

Public Board Meeting

Thursday 23 March 2023

10.30 – 12.00 by tele/video conference

Minutes

Item	Title	Enc	Who
1	<p>Attendance</p> <p>Directors: Jo Ringshall – Chair Martin Gallagher John Taylor Chris Byrne Simon Adams – Managing Director</p> <p>Co-opted Board Members: St Pauls Hostel represented by Jonathan Sutton Sandycroft represented by Lee McKenzie Young Solutions represented by Pete Sugg</p> <p>[NB the Co-opted Members attend the Board Meeting as non-voting participants]</p> <p>Apologies: David Saunders – Volunteer</p> <p>Also in Attendance Suzy James – Engagement Officer Margaret Reilly – Engagement Officer Paul Hopkins</p>		JR
2	<p>Appointment of Chair for the Meeting Acting on a request from JR the Directors unanimously agreed to SA to chair the meeting.</p>		JR
2	<p>Declaration of Interests No additional declaration of interests.</p>		SA
3	<p>Minutes of Public Board Meeting on 6 February November 2022 and Matters Arising: The Directors approved the minutes of the Public Board Meeting on 24 November 2022.</p> <p>Matters Arising:</p>	Enc 1	SA SA

	<ul style="list-style-type: none"> <p>• Car parking at Worcestershire Acute Hospitals NHS Trust Noted that SA was still awaiting a formal response from Worcestershire Acute Hospitals Trust about how it will comply with the NHS mandatory guidance on providing free car parking on its barrier-controlled car parks for blue badge holders. The Board agreed to raise the issue with the Trust Board by way of public participation. Action: JR</p> <p>• Care Contribution Minimum Income Guarantee The Board noted Worcestershire County Council's [WCC] response to HWW's letter of enquiry to the CEO of Worcestershire County Council about the Care Contribution Minimum Income Guarantee in the light of increases in the cost of living. Following Board discussion, the Directors agreed that further enquiry would be unlikely to change WCC's approach but agreed to monitor the situation.</p> <p>• Worcestershire's Homelessness and Rough Sleeper Strategy 2022-2025 SA confirmed on behalf of JT that the Quality Committee of Worcestershire's Adults Safeguarding Board was aware of HWW's concerns that the new Worcestershire Homelessness and Rough Sleepers Strategy 2022-25 did not adequately reflect the recommendations of the Thematic Review of the Deaths of Rough Sleepers and that the Chair of the Board was intent on addressing the situation. Action: JT</p> 	Enc 2	<p>JT/MR</p> <p>SA</p> <p>SA</p>
4	<p>Mental Health Services in Worcestershire NHS Urgent Mental Health Service and NHS Counselling and Therapy services</p>	Encs 3 & 4	MG

	<ul style="list-style-type: none"> The Board noted HWW's further enquiry of Herefordshire and Worcestershire Health & Care Trust in relation to the Trust's delivery of NHS Talking Therapies [Enc 3] following the presentation by the CEO of the Trust at HWW's Public Board meeting on 6 February 2023, and considered the Trust's response to that enquiry [Enc 4]. The Directors agreed that further assurance was required in relation to the use of the 'opt-in' letters sent to patients who had been referred for a mental health assessment by the Trust. Action: MG/SA Referring to the invitation made by the Trusts CEO at HWW's Public Board Meeting on 6 February 2023, to HWW to participate in the Trusts 'peer' review process SA reported that further information about the process had been requested from the Trust and progress had been paused whilst that information was provided. SA assured the Board that any decision to engage in the process would be taken at a Public Board Meeting. 		SA
5	<p>HWW's Awareness of Minor Injury Units Report</p> <p>The Board noted the response [Enc 5] to HWW's Awareness of Minor Injury Units Report from the CEO of NHS Herefordshire and Worcestershire on behalf of the Integrated care System in Worcestershire.</p> <p>The Directors agreed to monitor the actions to the report's recommendations that were outlined in the CEO's response.</p> <p>Noted that JR had presented the report at the Integrated Care System's recent Urgent and Emergency Care Workshop, where it had been well received and it had recognised that the pathways into Urgent and Emergency care needed to work for patients.</p>	Enc 5	JR
6	<p>Finding Out About Adult Social Care Services from the NEW Worcestershire County Council Website.</p>		MR

