

Public Board Meeting
 Thursday 28 May 2020
 1000 - 1200
 By tele/video conference



Minutes

Item	Title	Enc	Who
1	<p>Attendance</p> <p>Directors Peter Pinfield - Chair Jo Ringshall Jane Stanley John Taylor Martin Gallagher Simon Adams - Managing Director</p> <p>Co-opted Members St Pauls Hostel - represented by Jonathan Sutton Swallows - represented by Chris Byrne Young Solutions - represented by Pete Sugg David Saunders - Volunteer</p> <p>Apologies Families in Partnership - Co-opted Member</p> <p>[NB the Co-opted Members attend the Board Meeting as non-voting participants]</p>		PP
2	<p>Rules for participating in Healthwatch Worcestershire's virtual meetings. The Board considered and the Directors subsequently approved the rules for participating in Healthwatch Worcestershire's virtual meetings as an amendment to the Company's rules for the good governance of a Board Meeting in Public and agreed to redraft both sets of rules into a single document. Action: SA/JR to redraft rules into a single document.</p>	1	JR
3	<p>Declarations of interests SA - Spouse:</p> <ul style="list-style-type: none"> employed as a Community Nurse by Worcestershire Health & Care Trust wef 11 May 2020 employed as a Clinical Contact Caseworker by NHS Test & Trace wef 28 May 2020 <p>Young Solutions [Pete Sugg] Continuing Healthcare</p>		PP

4	<p>Herefordshire and Worcestershire NHS Clinical Commissioning Group [CCG] The future of health care services in Worcestershire. Dr Ian Tait [IT] Chair of Hfds & Worcs CCG Simon Trickett [ST], CEO of Hfds & Worcs CCG</p> <p>ST made a presentation on how the CCG had responded to Covid-19 and its plans for the restoration and recovery of services - see attached presentation.</p> <p>A Q&A session then followed which included:</p> <ul style="list-style-type: none"> • questions relating to the testing of staff and residents in care homes ST - Worcestershire County Council required to submit a plan by 29 May to which CCG is a consultee - addresses these issues. • Digital exclusion eg how audio/video consultations work for patients with a sensory impairment ST - acknowledged as an issue which will need to be further researched. • Impact on cancer patients - either by delay in diagnosis/treatment or symptomatic patients choosing not to visit GP. ST - There was a 50 % reduction in referrals under the 2 week wait pathway but the numbers of cancers diagnosed was similar to numbers pre Covid-19. Nevertheless, situation is a huge concern to the CCG and wider NHS. Symptomatic patients who have resisted contacting hospital/GP could be vulnerable and should be urged to do so. Not known how long it will take to clear the existing backlog which will depend on capacity and any demand created by Covid-19. IT - Local Healthwatch assistance with messaging to patients is very useful, and confirmed NHS counts the number of patient referrals by cancer pathway. ST - Patient numbers etc are publicly reported on in the CCG Board papers. • Opportunity to include settings which are similar to Care Homes, eg hostels, in testing plans for Covid-19. ST - Acknowledged point for consideration IT - CCG aware of other settings than Care Homes where testing is relevant eg LD settings. • Continuing Healthcare [CHC] Direct payments - provision of PPE by the budget holder and provision of advice and guidance in managing Covid -19. ST - Understand Direct payments include PPE provision. Commitment to raise issues with CHC Quality Team. 		pp
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	<p>PP thanked ST and IT for their attendance and on behalf of Healthwatch Worcestershire's Board and Worcestershire's patients and public expressed gratitude for the commitment of both clinical and non-clinical NHS staff in dealing with the Covid-19 pandemic.</p>		
5	<p>Representation of Healthwatch Worcestershire's [HWW] interests at Meetings of Herefordshire and Worcestershire Clinical Commissioning Group The Board noted that this was HWW's first Public Board Meeting since the restructuring of the Clinical Commissioning Groups in Herefordshire and Worcestershire to form the Herefordshire and Worcestershire Clinical Commissioning Group. Following a discussion on how local Healthwatch interests should be represented in the business of the new Clinical Commissioning Group the Directors agreed that whilst on occasions it might be appropriate for Healthwatch Herefordshire to represent the interests of HWW [and vice versa], HWW would generally wish to be represented in its own right with any exception made on a case by case basis.</p>		SA
6	<p>Minutes of Public Board Meeting 23rd March 2020 and Matters Arising: The Directors approved the minutes of the Public Board Meeting on 23 March 2020. Matters Arising:</p>	2	PP
6.1	<ul style="list-style-type: none"> • Time to Change Employer Pledge JT reported that HWW's Time to Change Employer Pledge application would be submitted by 22 June 2020. <p><i>Action: JT further report at PBM on 15.07.2020</i></p>		JT
6.2	<ul style="list-style-type: none"> • Health & Care in Prison - Report of experiences of health and care services in HMP Hewell JR reported that the report had not been responded to in time but in view of Covid-19 the outstanding responses had not been followed up. <p><i>Action: JR further report at PBM on 15.07.2020</i></p>		JR
6.3	<ul style="list-style-type: none"> • LGBT+ [Experiences of Health and Social Care Services] Report JS confirmed that the report of LGBT+ [Experiences of Health and Social Care Services] had been published on HWW's website. Agreed to postpone requests for responses from commissioners and providers because of Covid-19. 		JS/JR

