

Healthwatch Worcestershire

Board Meeting in Public

1000 - 1230hrs Friday 12 October 2018

Civic Centre, Queen Elizabeth Drive, Pershore WR10 1PT

Minutes

1. Attendance and Apologies

Directors:

Peter Pinfield - Chair

Jo Ringshall

Jane Stanley

John Taylor

Martin Gallagher

Also in Attendance:

Anne Duddington - Co-opted member

David Saunders - Co-opted member

Barbara Pugh - Co-opted member

Ray Eades - Co-opted member

Simon Adams - Chief Operating Officer & Company Secretary

[NB the Co-opted members attend the Board meeting as non-voting participants]

2. Declarations of Interests

No declarations of interest

3. Minutes of the Public Board Meeting on 14 September 2018 , and Matters Arising:

The Directors agreed the minutes of the Public Board meeting of 12 October 2018, subject to amendments proposed by AD to item 4, and to item 12.

- **Health Overview & Scrutiny Committee**

PP reported that the Leader of Worcestershire County Council had arranged a meeting, which he will attend, with the Chair of the Health Overview & Scrutiny Committee. the Cabinet Member with Responsibility for Health and Well Being and the Chair of Healthwatch Worcestershire to discuss working collaboratively to improve health care in Worcestershire. Meeting to take place on 16 October 2018.

Action: PP to report back from meeting at PBM on 9.11.2018

- **Letter to Chair of Worcestershire Acute Hospitals Trust about streaming of stroke patients at A&E, Worcester Royal Hospital**

SA reported that following the Public Board meeting on 14 September 2018 he had met with the Chief Operating Officer of Worcestershire's Clinical Commissioning Groups to discuss existing stroke services, and that because of that meeting PP had agreed to delay the letter to the Chair of Worcestershire Acute Trust - see agenda item on stroke services.

- **NHS England: Consultation on Evidence-Based Interventions [PP]**
The Directors approved the final draft of Healthwatch Worcestershire's response to NHS England's consultation on Evidence-Based Interventions - [Enc 2]

4. Peoples Experiences of Adult Social Care Services [JT]

JT presented a verbal report of the response from Worcestershire County Council to the published report on Peoples Experiences of Adult Social Care Services as follows:

The response was received recently from Richard Keble, Assistant Director of Adult Services and will be published in full on Healthwatch Worcestershire's website.

There are a number of points to note:

- The HWW Report has been accepted in its entirety
- Responses have been grouped under the report headings (Provision of information/Interaction with the Social Worker/Carers/Finance & Budget Pressures), rather than on each point
- The 3 Conversations Model (working with older people) has been rolled out across the County and much emphasis is being placed on Conversation 1 and ensuring the provision of both timely and effective information. There is a very large number of fact sheets under development which should help to address the identified shortfall
- There would appear to be a continuing lack of clarity around some issues for carers
- Members of the Board commented on issues relating to re-assessment of needs in respect of Learning Disabilities (LD) and the budget allowances available to social workers.

JT recommended that HWW:

- Explore further the issues for carers with Worcestershire Association of Carers (WAC)
- Write to Adult Services Directorate asking for access to the complete set of fact sheets (when available) and offering to contribute to Social Work training around people's experiences of adult social care services. In addition, clarification is required about LD re-assessment and Social Worker budget allowances
- Continue to include People's Experience of Adult Social Care Services as part of our Work Programme in 2019/20

The Board considered the response and JT's recommendations. Following discussion with the Co-opted members the Directors agreed the recommendations.

Action: Implementation of recommendations by JT

5. Safeguarding Adults in Worcestershire [JT]

JT reported as follows:

- Meeting held with Frances Howie, Director of Public Health, to discuss the commissioning arrangements, transition to new contract and provider, and the review report from Worcester City Council

- Contact made with Nina Warrington, Head of Strategic Housing at Worcester City Council, to discuss review Report and actions arising. A Task and Finish Group has been established by the Council to consider the recommendations of the report and to implement where agreement is reached. It was agreed that HWW would be appraised of progress and informed of final outcomes from this work
- Comment was made at the recent Health and Wellbeing Board Meeting with regard to the criteria for holding a Safeguarding Adult Review (SAR). It is our understanding that discretion can be exercised in determining if a SAR is appropriate.

Our purpose throughout has been to ensure 'parity of esteem' - an even-handed response - from all agencies to people in need, and as far as possible to ensure that lessons can be learned from these tragic circumstances and services for rough sleepers in the County are improved where necessary. Recent changes in the expectations and guidance issued by central government would appear to some extent to have provided clarity for future responses, so that a SAR should be held if similar circumstances were to be identified. This would certainly be the wish of Healthwatch Worcestershire and we will make this view known to the County Council when we write to them at the conclusion of the work being undertaken by the Task and Finish Group.

