

# Healthwatch Telford and Wrekin Public Board Meeting

Monday 1<sup>st</sup> June 2015, 18:00

Quaker Room, Meeting Point House, Southwater Square, TF3 4HS

## Attendees

David Bell	DB	HWTW Joint Chair
Mark Boylan	MB	Board member
Carolyn Henniker	CMH	Board member
David Jeffries	DJ	Board member
Barry Parnaby	BP	Board member
Gill Stewart	GS	Board member
Kate Ballinger	KB	HWTW Manager
Minute Taker: Matt Lever	ML	HWTW staff

## Meeting Minutes

DB had phoned ahead to inform the board that he was running late. With JC also absent, GS agreed to chair the board until he arrived.

### 1. Apologies

Jane Chaplin, David Bell (running late - arrived at ~18:45)

### 2. Declarations of Interest

MB announced that he had been elected Councilor for Ketley and Overdale in recent elections. He is also a member of the Health and Adult Social Care Scrutiny Committee.

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**Approved by HWTW board**

Signed..... Date.....

### 3. Minutes of Last Meeting

Minutes reviewed and action list updated. Minutes of the meeting agreed as accurate by the board.

### 4. Matters Arising

Sexual health survey report was not ready and will need to be presented to the next board meeting.

DB not present, so all members agreed to leave the mental health project development progress update for later in the meeting.

KB said that the YOUTH project is an established, ongoing project, and not needed as an action any longer. BP agreed to regularly report on its progress at future meetings. Action closed.

CMH pointed out that the trend report needs to be looked at when more robust systems are in place; this is likely to take longer than a month. GS recommended moving the deadline to the 5<sup>th</sup> October meeting, and all agreed.

The 'About Us' section updates are ongoing. ML had not received any copy from JC; ML to contact JC and remind her of this action. Review at October board meeting.

KB said that the 'Future Fit mural' is an ongoing action, which the YOUTH group will begin taking to engagement events over the summer holidays.

Regarding more proactive reporting to the Health & Wellbeing Board, KB said that JC is planning to present the HWTW annual report to their next meeting in September. Action closed.

Action #8 closed, pending further investigation.

GS and KB are to review Action #9 (now #10), ready for the next board meeting in October.

### 5. Matters for Decision

#### 5.1 HWTW HR policy

KB pointed out that in light of recent news that the contract novation has been postponed for the foreseeable future, this policy may no longer be relevant. However, she added that it may be worth the board agreeing to it in principle so that it is ready to be enacted should circumstances change. GS highlighted that a few errors need to be corrected, but it can be agreed in principle. MB proposed, BP seconded; all approved. ML to remove the file from the board papers on the website, however, as Parkwood's HR policy is still in force.

#### 5.2 Ratification of board decisions

The board ratified the decision to obtain a HWTW credit card, as discussed at the extraordinary board meeting on May 1<sup>st</sup> 2015.

### 5.3 August board meeting

KB recommended that the August 2015 public board meeting, scheduled for August 3<sup>rd</sup>, be postponed to October, as a number of directors, staff, and members of the public will be on holiday during August. GS agreed, suggesting that an extraordinary board meeting could be called if deemed necessary. CMH agreed also, though recommended that a series of interim status reports be uploaded on the website in August as a means of keeping the public up-to-date.

## 6 Matters For Information

### 6.1 Joint Chairs' Report

DB and GS together summarised the contents of the chairs' report for the benefit of attendees. From this arose the idea that the board should author a goodbye letter for SaTH Chief Executive, Peter Herring, who is retiring later in the year. DB said that he will create a draft and circulate to the rest of the board.

DB took this opportunity to thank the board for their hard work during the build-up to contract novation, particularly CMH for her work on an office IT solution, and GS for her work on the HR manual.

### 6.2 Manager's Report

KB summarised the contents of the manager's report for the benefit of attendees.

She highlighted a strong need for outdoor equipment over the summer, such as wind-proof banners, due to the number of outdoor events HWTW shall be attending.

It was recommended that all board members attend the Healthwatch England conference on July 1<sup>st</sup>.

BP expressed concern at the news that the Better Care Fund Programme Board had been stood down, placing renewed importance on transparency, particularly in regards to how public money is being spent. GS agreed, adding that it was important that HWTW keeps track of how the BCF project is being managed. DB recommended that a member of the board attend with KB during her meeting with Michael Bennett; KB will send out details of the meeting when she has them.

KB suggested that the GP access report be presented to the CCG GP Forum, and thanked ML for producing it. KB will need to get in touch with Jo Leahy to find out who chairs the GP Forum.

Regarding the NHS Citizen project, KB explained that our initial troubles in attending the London meeting have been solved, as the Tavistock Institute are prepared to use NHS Citizen money to fund a HWTW place at the meeting. The Tavistock Institute have also indicated that they would be willing to assist with the next stage of the GP access project, which will look at people who failed to get appointments.

## 6.3 Director's Reports

### 6.3.1 Enter & View

CMH began by pointing out that, as of that time, the report included in the board documents was no longer current due to the Lightmoor View report now being published online. The Beaumaris Court report has also been published, sans any service provider feedback.

CMH then summarised the rest of the report. She added congratulations for Janet O'Loughlin (in attendance as a member of the public) and Liz Macaskill for being successfully re-elected to the Enter & View Committee. CMH adds that a number of safeguarding alerts have been raised as a result of the enter & view programme, which she believes to be a demonstration of the programme's effectiveness.

### **6.3.2 YOUTH**

BP points out that due to the exam season there is little to report on at present; there was no YOUTH meeting last week, and the next one is tomorrow.

### **6.3.3 Safeguarding**

BP summarised the report.