6.4	<p><i>Action: JS to report when the request for responses has been made.</i></p> <ul style="list-style-type: none"> • Mental Health Services during Covid -19 JS reported a Health & Care Trust campaign to encourage patients to access the Trusts mental health services and that the Trust were planning services to respond to the demand that will created by Covid-19. 		JS
7	<p>Safeguarding Homeless People with Care and Support Needs JT presented the notes summarising SA & JTs interview of 16 March 2020 with the ‘Author’ of the Worcestershire Safeguarding Adults Board [WSAB] Thematic Review of the deaths of rough sleepers as the record of HWW’s contribution to the Review, which the Board noted. JT reported that the outcome of the Review had been delayed by Covid-19 and that he would maintain a watching brief on the progress of the Review and its outcomes.</p> <p>Jonathan Sutton outlined the role of the Covid 19 Homeless Task Force - Recovery Group, which he had been asked to Chair, with a request that HWW attend the Group. The Directors agreed, nominating JT to attend. Noted that the WSAB had also been invited to attend so that the learning from the Thematic Review could be understood to avoid past mistakes.</p> <p>In response to questions from a member of the public about the publication of the Thematic Review and any recommendations HWW will continue to be involved.</p>	3	JT
8	<p>Finding Out About Adult Social Care Services from the Worcestershire County Council Website JT presented the report on Finding Out About Adult Social Care Services from the Worcestershire County Council Website which the Board considered. The Directors approved the report for publication. JT acknowledged the support of HWW’s volunteers in delivering the project.</p>	4	JT
9	<p>Business Plan 2020/21 SA reported on the disruption to HWW’s normal business caused by the Covid-19 pandemic, which had been foreseen at the Public Board Meeting in March.</p>		

<p>9.1</p> <p>9.2</p> <p>9.3</p> <p>9.4</p> <p>9.5</p>	<p>Update:</p> <ul style="list-style-type: none"> • Co-ordinating the County Council’s ‘One Worcestershire’ Community Response to Covid-19. SA reported on the support that HWW had provided to Worcestershire County Council at the request of the Council’s leadership to support the co-ordination of the community response in Worcestershire to Covid-19. It was noted that the commitment was now concluded. • Covid-19 Survey JS briefed the Board on the on-going survey of peoples’ experiences of health and care services during the Covid-19 Pandemic which the Directors approved retrospectively, together with a summary of findings to date. The Directors agreed that detailed findings, whilst shared with commissioners and providers on a periodic basis to inform service improvement, will not be put into the public domain until the survey is finally reported upon. • Advocacy Project JR presented the scoping document for the Advocacy project in collaboration with Healthwatch Herefordshire which the Board considered, and the Directors then approved. • Enquiry with Worcestershire County Council about Care Homes and Covid-19. JT reported on enquiries he had made with representatives of the Nursing and Care Homes sector about the impact of Covid-19 on residents. The Board noted the letter of enquiry he had written to Worcestershire County Council and the Directors retrospectively approved the enquiry. • Outpatients Modernisation JS reported that HWW contribution to a leaflet for patients attending a hospital colo-rectal cancer appointment had been incorporated into the leaflet. 	<p></p> <p>5</p> <p>6</p> <p>7</p> <p></p>	<p>SA</p> <p>JS/JR</p> <p>JR</p> <p>JT</p> <p>JS</p>
<p>10</p>	<p>Healthwatch Worcestershire Q4 [January to March] 2019/20 Performance Report and the annual Social Value Report SA presented HWW’s performance report for Q4 [January to March] 2019/20 and the annual Social Value Report. The Board considered both reports which were subsequently approved by the Directors.</p>	<p>8 & 9</p>	<p>SA</p>

11	<p>Healthwatch Worcestershire 2019/2020 Accounts JT presented HWW's unaudited 2019/20 accounts which the Board considered. The Directors agreed the Accounts and delegated the responsibility to JR to finalise them. Action: JR to finalise 2019/20 accounts and submit to Companies House</p>	10	JR
12	<p>Healthwatch Worcestershire Annual Report 2019/20 The Board considered the text for HWW's 2019/20 Annual Report which the Directors approved, delegating the responsibility to SA and PP to finalise and publish the report. It was noted that a local Healthwatch has a statutory duty to publish a report annually by 30 June and that therefore the Directors intended to publish the report at HWW's General Meeting on 25 June 2020. Action: PP and SA to finalise and publish the Annual Report</p>	11	SA
13	<p>NHS Quality Accounts 2019/20 The Board considered, and the Directors approved HWW's responses to the following Quality Accounts:</p> <ul style="list-style-type: none"> • West Midlands Ambulance Service University NHS Foundation Trust Quality Account 2019/20 • Worcestershire Health and Care NHS Trust Quality Account 2019/20 	12	JR
		13	JS/MG
14	<p>Re-naming of Worcestershire Health & Care Trust MG reported on the Trusts Chief Executive Officer's letter of 19 May about the options for the re-naming the Trust in the light of its new contract to deliver mental health services in Herefordshire. The Board considered a number of issues relating to the opportunity to clarify the role of the Trust within the health and care system for patients and the public. The Directors agreed to delegate the responsibility to SA to draft a response for HWW in consultation with Board members and reply.</p>	14	MG
15	<p>AOB with leave of the Chair</p> <ul style="list-style-type: none"> • Annual General Meeting of HWW on 25 June 2020 The Directors agreed to convene an Annual General Meeting on 25 June 2020 via video/teleconference facility. 		PP