Action: Await report from Task & Finish Group before making recommendations to Worcestershire County Council to improve safeguarding of homeless people who have care and support needs.

6. Stroke Services in Worcestershire [SA]

SA reported on the meeting with the Chief Operating Officer of the Worcestershire CCGs about the quality and safety of existing stroke services as follows:

- Delivery of existing stroke services is co-ordinated through the Worcestershire Strategy Stroke Forum.
- The Stroke Forum has several actions in place to deliver improvements in the short term to the stroke service. The 3 most likely to deliver those improvements are 'straight to scanner', the 'availability of Hyper Acute Stroke' beds and the 'time spent on a stroke ward'; all of which are with Worcestershire Acute Hospitals NHS Trust to implement.
- Prospect of significant improvement in the mid to long term attached to work of the STP [Sustainability and Transformation Partnership] Stroke Programme Board.
- Healthwatch Worcestershire invited by the Chief Operating Officer to attend the Worcestershire Strategy Stroke Forum.

The Board discussed SA's report and the Directors agreed the following:

- To accept the invitation to attend Worcestershire Strategy Stroke Forum.
- To include the 'availability of Hyper Acute Stroke beds' and 'time spent on a stroke ward' in the letter to the Chair of the Worcestershire Acute Hospitals NHS Trust [see item 3 above]

SA also report that Healthwatch Worcestershire together with Healthwatch Herefordshire had received an invitation to attend the STP Stroke Programme Board on the basis that the 2 local Healthwatch would collaborate to send a single representative to the meetings of the Board.

The Board considered the Terms of Reference of the STP Stroke Programme Board [Enc] and noted that the NHS from both Herefordshire and Worcestershire eg the Deputy Chairs, appeared to be equally represented. The Board also considered the conflict of interest that might occur in representing the communities of Herefordshire and Worcestershire. The Directors agreed to accept the invitation but request that given the statutory functions of the 2 local Healthwatch each should have a reserved right to attend if the need arose.

**Action: Letter to Chair, Worcestershire Acute Hospitals NHS Trust
Letter to Chair, STP Stroke Programme Board ref invitation to attend.**

7. HWW Business Priorities Update [SA]

The Board reviewed the Business Priorities Update [Enc 4]. The Directors agreed to add Robotics, Stroke services, an audit of compliance with NHSE/NICE guidelines by Worcestershire's Clinical Commissioning Groups in the commissioning of services, and social prescribing.

Action: To amend HWW Business priorities

8. Report form the Health and Wellbeing Board [SA]

SA reported his attendance at the health and Wellbeing Board on 25 September 2018 and refereed to the Director of Public health's Annual Report - 'Prevention is better than Cure' and the commitment of the Health and Wellbeing Board members to improve the areas highlighted in the report. SA proposed that Healthwatch Worcestershire could contribute in the areas of providing advice and information as to what/how prevention services can be accessed by the public, and in gathering the public experiences of those services to inform improvement.

The Board considered the proposal and the Directors agreed to it in principle.

Action: Project Plan required for a 'Prevention' business priority.

9. Report from HWE Annual Conference 2018 [PP]

PP reported on his attendance at Healthwatch England's Annual Conference. The Board noted the contribution made at the conference by Worcestershire Acute Hospitals NHS Trust in promoting the influence the work of Healthwatch Worcestershire had on the Trust's management of care for patients in the corridor of A&E.

10. Public Participation

- The Older Peoples Forum, Redditch raised concern about HM Government proposals to increase volunteering in hospitals putting pressure on older people to volunteer - suggested more information is required. Also welcomed social prescribing but questioned if there was enough provision in Redditch, also requested more information about it for patients.

Reference made by the Forum to the planned Urgent Care Centre at the Alexandra Hospital, Redditch and the closure of the Woodrow GP practice.

- Worcestershire Diabetes Network Forum raised concern at Worcestershire's Clinical Commissioning Groups refusal to fund 'libre', a flash blood/glucose monitoring system which replaces the traditional 'prick' test for a limited cohort of patients with Type 1 Diabetes. Healthwatch Worcestershire called for patients who had experience of, or who would benefit from the system to report their experiences. Following Board discussion, the Directors agreed to Diabetes becoming a business priority.

[NB PP declared an interest]

11. Reference and Engagement Group [SA]

The following applications for membership of the Reference & Engagement Group were approved:

- St Richards Hospice
- Age UK Bromsgrove, Redditch and Wyre Forest

12. County-wide Home Support Service [JS]

JS reported that on 26 September 2018 Healthwatch Worcestershire had been invited by Worcestershire Clinical Commissioning Groups to comment on the service specification for the county wide Home Support Service with a return date of 2 October 2018.

In view of the short return date JS had responded to the CCGs that Healthwatch Worcestershire would not be able to comment and it would be raised at the Patient Advisory Group.