

Healthwatch Worcestershire
Board Meeting in Public
1000 - 1230hrs Friday 14 September 2018
Town Hall, 24 Vine Street, Evesham, WR11 4RL

Minutes

1. Attendance and Apologies

Attendance:

Directors

Peter Pinfield [Chair]

Jo Ringshall

Jane Stanley

Martin Gallagher

Also in Attendance

Barbara Pugh - Co-opted member

Anne Duddington - Co-opted member

Simon Adams - Chief Operating Officer & Company Secretary

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

Apologies:

John Taylor - Director

Ray Eades - Co-opted member

David Saunders - Co-opted member

2. Declarations of Interests

No declarations of interest.

3. Minutes of the Public Board Meeting on 13 July 2018 [Enc 1], and Matters Arising.

The Directors unanimously agreed the minutes of the Public Board meeting on 13 July 2018.

Matters Arising:

- **Reducing prescribing of 'Over-The -Counter' Medicines for minor, short term health outcomes**

SA reported that a comparison had been made between Worcestershire's CCG's current **Self Care Commissioning Policy** with NHSE's **Conditions for which over the counter items should not be routinely prescribed in Primary care: Guidance for CCGs**. It was noted that although the CCG

policy focused on 'treatments' and the NHSE guidance focused on 'conditions' the CCGs appeared to be following the NHSE guidance.

The Board noted the report and recommended it would be helpful to patients and the public if NHSE and the CCGs expressed the guidance/policy using the same terminology.

Action: SA to write on behalf of the Board to NHSE and the Worcestershire CCGs

- **Safeguarding Adults in Worcestershire [SA for JT]**
SA reported that in response to the requests from Healthwatch Worcestershire for further information JT had received:
 - An email response from West Mercia Police, dated 7 August 2018 which confirmed that based on their observations of the circumstances in which the body was found their enquiries were limited. No indication that enquiries had been made to establish when CB was last known to be alive. Safeguarding was not considered by the police because of the absence of any ‘intelligence’.
 - A written response from the Director of Public Health, dated 21 August 2018, which SA briefed the Board on and reported that JT had arranged a meeting with the Director of Public Health to discuss the response in more detail.

A member of the public asked the Board what had been learnt from the enquiries that had been made by Healthwatch Worcestershire and what had changed.

SA responded that a summary of Healthwatch Worcestershire’s findings, together with any recommendations as to how the safeguarding of adult rough sleepers could improve would be reported to Worcestershire County Council as the statutory body with responsibility for Adult Safeguarding.

Action: JT to report at Public Board meeting on 14 October 2018

- **Peoples Experiences of Adult Social Care Services [SA for JT]**
The Board noted that a formal response from Worcestershire County Council was awaited.
- **Health Overview & Scrutiny Committee**
PP reported that he had written to the Chair of Worcestershire’s Health Overview & Scrutiny Committee and had received a personal and confidential response from the Chair requesting a telephone contact. The Board considered the response and PP agreed to ask the Chair that the Committee consider the proposal in his letter.
Action: PP to report progress at Public Board meeting on 14 October 2018

4. West Midlands Ambulance Service

Mark Docherty [MD], the Director of Clinical Commissioning and Strategic Development/Executive Nurse of the West Midlands Ambulance Service NHS Foundation Trust, made a presentation on the West Midlands Ambulance Service. In doing so he responded to Healthwatch Worcestershire’s comments on the Trusts Quality Account for 2017/18 as follows:

- **Ambulance service integration with the health and social care system in Worcestershire:**
MD confirmed WMAS was integrating its services with wider local health and care systems and presented examples of the Trust working to integrate its services in Worcestershire; eg the project to convey patients from the Kidderminster area to the Alexandra Hospital rather than the Worcestershire

Royal Hospital [WRH], linking paramedics with nursing homes and winter planning. He noted that in Worcestershire opportunities such taking stroke patients straight to the scanner at WRH were not being taken advantage of, and variations in practice across the West Midlands region limited opportunities for integration with a regional service.

He acknowledged the opportunity to paramedics to be better informed of care plan for individual patients eg those with learning disabilities.

- **Delivery of Ambulance response times in Worcestershire and impact on patient safety.**

MD presented the following facts:

- Demand in Worcestershire was 3.5% in 2018/19 to date over that planned for.
- The impact of patient handover delays at the Accident & Emergency Depts of Worcestershire Acute Hospitals Trust.
- The deployment of paramedics on every response ambulance and the equipment available to them.
- 40% of patients treated at scene with no conveyance to a hospital
- Response times.

There then followed a question and answer session with members of the Board and the public at the end of which PP thanked MD for his attendance and presentation.

The Board considered the presentation and the Directors agreed to write to the Chair of the Worcestershire Acute Hospitals NHS Trust on the 'straight to scanner' issue.

Action: PP to write to Chair, WAHT

5. Stroke Services in Worcestershire

SA presented the written response, dated 20 July 2018, which had been received from the Accountable Officer of Worcestershire's Clinical Commissioning Groups in response to Healthwatch Worcestershire's request for assurance on the quality and safety of stroke services.

It was noted the response had invited Healthwatch Worcestershire to attend a meeting with Healthwatch Herefordshire on the future of stroke services in the 2 counties. SA reported that he had attended the meeting with the Accountable Officer on 16 August and that the meeting had only addressed the future of stroke services.

The Board discussed the response and considered that he did not provide the assurance that had been requested and proposed that SA should pursue the matter.

Action: SA to continue enquiries about current stroke service with Worcestershire CCGs

6. NHS England: Consultation on Evidence Based Interventions

The Board considered the response to NHS England's consultation on Evidence based Interventions. The Directors noted the Boards concern about the public's awareness of the right to make an individual application for a procedure and welcomed the reference to meeting the needs of vulnerable people. The

Directors agreed the response subject to including a reference to the purpose of publishing national guidance which CCGs are not required to adhere to.

Action: SA to amend and submit the response

7. Gluten Free Prescribing

The Board noted that whilst NHSE guidance provided for the prescribing of gluten free flour and bread based on the Equality Impact Assessment [EIA] that supported the decision Worcestershire's CCGs had a policy that prevented it. SA reported that following patient experience reports Healthwatch had asked the CCGs for an explanation of this anomaly in relation the EIA and had yet to receive a satisfactory explanation.

Noted as work in progress by the Board

Action: SA to report progress at Public Board meeting On 14 October 2018

8. Public Participation

- A member of the public enquired about role and future of Evesham Community Hospital.

PP drew attention to the Sustainability & Transformation

Partnership Plan and the commitment to local delivery of services.

9. Healthwatch Worcestershire's Q1 [April-June] 2018/19 Performance Report [SA]

The Board considered the performance report for Q1 [April-June] 2018/19, which the Directors subsequently approved.

10. HWW Business Priorities Update [SA]

The Board noted the Business Priorities Update

11. Reference and Engagement Group (REG)

The Board considered, and the Directors unanimously agreed the following applications for membership of the Reference and Engagement Group:

- The 'Rory the Robot' Appeal
- West Mercia Womens Aid
- Gordon Prescott [Expert by Experience]

12. AOB

- The availability of 'Libre' to Type 1 Diabetics in Worcestershire to monitor blood/sugar levels.

PP agreed to research.

Action: PP

- The removal of receptionist from audiology and physio services at the Community Hospital Evesham. Audiologist works on her own and patients unable to contact her when she is with a patient.