

Agenda Item: 06.02	
Healthwatch Telford and Wrekin Board Meeting	
Date of meeting:	13 February 2017
Title:	Public Board Minutes
Author:	David Bell
For Information	
Executive Summary:	<ul style="list-style-type: none"> • Minutes of the last public board meeting, on 11 October 2016
Financial Implications:	None specifically
Equality and Diversity:	None specifically
Public Engagement:	None specifically
Legal Impact:	None specifically
Recommendations:	<ul style="list-style-type: none"> • Healthwatch Telford and Wrekin board are recommended to note the contents of this report and approve them for accuracy
Is there a need to consider inclusion in the Corporate Risk Register?	No

Healthwatch Telford & Wrekin

Public Board 11 October 2016 - Meeting Point House

Present

Jane Chaplin (Chair)
Carolyn Henniker
Dave O'Loughlin
David Bell
Kate Ballinger (Chief Officer)
Paul Shirley (Staff)

Apology

Barry Parnaby
David Jeffries
Mark Boylan
Steve Timmis

Welcome and Apologies

Jane Chaplin welcomed all to the meeting including seven members of the public. Jane Chaplin noted the apologies and welcomed Pat Grabb to talk about Diabetes.

Diabetes

As Chair of the Telford & Wrekin supporters group of Diabetes UK, Pat had been stirred to action when her husband became ill with Diabetes. The Group gave support to those diagnosed with Diabetes and their families. In the past a week's holiday had been provided for the children of those with Diabetes. However funding from Diabetes UK had ended and now resources were provided by supporters. Pat now gave talks on Diabetes to groups. Pat said she would not talk today but was happy to answer questions.

There was discussion of a possible survey of Diabetes issues with GP's. The numbers of those being diagnosed with type 1&2 Diabetes was increasing and discussion of measures for prevention e.g. reducing weight. Children and Young people increasingly suffer with Type 2 Diabetes and need improved diet & physical exercise opportunities. The issues were the offer to patients and choices of treatments. Experience in hospitals varies particularly due to the lack of clear Pathways.

Jane Chaplin thanked Pat for her contribution and looked forward to working with Diabetes UK

Notification of Matters to be raised by the Public.

Members of the audience raised the prospect under possible local health plans of Telford losing the Women and Children's Unit and the growing uncertainty over

hospital and related plans under the Future Fit Programme and asked what action HWT&W should take to reflect public opinion. There was tension between the needs & communities of Telford & Wrekin, Shropshire (with an older & rural community) and Powys. Telford was a growing community of a 170,000 population that would grow to 240,000. Money had been recently invested in Women & Children's services in Telford where there were young families providing the majority of births. Telford was building homes and creating employment. Plans should look forward to the future needs of each area.

Declarations of Interest

There were no new declarations of interest

Minutes of the last Public Board on 6 July 2016 and Matters Arising

The Minutes were agreed as a record of the Meeting. Concern was raised about the lack of progress on a survey of Discharge which HWT&W had piloted. Discharge was a major issue blocking beds but needing joined up health & community provision. It was not clear why discussions in the health service were holding up further work on the survey.

Matters for Decision

Moderation Policy Proposal

The Feedback Centre requires moderation. Advice had included from platforms like Patient Opinion and NHS Citizen and other LHM users. The policy had at its centre "rule zero" and other issues were sharing comments with providers, safeguarding concerns, private health and social care organisations, HWT&W's right to amend to ensure anonymity and signposting to other complaint services. It was agreed that we must consider data protection issues and the moderation policy should be checked as part of the suite of HWT&W Policies and be reviewed in six months.

Matters for Information

Joint Chairs Report

The Board had lost Board members and recognised that the capacity of voluntary Board members was not unlimited. We had welcomed a new member of staff, our new bookkeeper and Samantha Wells as our new Commissioner. The highlight of the summer was the work on and publication of the CAMHS survey report started by our Youth Network. Our Engagement activities were now being re-inforced and we were looking at new formations of GP services through our Enter & View programme. There had been radio opportunities and a stall at the new SATH Open Day. However, there had also been challenges including a small theft from the office. The autumn would be a busy period with key decisions expected on hospital services and other initiatives including the STP Plan and Neighbourhood working in which we needed involvement. Thanks were owed to staff & volunteers.

Chief Officer's Report

The number of Engagement activities was increasing. Working with volunteers was still a challenge; we had attended the August HWE Network. We were attending meetings on the STP, Future Fit and Engagement and had started the Trinity Healthcare and PRH car parking surveys.

There was a discussion on improving activity around volunteers including training also how to improve HW and voluntary involvement in the STP process. We were doing our best to publicise the CAHMS report. We needed to publish more reports. We were attending Mental Health Hub meetings and other mental health initiatives and working on our quarterly Monitoring Report.

Finance Report

David O'Loughlin, Chair of Finance & Income introduced the financial summary and outlined the income streams and steps on project and commissioned work. He expressed thanks to Steve Timmis and Diane Ramsey (Book Keeping). There were challenges ahead and budgeting needed confirmation.

Health Report

The key events that provided health information were attendance at the SATH Boards and meetings, the CCG Board and meetings with the Chair of the CCG and the Primary Care Committee and Roundtable and the meetings on Future Fit. Bodies were holding their AGM's. SATH management had developed a new strategic plan. The key issues were the escalation levels at the Hospitals as winter pressures approached. The issue of preventing admissions and Health and Care working to improve discharge also getting improved pathways for Dementia, Cancer care and heart diseases. Key other bodies were the Health & Wellbeing Board, and Scrutiny. It was a key period for decisions on future health provision.

Enter & View Report

Five Enter & View visits were completed and six visit draft reports were in progress. Plans had been made for the autumn and winter visits programme to care homes, GP surgeries, and A&E provision. The theme would be Dementia care. Volunteers were in training and increasingly leading visits. A new initiative has been the ex-Services mental health project. All visits are based on soft or harder intelligence provided by the CQC, Scrutiny, and Social Services etc. Decisions are made by the Enter and View Committee.

Youth Report

Over the summer the main activity has been on the Youth mental health & harm survey with nearly all of Telford's senior schools and analysis by Public Health. After publication the aim was to circulate the Report to the Health & Wellbeing Board and other key bodies. The survey has greatly added to the reputation of HWT&W and Youth members have supported the discussion of the Report with

influence leaders. We are now discussing with members the aim of the next survey. Bodies such as the Police want to learn from our skill at engaging young people. The way forward will be a Youth Network for older members and a Youth Club for younger members.

.Older People & Dementia Report

Bodies such as Age UK are awaiting Council intentions on funding after 2018 and joining together to make a strong case for the value of voluntary prevention services which also reduces pressure on hospital admissions and improves discharge. Age UK STW's annual report is packed with statistics to show the number of clients engaged and the levels of benefits secured.

The Health Economy Steering Group for Dementia has been reorganised and now chaired by the Alzheimer's Society and been working on a new cross County Dementia Strategy focussed on preventing well, diagnosing well, living well, supporting well and dying well.

Mental Health Update

We are regularly meeting with Gary George from the mental health team and the mental health working group. We try to keep contact with the Patient & Carers chorus group at Redwoods and SSFT. We are also in the group looking at development of a Mental Health Hub in Telford to provide out of hours crisis support.

Volunteers Update

We need able volunteers to help with Engagement and Enter & View and to help with the Office and surveys. We have tried to recruit volunteers and we are holding volunteer drop-ins and volunteer workshops. Volunteers need jobs to do and need support. We are very grateful for the volunteer hours we receive.