

Healthwatch Worcestershire
Board Meeting in Public
Friday 14 December 2018
Civic Centre
Queen Elizabeth Drive
Persore WR10 1PT

Minutes

1. Attendance and Apologies

Directors:

Peter Pinfield - Chair
Jo Ringshall
Jane Stanley
Martin Gallagher
John Taylor

Also in Attendance:

Anne Duddington - Co-opted member
David Saunders - Co-opted member
Ray Eades - Co-opted member
Simon Adams - Chief Operating Officer & Company Secretary

Apologies

Barbara Pugh - Co-opted member

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

2. Declarations of Interests

AD declared an interest as a member of the Right Support for Carers, sub-group of the Learning Disability Partnership Board.

3. Co-opted Members

SA briefed the meeting that the term of office of AD, BP and RE as co-opted members had expired on 21 September 2018 under the agreed Terms of Reference.

Given that the existing contract between Healthwatch Worcestershire and Worcestershire County Council for the delivery of local Healthwatch services expires on 31 March 2019, and that the County Council is still considering the future of the contract the Directors considered the expediency of the recruitment and selection and unanimously agreed:

- to re-appoint AD, BP and RE for an extended term until 31 March 2018 with their agreement; the decision to be applied retrospectively from 21 September 2018.
- In the event of the County Council extending the contract, to start a recruitment and selection process to co-opt up to 6 members from the

Company Membership Scheme to the Board [NB existing co-opted members may reapply]

This course of action was supported by all the co-opted members present, with AD and RE agreeing to their reappointment.

Action: SA to contact BP

4. Minutes of the Public Board Meeting on 9 November 2018 [Enc 1] and Matters Arising.

The Directors agreed the minutes of the Public Board meeting on 9 November 2018.

Matters Arising:

- **Health Overview & Scrutiny Committee**
PP reported increased contact with the Chair of HOSC and of the opportunity to contribute on the scrutiny of the Acute Trust at the meeting of HOSC on 26 November 2018. The Board agreed these were positive developments and indicative of increased collaboration.
- **County-Wide Home Support Service**
JS reported that to date no further information was available.
- **Worcestershire CCGs MSK Integrated Project**
JR could not confirm that the CCGs had agreed a revised MSK policy at a Board Meeting in Common on 6 December 2018 as planned. Noted that the next MSK meeting is 8 January 2019.
Action: JR to provide further update
- **NHS Long term Plan**
SA reported that to date no further information had been made available by Healthwatch England.
Action: SA to provide further report

5. CQC Stakeholder Review

The Directors and Co-opted members considered the response [Enc 2] that had been submitted to the CQC Stakeholder Review, and the Directors subsequently approved it.

6. Healthwatch Worcestershire Performance Report for the period July - September 2018

SA presented the performance report [Enc 3] for the period July-September 2018 which the Board considered, and Directors approved.

7. Stroke Services in Worcestershire

The Board noted that Healthwatch Worcestershire now a non-voting attendee at the STP Stroke Programme Board [planning future stroke service provision in Herefordshire and Worcestershire] and Worcestershire Stroke Strategy Group [improving delivery of existing stroke services in Worcestershire].

Noted that the Chair of Worcestershire Acute Hospitals NHS Trust had not yet responded to Healthwatch Worcestershire's letter about the Trust's delivery of stroke services.

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

JR reported that in response to a question at the Board Meeting In Common of the Clinical Commissioning Groups, the CCGs did not intend to fund 'Libre' in the 2018/19 financial year on grounds of cost and patients safety. The Board agreed that this position appeared to contradict Government policy and agreed to follow up with the CCGs.

Action: Letter to CCGs

9. Learning Disability Partnership

The Board considered representation to Worcestershire County Council about the future arrangements for the Learning Disability Partnership, which the Directors agreed.

Action: Letter to WCC

10. Business priority update report

The Board received a report on progress in delivering business priorities.

11. Applications to join the Company Membership Scheme

The Directors approved the following applications for membership of the Company Membership Scheme:

- Gordon Prescott - Expert by Experience, Reference & Engagement Group
- Fred Kahler - Worcs partnership of Older Peoples Forums, Reference & Engagement Group

12. Public Participation

The following issues were raised by members of the public:

- Dementia services
Referral to services times in Worcestershire [20 weeks] as compared with Herefordshire [6 weeks].
- Need to improve communication between the GP's Public and Patient Groups and the Clinical Commissioning Groups.
JS briefed the Board on the development of the Integrated Care Patient & Stakeholder Involvement Group and the invitation to comment on the draft terms of Reference for the Group.

13. 'Subject Access Request' process

SA reported that there was a requirement to make minor amendments to the company's 'Subject Access Request' process. The Directors delegated the responsibility to make the amendment to JR.