

Healthwatch Worcestershire

Board Meeting in Public

Wednesday 8 May 2019

Trinity Methodist Church, 3 Churchfields, Kidderminster DY10 2JL

Minutes

1. Attendance

- **Directors**

Peter Pinfield - Chair

Jo Ringshall - Vice Chair

John Taylor

Jane Stanley

Martin Gallagher

Simon Adams - Managing Director

- **Co-opted Members**

David Saunders

Barbara Pugh

Ray Eades

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

10 members of the public present.

2. Chairman's Announcement

PP announced that at a closed meeting of the Board on 6 March 2019 the Directors had unanimously extended JR's role to include responsibility of Data Protection Officer, and in consequence thereof had appointed SA as a Director of Healthwatch Worcestershire wef 6 April 2019.

3. Re-appointment of Co-opted members for this meeting, and progress in co-opting members

SA reported the progress in the process to co-opt up to 5 members of the Company's membership scheme to the Board of Healthwatch Worcestershire and provided assurance that the process would be completed before the Healthwatch Annual Conference on 27 June 2019.

SA proposed that Barbara Pugh and Ray Eades should continue to be co-opted for this Board meeting. The Directors unanimously agreed, and PP thanked them for their co-operation.

4. Declarations of Interests to include re-declaration of existing interests

No declarations of new interests. Directors to update existing declaration forms.

Action - Directors

5. Herefordshire and Worcestershire's Living Well with Dementia Strategy 2019-2024

Presentation by Jenny Dalloway [JD], Transformation and Delivery Lead for Mental Health, Worcestershire CCGs.

In response to questions from Healthwatch Worcestershire's Board and the public JD acknowledged:

- The causal link between hearing loss and the onset of dementia - identified in the strategy and addressed in the action plan.
- Strategy informing CCG investment decisions for the next financial year. Reference to community service commissioned with Age UK on a 5yr contract.
- Carers important to the successful delivery of the strategy. Caring addressed within individual pathways. No single CCG policy addressing carers as a group and issues such as support for carers - proposed that the CCG should develop a carers policy.
- The strategy identified several groups at high risk of developing dementia eg Learning Disabilities, chronic heart disease and hearing loss. Requires access to screening for early diagnosis - actions in strategy to address this with the aim of getting pathways right for patients within those groups.

6. Minutes of the Public Board Meeting on 13 March 2019, and Matters Arising

The minutes of the Public Board Meeting on 13 March 2019 were unanimously agreed by the Directors.

Matters Arising:

- **NHS Long Term Plan Engagement**

SA reported that an online survey was available for the public to complete on Healthwatch Worcestershire's website, and that Healthwatch was holding focus groups in each of Worcestershire's District Council areas and with specific interest groups which were open to the public to attend.

Noted that Healthwatch Herefordshire was collating and analysing the public feedback for the Herefordshire and Worcestershire STP with a view to presentation at Healthwatch Worcestershire's Annual Conference following the publication of the report.

SA reminded the Board that the timetable for publication of the report on the engagement had been set by Healthwatch England and would not provide the Board with an opportunity to consider the report before its publication.

- **Procurement of Non-Emergency Patient Transport Service**

SA reported that Healthwatch Worcestershire had made several enquiries with the CCG commissioner about the specification for the new 'non-emergency patient transport service', and that a response was awaited.

Action: SA to follow up with CCG

7. Patient/Public Involvement in the commissioning and delivery of NHS services

The Board considered a report on issues raised with Healthwatch Worcestershire by a resident of South Worcestershire about the inadequacy of Patient/Public Involvement in the commissioning and delivery of NHS services [see Briefing note].

The resident was present at the meeting and having identified himself as the resident referred to in the Board voiced his concerns.

The Board noted the responses that had been provided by NAPP and NHSE, and SA reported that the CCG had confirmed with him that in its view it complied with the legislation relating to Patient/Public Involvement.

It was acknowledged by the Board that the NHS in Worcestershire was seeking to collaborate in its Public/Patient Involvement activity as a STP as opposed to each NHS organisation undertaking its own activity.

It was noted that an enquiry had been made with NHSE but that no response had been received.

Following discussion, the Directors agreed that they were confused by the feedback provided by NHSE to the local resident raising the issue and the statutory requirement placed on CCGs. Agreed that SA would make further enquiries with the CCG and NHSE to resolve. However, based on information available while the Board agreed that the CCGs could improve on their Patient/Public Involvement the Board did not recognise that the CCGs were in breach of their statutory obligations. The Directors agreed to monitor the situation.

Action: Further enquiry with CCG and NHSE and monitor CCGs Public/Patient Involvement activity.

8. Healthwatch Worcestershire Performance Report Q4 [January to March] 2018/19

The Directors considered and approved Healthwatch Worcestershire's performance report for Q4 [January to March] 2019/19.

9. The Safeguarding of Homeless Adults with Care and Support Needs

JT reported ongoing discussions with the Manager of WASB about the importance of 'lessons learned' following the death of Mr Cardon Banfield in July 2016, and the subsequent report produced on behalf of Worcester City Council. More recently there have been other deaths of people who may be considered to be homeless or to be rough sleepers and have a significant degree of vulnerability - we believe there may be up to 4 such deaths.

It would appear from our conversations that WASB has agreed to carry out a thematic review of these deaths and we are awaiting sight of the Terms of Reference (ToR) for this review. The ToR will not be available in final draft form until the appointment of an appropriate person to lead the review.

HWW believes that the circumstances surrounding Mr Banfield's death, and the recommendations arising from the City Council Report, should be included in the review. We have sought an update statement from the Board Manager on both the plans and timescale for addressing this issue and will place this information on our website in due course. We have also asked the aboard Manager to attend the next available HWW Board Meeting in Public so that there is an opportunity to receive a progress report and to help us all understand the process which is being followed.

We believe it is important that a Safeguarding Adults Review (SAR) is considered in every instance affecting this group of people and we welcome the apparent willingness of WASB to discuss openly their approach to this sensitive matter.

10 . Public Participation

A member of the public drew attention to the cancer services meeting that the NHS had held on 30 April 2019 expressing a view that the engagement that had taken place was inadequate engagement on which to base the future of cancer services for Worcestershire's population.

11. Healthwatch Worcestershire's Annual Conference 27 June 2019

The Directors agreed the agenda for the Annual Conference on 27 June 2019 at Sixways, Worcester

12. Reference and Engagement Group

The Directors agreed the following applications for membership of the Reference and Engagement Group:

- Out2gether
- Disability Support Project

- Worcester Cancer Support Group
- Swallows Head and Neck Cancer Worcestershire and Herefordshire

13. Business Priorities Progress Report

The Board noted the progress with the delivery of business priorities

14. AOB:

- PP provided an update on the availability of the flash glucose monitoring system - Libre