

Healthwatch Worcestershire
Board Meeting in Public
Friday 9th November 2018
Bromsgrove Methodist Church Centre
19 Stratford Road
Bromsgrove B60 1AS



Minutes

1. Attendance

Directors:

Peter Pinfield - Chair
Jo Ringshall
Jane Stanley
Martin Gallagher

Also in Attendance:

Anne Duddington - Co-opted member
Barbara Pugh - Co-opted member
David Saunders - 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

2. Declarations of Interests

No further declaration of interest

3. Amended Draft Minutes of the Public Board Meeting of 14 September 2018

The Directors approved the minutes of the Public Board Meeting of 14 September 2018.

4. Minutes of the Public Board Meeting on 12 October 2018 and Matters Arising:

The Directors approved the minutes of the Public Board Meeting of 12 October 2018.

Matters Arising

- **Health Overview & Scrutiny Committee**

PP reported that he and SA had attended a meeting with the Chair of the Health Overview and Scrutiny Committee and Cabinet member with Responsibility for Health and Wellbeing that had been organised by the Council Leader to discuss collaborative working with a view to improving services provided by Worcestershire Acute Hospitals NHS Trust.

It was noted that a second meeting had been arranged for 13 November 2018.

- **Stroke services in Worcestershire**

SA reported that the letter had been sent by PP to the Chair of Worcestershire Acute Hospitals NHS Trust about the Trust's action to improve the stroke services it provides [Enc 1]

SA confirmed that the invitation to attend the STP Stroke Programme Board had been accepted with a proviso that Healthwatch Worcestershire wished to reserve the right to attend if there was a conflict of interests with those of Healthwatch Herefordshire.

- **Peoples Experiences of Adult Social Care**

SA confirmed that JT had relied to Worcestershire County Council's response to Healthwatch Worcestershire's report of Peoples Experiences of Adult Social Care. Letter to be published on the website [Enc 2]

- **Safeguarding of Vulnerable Homeless Adults**

Noted that JT had received a report from Worcester City Council on progress with the implementation of actions identified in the Council's independent report into the death of Cardon Banfield.

- **County Wide Home Support Service**

JS drew attention to the late request from the County Council for comments on the draft specification on the future County Wide Home Support Service. As the response had been required in less than 5 working days JS reported she had confirmed that HWW could not submit a response in that time scale.

Noted that a revised specification had been circulated to the CCGs Patient Advisory Group [PAG] but that the comments of individual PAG members were not shared with the PAG membership.

Following a discussion, the Board agreed to invite the commissioners to present on the County Wide Home Support Service at a future Public Board Meeting.

5. CQC Stakeholder Review

PP reported that the CQC had invited local Healthwatch to participate in its annual Stakeholder Review, and that a response was required by 23.11.2018. The Board discussed matters relating to the CQC including the inspection of community health care services and the inspection of Woodrow medical centre.

In view of the response date, with the support of the co-opted members, the Directors delegated the responsibility to complete the survey to SA, JS and JR.

6. Worcestershire CCGs MSK [Musculoskeletal] Integrated Project

JR reported on Healthwatch Worcestershire's engagement in Worcestershire CCGs re-design of Muscular Skeletal Service [Enc 3]. The Board noted the report.

JS and JR commented on the limitations of the questionnaire the CCGs had published to gather patient feedback on the existing MSK services. JR to provide a progress report at the Public Board meeting on 14.12.2018.

7. Provision of 'Libre' in Worcestershire for monitoring of blood/glucose levels.

SA reported that Healthwatch Worcestershire had received several calls from diabetes patients and their family carers about access to flash blood glucose monitoring systems [Libre] and that enquiries revealed that Worcestershire CCGs were in the minority for not funding it for any patient. Following discussion, the Directors agreed to table a question to the CCGs at the next CCG Board meeting in common.

The Board also noted DVLA's stance on the use of Libre by drivers and proposed that in due course it should be raised with Healthwatch England.

Action: JR and SA to draft question for CCG Board meeting in common.

8. HWW Business Priorities Update

The Board reviewed the Business Priorities Update [Enc 4]. SA reported that month 5 of the Youthcom Radio project will focus on diabetes.

The Directors noted the lack of progress with the Outpatients project and agreed that if a response was not forthcoming from the Executive of the Acute Trust then PP will write to the Trust Chair.

9. Public Participation

A Learning Disability carer expressed concerns about the lack of co-production in the way in which Worcestershire County Council has made cuts to the Learning Disability Partnership Board (LDPB) meetings and its sub groups. The LDPB meetings have been cut by 50% from 6 a year to 3 a year and it is proposed that most of the sub groups will be cut. As this is the route by which the voice of learning disability service users and carers is heard, it would result in token engagement and inevitably issues would have to be dealt with by Worcestershire County Council in between meetings without service user or carer involvement. It was noted that a statement to this effect had been made at the Adult Care and Well-being Overview and Scrutiny Panel on 6th November 2018.

Action: HWW to seek clarification from Adult Social Care

A member of the public raised concerns about the impact which the proposed cuts to library services in Worcestershire would have on people who are socially isolated and mentioned that the Libraries Consultation is open until 2nd February 2019.

10. Reference and Engagement Group

Application by the Worcestershire Partnership of the Chairs of the Older Peoples Forums approved.

11. Company Membership Scheme

Application by 'Rory the Robot' appeal approved. and to note that a meeting of the Company

Noted that an Extraordinary General Meeting take place on 14 December 2018 at the Civic Centre, Pershore.

11. Financial Regulations

JR presented the review of the company's Financial Regulations which the Directors approved. [Enc 5]

12. Dates of Future Board meetings

The Board discussed the proposed programme of Public Board Meetings for 2019 [Enc 6] noting the change of day from Friday to a Wednesday, and that one meeting would be held in each of the CCG areas, whilst all others will take place at the Civic Centre, Pershore.

13. AOB

- **Fracture Clinic project**

JS reported on the proposal to undertake a project to gather patient experience of the Fracture Clinic at Worcestershire Acute Hospitals Trust; to be undertaken as an adjunct to the Out Patients project. Following discussion with the Board the Directors agreed to undertake the project.

- **NHS Long Term Plan**

SA reported that Healthwatch Worcestershire had submitted an expression of interest to Healthwatch England for NHSE grant funding to support public engagement on the NHS Long Term Plan. The Directors agreed that acceptance of the grant and participation in the HWE project would depend on its terms and conditions.