

Public Board Meeting

1000hrs Wednesday 15 January 2020
Windmill Community Centre
Rye Grass Lane, Walkwood, Redditch B97 5YE



Minutes

1. Attendance

Directors:

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

Co-opted Members:

David Saunders - Volunteer
The Swallows - Head and Neck Cancer Support Group [Chris Byrne]
St Pauls Hostel [Jonathan Sutton]

Apologies

Jo Ringshall - Director
Families in Partnership [Bernadette Louise] - Co-opted Member
Young Solutions Worcestershire [Pete Sugg] - Co-opted Member
Sandycroft Centre [Lee McKenzie] - Co-opted Member

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

2. Declarations of Interests

JS - Safeguarding rough sleepers and homelessness

3. Minutes of Public Board Meeting 11 September 2019, and Matters Arising.

Following discussion with the Co-opted Members the minutes of the Public Board Meeting on 11 September 2019 were unanimously agreed by the Directors.

Matters Arising:

- **Safeguarding Homeless People with Care and Support Needs**

JT reported that a date for the meeting with the 'Author' of the Worcestershire Adults Safeguarding Board's thematic review had yet to be finalised.

- **Care in the Corridor - Follow up Visits 2019**

The Board noted that Worcestershire Acute Hospitals NHS Trust's Action Plan as a response to the Care in the Corridor Report - Follow up visits 2019 had been agreed with the Trust - and had been published on Healthwatch Worcestershire's website.

- **Time to Change Employer Pledge**

JT reported that he was preparing the action plan to support a submission.

PP agreed to ask the Health and Wellbeing Board for a report on progress in due course.

4. Report of the Care Quality Commission Inspection of Worcestershire Acute Hospitals NHS Trust 2019.

Jackie Edwards, Deputy Chief Nurse [Quality] of Worcestershire Acute Hospitals NHS Trust reported on the Care Quality Commission's full Inspection of Worcestershire Acute Hospitals NHS Trust in 2019 [presentation attached] and then responded to questions from the Board and public.

Question/Comment

Public and patient engagement at the Trust feels 'ad hoc' from experience, rather than routine. Can the Trust improve its involvement with patients in how it will provide services?

Response

Co-production of services is key. A cultural change at operational level is required in managing service change to engage patients and the public. It is a 'golden thread' in our Quality Account.

Recognise the significance of journey times for patients, for example travelling to Coventry and Birmingham. The challenge is to ensure enough feedback goes into the system about its impact.

Question/Comment

Offer of help from Saint Paul's Hostel to facilitate engagement between the Trust and the homeless.

Question/Comment

There is a need to develop relationship with the LD family support groups and to make more information available in the Trust for LD patients. Are 12-hour breaches for patients being recorded?

Response

All 12-hour breaches are recorded. Try to ensure timely access to treatment including the Home First service and mental health services.

Question/Comment

What is Safer Red to Green

Response

A national programme - with a focus from the ward to the Trust Board for patients waiting in the system to access pathways of care. Monitors a series of actions that support patients in accessing care pathways.

Question/Comment

In comparison with previous CQC reports this reports indicates that there is now a management team in place who appear to know what's going on and are creating a culture of continuous improvement.

Question/Comment

How can Trust communicate action to improve in a simple way so that patients can understand?

Response

Through openness and transparency

Question/Comment

Packages to support patients at home after discharge are inadequate

Question/Comment

Has the NHS engaged in the County Council's Public Transport Review regarding patient travel?

Question/Comment

What is the 'Back to the Floor' being practices by senior leadership?

Response

Senior Doctors and Nurses doing duty on the wards, in outpatients or in A&E etc. alongside the nurses, doctors and other staff who work in those departments.

5. Health & Care in Prison - Report of experiences of health and care services at HMP Hewell

The Board received a report from Suzy James, Engagement Officer on the project to gather experiences of health and care services in HMP Hewell.

The Directors agreed to delegate the responsibility to finalise and publish the report to JR.

Action: JR to finalise and publish report

6. Healthwatch Worcestershire Performance Monitoring Report Q3 [September to October] 2019/20

The Board considered the Performance Monitoring report, which the Directors subsequently approved.

7. Healthwatch Worcestershire Business Plan - Progress Report

The Board noted progress in delivering the business plan 2019/20

8. NHS Quality Accounts for 2019/20

SA outlined the Regulatory requirement for NHS providers including non- NHS bodies who have NHS contracts valued in excess of £130k pa to publish a Quality Account setting out the provider's priorities for improving quality. Noted that although the Regulation required providers to forward a draft by 30 April to Local Healthwatch for comment before publication and for Local Healthwatch to respond by 31 May this rarely occurred and created difficulties for Healthwatch Worcestershire in making an adequate consideration of the draft Quality Account.

SA proposed that providers should be invited to submit a draft by 1 May which would enable proper consideration of a comment before the Board approved it on 28 May. After discussion the Directors agreed with the proposal.

Action: SA to write to provider organisations

DRAFT