

Healthwatch Worcestershire

Public Board Meeting

13th March 2019

Council Chamber, Civic Centre, Queen Elizabeth Drive, Pershore, WR10 1PT

Minutes

1. Attendance and Apologies

Directors:

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

Co-opted Members:

Anne Duddington
Ray Eades

(NB the Co-opted Members attend the Board Meeting as non-voting participants)

Also in attendance:

Felicity Jones - Engagement Officer
Morag Edmondson - Engagement Officer
Suzy James - Engagement Officer

Apologies:

Simon Adams - Chief Operating Officer & Company Secretary
Barbara Pugh - Co-opted Member
David Saunders - Co-opted Member

PP thanked Ray Eades for his time as a Co-opted Member of HWW and for all his valuable contributions.

2. Declarations of Interests

None declared

3. NHS Long Term Plan

Ruth Lemiech, Director of Strategy, Worcestershire CCGs and Tom Grove, Head of Communications, Worcestershire CCGs gave a presentation on the NHS Long Term Plan. A webcast of this presentation and the Q&A session is available on our website.

RL gave an update on the local priorities and progress already made.

Local priorities:

- Improving outcomes for cancer and stroke
- Greater focus on mental health and learning disability services
- Providing more care and treatment at home to reduce unnecessary admissions to acute hospitals
- Emphasis on prevention where people are better equipped to manage aspects of the long term condition and where communities are supported to live healthier lives.

Progress already made:

- Neighbourhood Teams - bringing together nurses, therapists, social workers and GPs into single teams to support vulnerable people within the community
- Secured funding to improve mental health support for mums and families and increasing access to psychological therapies
- Social Prescribing to be rolled out wider.

4. NHS Long Term Plan Engagement

Christine Price, Healthwatch Herefordshire.

CP presented on how Healthwatch Herefordshire and Healthwatch Worcestershire will be carrying out engagement on how the changes of the NHS Long Term Plan will be implemented locally. Both Healthwatch will focus on face to face engagement with local people by carrying out focus groups, attending groups and organisations to speak with people and where necessary carrying out one to one conversations with people. A webcast of this presentation and the Q&A session is available on our website.

The topics being discussed are:

- Emergency Services
- Learning Disability and Autism Services
- Mental Health Care for Adults
- Mental Health Care for Children and Young People
- Local Care out of Hospital
- Specialist Services
- Prevention and Self Care
- Health Inequalities

5. Minutes of the Public Board Meeting on 13th February 2019, and Matters Arising.

The Board considered the minutes of the Public Board Meeting on 13th February 2019 which the Directors then approved.

Matters Arising:

- **Worcestershire CCGs MSK Integrated.** The CCGs were required by NHSE to introduce clinical triage into the MSK pathway across the entire county by January 2019. Clinical triage by physiotherapists reduces inappropriate referrals to secondary care, reduces pressure on diagnostics and decreases waiting times. In the South of the county there already was an MSK clinical triage service provided by the WH&CT. This was not available in the North of the county and the community physiotherapy service available differed in WF and R&B. The first stage of the project was to introduce clinical triage into the MSK pathway in the north of the county. Due to the extremely tight deadline of January 2019 and concerns around staffing capacity it was agreed that that Ascenti who already provided the WF MCAT service would deliver the service model in the WF and that WH&CT would provide the R&B service expanding their own workforce and utilising the Royal Orthopaedic Hospital (ROH) staff. The service change occurred on January 14th and there has not been much feedback though there are still concerns around capacity.

The scope of the MSK pathway includes standard and advanced physiotherapy, specialist podiatry, pain management, Functional Restoration Service, diagnostics and post trauma care. It does not include children's services and rheumatology. The second phase of the project is to standardise the service across the county, build the community physiotherapy capacity, ensuring equity of access to radiology services and generally provide an integrated MSK service, this includes transforming outpatient services and ensuring the sustainability of the service.

- **Procurement of Non-Emergency Transport Service.** FJ had emailed CCG to clarify HWW position that we would be involved in the tender evaluation process and asked if the CCG is intending to make any savings in recommissioning the service compared to what is already spent in Worcestershire. FJ is still waiting for a response.
- **NICE Consultation on 'Shared Decision Making'.** The Board noted and approved the response to the consultation retrospectively
- **NHS England CCG 360 Stakeholder Survey.** The Board noted and approved the response to the survey retrospectively
- **Worcestershire Childrens Safeguarding Partnership.** The Board noted and approved the response to the consultation retrospectively
- **Developing a Patient Safety Strategy for the NHS.** The Board noted and approved the response to the consultation retrospectively

6. Children and Young Peoples Mental Health Report

ME gave a presentation on the report, its finding and recommendations made to providers and commissioners.

The Board approved the report for publication.

7. Service User and Carer Experience of the Mental Health Home Treatment Service Report

SJ presented the report, its findings and recommendations to providers and commissioners.

The Board approved the report for publication.

8. 2019/20 Budget

JR presented the 2019/20 Budget which was approved by the Board.

9. Public Participation

This took place during the meeting following each presentation. This can be viewed in the webcast on the Healthwatch Worcestershire website.

10. Business Priorities Report

The Board noted the report on progress in delivering business priorities

11. AOB

Two applications for the Reference and Engagement Group were approved by the Board. Judy Adams and Kidderminster and Worcestershire Prostate Cancer Support Group.