### **6.3.4 Local health boards**

GS summarised the report. Highlighted that the PRH stroke unit had received international praise from visiting Australians. It was noted that the boards had continuing concerns regarding funding, but they were at least glad of a continuous, stable government.

This prompted a discussion regarding the feasibility of seven-day GP opening hours; KB highlighted that without more GPs it was not feasible, and that appointments would simply be spread out more throughout the week with no more real capacity than before.

A member of the public took this opportunity to ask if there was an issue with the new Care Act stopping personal carers from attending hospital with their charges, forcing hospital staff to care for challenging patients themselves. GS will explore this issue and report back.

### **6.3.5 Older people and dementia**

DB summarised the report. He noted that he was also expected to produce an equivalent mental health report in conjunction with this one, and will endeavour to do so for future board meetings.

When DB highlighted the number of dementia groups that operate in the borough, CMH suggested that HWTW could act as a facilitator at some manner of annual event, in an effort to bring these disparate groups together.

### **6.3.6 Volunteer report**

MB summarised the report. KB noted that the plans to establish a volunteer sub-committee may need board approval. BP proposes the board help to enact the plans outlined in the report. GS seconds. All approved.

## **6.4 Health and Wellbeing Board report**

JC not in attendance. KB noted, however, the newly-reformed H&WB has yet to meet since the elections.

## **6.5 Finance report**

It was highlighted that the finance report needs to be discussed in conjunction with

novation.

### 6.6 Trends report

The board reviewed the report. CMH noted that it may be interesting to keep an eye on the volume of feedback received from care homes before and after HWTW undertakes residents and relatives meetings, to measure how effective these are.

### 6.7 Novation update

DB reviews what novation is and what it means for HWTW. As was noted earlier in the board meeting, novation of the contract is currently postponed due to internal changes at Parkwood Healthcare.

GS ends the meeting at 20:10.

## 7 Date and time of next meeting

<b>Next Meeting Date:</b>	05/10/2015
<b>Next Meeting Location:</b>	Quaker Room, Meeting Point House
<b>Minute Taker:</b>	TBC

## Action List

Item No.	Open Date	Description	Assigned To	Target Date	Date Closed
1	06/10/14	KB to bring further information to board attention in the near future to consider the continuation of the Young People and Sexual Health Services Project.  01/06/15 The sexual health survey report will need to be completed and presented at the next board meeting.	KB	<del>05/10/15</del> 05/10/15	Open
2	06/10/14	DB to update board members on the progress of the Mental Health Project Development.  02/02/15 This has been changed to point of special interest. DB to continue updating the board on this.	DB	Ongoing	Open
3	06/10/14	KB to further develop the Youth Network project.  01/12/14 update- First meeting scheduled to take place 13/01/14 contact Debbie from young careers to recruit members  02/02/15 First few meetings complete, HWTWYN to sub lead on Sexual Health project.  01/06/15 No longer needed as an action as YOUTH is established. <b>Action closed</b> , with a view to regular updates to board.	KB,BJ	01/06/15	01/06/15
4	01/06/15	Produce regular reports to the board on the progress and activities of YOUTH.	BP	Ongoing	Open

Item No.	Open Date	Description	Assigned To	Target Date	Date Closed
5	06/10/14	Work with the board to develop a trends report that satisfies all board members. 01/06/15 To be addressed when data systems are in a better state. Review at October meeting.	ML, CMH	On going	Open
6	01/12/14	Produce a paragraph to summaries what HWTW is and what it does, to be uploaded onto the website. 01/06/15 No progress. ML to proactively liaise with JC on the matter.	JC,ML	<del>01/06/15</del> 05/10/15	Open
7	01/12/14	Plan event around the Future Fit Mural 01/06/15 YOUTH will be taking the project out during summer engagement activities.	KB, Office	Ongoing	Open
8	02/02/15	Discuss more proactive ways of reporting to the Health and Wellbeing Board. 01/06/15 JC to present annual report to the H&WB in September. <b>Action closed.</b>	JC	01/06/15	01/06/15
9	02/02/15	Send the exact negative feedback received for Woodside Health Centre to DB. 01/06/15 Board unsure as to the purpose of this action. <b>Closed</b> pending investigation.	ML	30/04/15	01/06/15
10	13/04/15	Design and circulate an information log for the HWTW board, for any ongoing actions which will need updating in the future. 01/06/15 Review at October board meeting.	GS, KB	<del>01/06/15</del> 05/10/15	Open
11	01/06/15	Remove HR policy from board documents online.	ML	02/06/15	02/06/15

Item No.	Open Date	Description	Assigned To	Target Date	Date Closed
12	01/06/15	Board to produce interim update reports to be uploaded to the website, to compensate for the cancellation of the August public meeting.	All	03/08/15	Open
13	01/06/15	Board to produce a farewell letter for Peter Herring. DB will author a draft for circulation to the rest of the board.	DB	03/08/15	Open
14	01/06/15	A member of the board to join KB in meeting with Michael Bennett, re: Better Care Fund. KB to send details on the meeting.	Board, KB	Ongoing	Open
15	01/06/15	Look into the possibility of presenting the GP access report to the CCG GP Forum. Learn who chairs the forum from Jo Leahy.	KB	Open	Open
16	01/06/15	Produce a regular mental health report for future board meetings.	DB	Ongoing	Open
17	01/06/15	Begin enacting the proposals laid out by Agenda Item 5.3.6 (volunteers report), esp. the formation of a volunteer sub-committee. MB to assume the volunteer supervisor role in the interim. Office staff to aid transition.	MB, office	05/10/15	Open
18	01/06/15	Monitor incoming service user feedback to gauge whether residents and relatives meetings at care homes are having any effect.	ML	Ongoing	Open