussed. Having considered the report, the Directors approved it for publication.

**Action: Report for publication**

#### 6. Stroke Services in Worcestershire

SA briefed the Board on following issues about current stroke services in Worcestershire:

- Public and Patients concerns about the quality of the service
- The content of a regional BBC interview with the CEO of Worcestershire Acute Trust which focused on the case of a patient with a suspected stroke who had been held at A&E in an ambulance.
- The Clinical Commissioning Groups performance information relating to the stroke services which evidenced significant and sustained deviation from the targets.

Following discussion, the Directors agreed to ask the Accountable officer of Worcestershire’s Clinical Commissioning Groups for assurance as to the quality and safety of the stroke service in Worcestershire, and to liaise with Healthwatch Herefordshire with a view to requiring information about the service on the Sustainability and Transformation Partnership footprint.

**Action: Request for information to the Accountable Officer, Worcestershire CCGs**

#### 7. Quality Accounts 2017/18

- Worcestershire Health & Care NHS Trust [Enc 4]
- Worcestershire’s Acute Hospitals NHS Trust [Enc 5]
- Primrose Hospice [Enc 6]

SA reported that the draft comments on the above Quality Accounts had been previously circulated to members of the Board for comment. The Directors formally approved the comments for each Quality Account.

## 8. HWW Business Priorities Update

The Board reviewed the Business Priorities Update report and the project plan for the CHAMS survey, which the Directors subsequently agreed. Noted that the NHS 111 business priority was closed. JS questioned progress with the public monitoring of the performance of Children's Social Care services. SA to follow up.

**Action: SA to follow up publication of performance measures relating to Childrens Services with Worcestershire County Council.**

## 9. Care in the Corridor at WRH - the follow up report

The Board considered and noted Worcestershire Acute Hospitals NHS Trust's response to the Care in the Corridor follow-up report and agreed that progress with implementation should be reviewed with the Trust after 6 months.

SA reported that the report was an agenda item at the Trust's Quality Improvement Review Group, chaired by NHS Improvement, on 19 July 2018.

## 10. NHS England: Consultation on Evidence Based Interventions

SA briefed the Board on NHS England's consultation on 'Evidence Based Interventions'. After discussion the Directors agreed to respond to the consultation, noting that a response was required by 28 September 2018.

**Action: SA to prepare draft response to consultation.**

## 11. Any Other Business

### • Youthcomm Radio project

SA briefed the Board on progress with the Youthcomm Radio project:

- Phase 1 - promoting awareness of Healthwatch Worcestershire
- Phase 2 - promoting the dental survey
- Phase 3 - promoting CHAMS survey
- Phase 4 - promoting Winter Pressures

Noted each phase would include elements of promoting awareness of HWW, providing relevant advice and information, and appealing for patient experience. The Directors agreed the content of the interview and advert.

### • The Future of Robotic Surgery in Worcestershire

SA briefed the Board on the meeting that had been arranged with the Chair of the 'Rory the Robot' appeal - to fund the introduction of robotic surgery in Worcestershire. SA outlined the patient benefits of robotic surgery as explained by clinical participants in the West Midlands Cancer Alliance.

The Board agreed to pursue the future of robotic surgery in Worcestershire as a business priority.

### • Health Overview & Scrutiny Committee

In the context of the significant change in health and care services envisaged by the Sustainability & Transformation Partnership PP outlined proposed that Healthwatch Worcestershire should explore developing its existing relationship with the Health Overview & Scrutiny Committee. After discussion within the Board the Directors agreed.

**Action: PP to write to the Chair of the health Overview & Scrutiny Committee**