	<p>In JT's absence ME reported on HWW's 'Mystery Shopping' exercise to find out about Adult Social care services from the new Worcestershire County Council website and the draft recommendations.</p> <p>The Directors delegated responsibility to JT and MR to finalise the report and recommendations and publish it.</p> <p>Action: JT</p>		
7	<p>House of Lords Communications and Digital Committee – Inquiry – Digital Exclusion and the Cost of Living</p> <p>The Board noted HWW's submission to the House of Lords Communications and Digital Committee – Inquiry – Digital Exclusion and the Cost of Living</p> <p>[NB The submission cannot be published until published by the HoL Committee.]</p>	Enc	JR
8	<p>Draft Integrated Care Strategy</p> <p>The Board considered HWW's response to the Phase 3 Engagement by Herefordshire & Worcestershire Integrated Care Partnership Assembly on its draft Integrated Care Strategy [ICS] [Enc 6]. In doing so it took account of the comments that had been provided to HWW by members of the Reference & Engagement Group, volunteers, students and the public.</p> <p>During the discussion the following observations were made which the Directors agreed should be reflected in HWW's response:</p> <ul style="list-style-type: none"> • agreement in principle with overall direction and content of the ICS. • Noted strategy focused on communities – needs to be as focused on individuals to reflect the personalisation agenda with its associated benefits of reducing health inequalities, prevention of poor health, promoting self-care and services that meet the needs of individuals. • More emphasis on co-production with individuals and recognition of it as an 'enabler' within the ICS. 	Enc 6	SA

	<ul style="list-style-type: none"> • The inclusion of a reference to improved communication and shared decision-making with patients, service users and their carers, and their access to their healthcare records. • Improve focus on physical and learning disabilities. • Strengthen reference to avoiding digital exclusion. • Include reference to 'socialisation' and its benefits for good health and wellbeing. • Provide an explanation as to health inequalities being recognised as a strategic enabler within the ICS. • The need to know how and when the outcomes detailed in the ICS will be delivered, and assurance that further engagement will take place on them. <p>Noted that the closing date for responses to the Phase 3 engagement had been extended to enable HWW to consider and approve its response at its PBM on 23.03.2023 and therefore the Directors delegated responsibility to SA to finalise and submit a written response.</p> <p>Action: SA</p>		
8	<p>Healthwatch Worcestershire's Company Membership Scheme</p> <p>The Directors agreed the policy and terms of reference for the company's Membership Scheme [Enc 7], revised to include the policy and terms of reference for the members co-opted to HWW's Board, and a new requirement for members to disclose any conflict of interest as defined as a financial interest in the delivery of publicly funded health and care services in Worcestershire.</p>	Enc 7	SA
9	<p>Healthwatch Worcestershire's Budget 2023-24</p> <p>The Directors considered and agreed Healthwatch Worcestershire's budget for 2023-24 [Enc 8].</p>	Enc 8	JR
10	<p>Business Plan 2021-2023</p> <p>The Board noted the Business Plan progress report [Enc 9]</p>	Enc 9	SA

11	<p>Business Plan 2021-2023</p> <ul style="list-style-type: none"> • CB briefed the Board on the process to revise the Business Plan for 2023-2025 [Enc 10], to be agreed at the Public Board Meeting on 27 July 2023. Noted the process will include engagement with the Reference and Engagement Group at HWW's Annual Conference [date tbc] • The Directors agreed to continue with the existing Business Plan until the revised plan is complete and agreed. 	Enc 10	CB