

Healthwatch Worcestershire
Board Meeting in Public
13 February 2019
Civic Centre
Queen Elizabeth Drive
Persore WR10 1PT

Minutes

1. Attendance and Apologies

Directors:

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

Co-opted Members:

- Anne Duddington
- Barbara Pugh
- David Saunders

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

Also in Attendance:

Simon Adams - Chief Operating Officer & Company Secretary

Apologies:

- Jo Ringshall - Director
- Ray Eades - Co-opted Member

2. Declarations of Interests

AD declared an interest in Right Support for Carers

3. Minutes of the Public Board Meeting on 14 December 2018, and Matters Arising.

The Board considered the minutes of the Public Board Meeting of 14 December 2018 which the Directors then approved.

Matters Arising:

- **Worcestershire CCGs MSK Integrated Project Report postponed to the Public Board Meeting on 13 March 2019.**
- **Learning Disability Partnership**
The Board noted Healthwatch Worcestershire's letter to Worcestershire County Council dated 18 December 2018, and the response from the Chief Executive of the County Council, dated 9 January 2019.

AD acknowledged the support provided by Healthwatch Worcestershire in providing advice and information to service users groups.

- **Stroke Services in Worcestershire**

The Board noted the written response from the Chair of Worcestershire Acute Hospitals NHS Trust.

Action: SA to circulate letter to the Board

- **Provision of 'Libre' in Worcestershire for monitoring of blood/glucose levels**

JS drew attention to the minutes of the Area Prescribing Committees consideration of 'Libre', The Board noted the Committee's reliance on advice provided by the Public Health Dept of Worcestershire County Council questioning the safety of 'Libre', and decision not to provide it until NHSE provided the funding.

The Directors agreed to further consider the issue.

Action: SA to progress

- **Integrated Care Patient & Stakeholder Involvement Group**

The Board noted Healthwatch Worcestershire's letter to the Accountable Officer, Worcestershire's Clinical Commissioning Groups and his written response, dated 8 February 2019.

4. Healthwatch Worcestershire Performance Report for the period October - December 2018

The Board considered Healthwatch Worcestershire's Performance Report for the period October to December 2018, noting the significant increase in reported patient/service user/carers experiences. The Directors approved the performance report.

5. 'Going to the Dentists' report

The Board considered the 'Going to the Dentists' report which was presented by Margaret Reilly, Engagement Officer and project lead. The Directors subsequently approved the report for publication.

6. The Safeguarding of Vulnerable Homeless Adults

SA and JT reported that the recent deaths of 2 men, who had been homeless, in Malvern had been referred by Malvern Hills District Council as the Housing Authority to Worcestershire Safeguarding Adults Board, and that the Manager had informed SA that a scoping meeting will take place on 25 March 2019 to consider if the deaths met the criteria for a Safeguarding Adult Review. Given this development the Board agreed to await the outcome of the scoping meeting before making proposals about the safeguarding of homeless adults with care and support needs to Worcestershire County Council.

Action: Bring forward for further consideration at the Board Meeting in April 2019

7. NHS Long Term Plan Engagement

SA briefed the Board on the offer from Healthwatch England for local Healthwatch to support the NHS in public engagement on the NHS Long Term Plan. Relevant documents are:

- NHS Long Term Plan summary
- Terms & Conditions of Healthwatch England grant
- Healthwatch England's engagement activity requirement [NB Healthwatch Herefordshire has agreed to undertake the co-ordinating role referred to in the engagement activity requirement].

After discussion with the Co-opted Members the Directors agreed that Healthwatch Worcestershire participation in the engagement subject to the caveat that Healthwatch Worcestershire's independence was not compromised.

The Directors delegated the responsibility to SA to finalise the agreement with Healthwatch England.

8. Procurement of Non-Emergency Patient Transport Service

The Board noted that Worcestershire Clinical Commissioning Groups are procuring a new Non-Emergency Patient Transport Service. PP provided a verbal report on the procurement progress to date and the invitation from the CCGs for local Healthwatch to be involved in evaluating tenders. The Directors agreed not to decline the invitation on the grounds of independence and agreed to make further enquiries into the new service with a focus on ensuring the service complemented the strategy in the Sustainability and Transformation Plan and NHS England's Long Term Plan of delivering services outside of a hospital setting.

Action: SA to bring forward further information

9. NICE Consultation on 'Shared Decision Making'

The Board considered the NICE consultation on guidance about 'shared decision making' and agreed to make a response. The Directors delegated the responsibility to PP to finalise and submit the response.

Action: PP to finalise and submit a response

10. NHS England CCG 360 Stakeholder Survey

The Board considered the NHS England's 360 Stakeholder Surveys of Worcestershire's Clinical Commissioning Groups and agreed to make a response to both. The Board delegated the responsibility to SA to co-ordinate a response from the Board and submit it.

Action: SA to co-ordinate response to the surveys and submit

11. Worcestershire Childrens Safeguarding Partnership

- JS presented Worcestershire County Council's proposals for the new organisational structure and functions of Worcestershire Childrens Safeguarding Partnership which the Board discussed, raising the following issues:
 - The continued role of lay people in the business of the Childrens Safeguarding Partnership.

- The role of Healthwatch Worcestershire in the Partnership and in the arrangements for Quality Assurance and Procedures.
- That the merged management support for Childrens and Adult Safeguarding is adequately resourced.

The Directors delegated the responsibility to SA to draft and forward a response to Worcestershire County Council.

Action: SA to draft and forward response

12. Business priority update report

The Board noted the report on progress in delivering business priorities.

13. Public Participation

The following issues were raised by members of the public:

- Cuts to the podiatry service in Worcestershire.
- Concern that Merstow Green Medical Practice, Evesham is losing its diabetes service.

14. Contract for local Healthwatch services

The Board noted that Worcestershire County Council had exercised its option to extend its contract with Healthwatch Worcestershire to deliver local Healthwatch services for 2 years from 1 April 2019.

15. AOB:

○ **Developing a Patient Safety Strategy for the NHS**

The Board noted the opportunity to respond to a NHSI consultation on Developing a Patient Safety Strategy for the NHS and agreed to submit a response which should raise the importance of co-production with patients, their carers and the public in developing and implementing the strategy. The Directors delegated the responsibility to SA to draft and submit a response to the consultation.

Action: SA to draft and submit a response.