

Public Board Meeting
 Wednesday 25 November 2020
 1000 - 1200
 By tele/video conference
Minutes



Item	Title	Enc	Who
1	Appointment of Chair for the Meeting As PP had sent apologies for the meeting the Directors unanimously appointed JR to chair it.		SA
2	Attendance <u>Directors:</u> <ul style="list-style-type: none"> • Jo Ringshall [Vice Chair] • Jane Stanley • John Taylor • Martin Gallagher • Simon Adams [Managing Director] <u>Co-opted Members:</u> <ul style="list-style-type: none"> • St Pauls Hostel represented by Jonathan Sutton • David Saunders [HWW volunteer] NB the Co-opted Members attend the Board Meeting as non-voting participants <u>Also in Attendance:</u> <ul style="list-style-type: none"> • Morag Edmondson [Engagement Officer] • Louise Handy [Business Support Officer] Apologies: <u>Directors:</u> <ul style="list-style-type: none"> • Peter Pinfield <u>Co-opted Members:</u> <ul style="list-style-type: none"> • Young Solutions • Swallows Head & Neck Cancer • Sandycroft • Families in Partnership 		JR
3	Declaration of Interests SA declared that his spouse was no longer employed by Herefordshire and Worcestershire Health and care NHS Trust as a Community Staff Nurse, and with effect from 2 December 2020 will be employed by Worcestershire		JR

	Acute Hospitals NHS Trust as an Interventional Radiology Nurse.		
3	<p>Minutes of Public Board Meeting on 8 October 2020 and Matters Arising: The Directors unanimously agreed the minutes of the Public Board Meeting on 8 October 2020.</p> <p>Matters Arising:</p> <ul style="list-style-type: none"> <p>Health and Care in Prisons JR reported that despite further correspondence the Governor, HMP Hewell had not responded. SA reported that he has escalated the issue to Healthwatch England [HWE] who had made enquires with HM Inspector of Prisons. It had transpired that the Inspector had no power to intervene and had referred HWE to the Care Quality Commission [CQC]. Noted that the CQC were aware of the report and had taken action in relation to a cancer patient accessing health services. However, the CQC had not assisted in getting a response from the Governor. SA reported regional TV media interest in the report.</p> <p>LBGT+ Report The Board noted the responses from Worcestershire County Council to the LBGT+ report.</p> <p>Diabetes Services SA reported that he was not aware of any progress by the CCG in developing patient involvement in a refreshed Diabetes Network. The Board agreed to keep the situation under review. SA to seek update from CCG for next Board meeting. Action: SA</p> <p>Covid - 19 reports SA reported that the Clinical Commissioning Group was leading the development of a system response to the Healthwatch Worcestershire's Covid-19 reports, which would be available for the Public Board Meeting in January 2021.</p> <p>CQC Stakeholder Survey SA confirmed a response had been submitted to CQC Stakeholder Survey</p> 	1	<p>JR</p> <p>JR</p> <p>JR</p> <p>SA</p> <p>SA</p> <p>SA</p>
4	<p>Healthwatch Worcestershire's Q2 [July-September] Performance Report The Board considered the performance Report for the period July to September 2020 which the Directors subsequently approved.</p>	4	SA

5	<p>Business Plan 2020/21 Update The Board considered the progress report in delivering the 2020/21 Business Plan. which the Directors subsequently approved.</p>	5	SA
6	<p>Healthwatch Worcestershire's Quality Policy The Board reviewed and the Directors approved Healthwatch Worcestershire's Quality Policy. Noted that the annual assessment for ISO 9001 was scheduled to take place in December 2020.</p>	6	JR
7	<p>Healthwatch Worcestershire's Volunteering Offer JT presented a review of Healthwatch Worcestershire's 'Volunteer Offer' which the Board considered, and the Directors subsequently agreed.</p>	7	JT
8	<p>Public Participation</p> <p>The following issues were commented on by members of the public:</p> <ul style="list-style-type: none"> • The benefits to patients of remote consultations in place of attending appointments at GPs surgeries. • Offer to contribute to the Diabetes network by a patient with lived experience of Diabetes. • The difficulties and delays in contacting GP surgery by telephone. • The opportunities for improved engagement with patients and care home residents presented by digital eg investment in iPads in care homes to connect residents with their families. 		JR
10	<p>AOB with leave of the Chair</p> <ul style="list-style-type: none"> • Review of Safeguarding Policies: <ul style="list-style-type: none"> • Safeguarding Children and Young People - Policy and Procedure • Safeguarding Adults with Care and Support Needs - Policy and Procedure. <p>The Directors agreed the reviews of the above policies and procedures.</p> • Joint Health and Wellbeing Strategy SA reported that Healthwatch Worcestershire would be represented on the Steering Group that has been set up to develop a new Joint Health and Wellbeing Strategy. The Board agreed that from Healthwatch Worcestershire's perspective any new strategy 		<p>JR</p> <p>JS & JT</p> <p>SA</p>

	<p>should address the wider determinates of health, focusing on addressing health inequalities.</p> <ul style="list-style-type: none"> • Integrated Care System Vision and Values SA reported that the draft ICS Vision and Values had been presented at the STP Partnership Board and Healthwatch Worcestershire had submitted a joint response with Healthwatch Herefordshire. The response addressed the following points: <ul style="list-style-type: none"> ○ Vision - public will expect any Vision statement to be very focused on eg providing patients and the public with a world class health and care service, with the definition of that explained in the Mission statement ○ Mission - would welcome an ICS Mission that specifically focuses on the need to improve the safety and quality of health services, the integration of health services [both within the remit of the NHS stakeholders] and the ambition to integrate health and social care services with a narrative that expresses this in a meaningful way to patients and the public. ○ Positioning of the ICS Vision and Values Local Healthwatch view view that the ICS Vision and accompanying strategy is best positioned in a meaningful way for the public as how the health and social care components of the Joint Health and Wellbeing will be delivered. <p>The Board discussed this approach, and the Directors gave retrospectively approved it.</p>		SA
	<p>Date of Healthwatch Worcestershire’s next Public Board Meeting 21 January 2021 by video/tele conference</p>		