

Healthwatch Board Meeting

Meeting Logistics

Facilitator:	Jane Chaplin
Scribe:	Matt Lever
Date:	06/10/2014
Time:	18:00hrs
Location:	Quaker Room, Meeting Point House, Telford

Invitees/Attendees

Attend Y/N	Attendee Name
Y	Matt Lever (ML)
Y	David Bell (DB)
Y	Jane Chaplin (JC)
Y	Kate Ballinger (KB)
Y	Martyn Withnall (MW)
Y	Carolyn Henniker (CH)
Y	Tina Jones (TJ)
N	Gill Stewart (GS)

Pre Reading

Item No.	Title/Description
1.	Enter & View Policy v2.docx
2.	Declaration of Interests Policy
3.	GP Access Survey.docx
4.	Young People and Sexual Health Services Project proposal
5.	Escalation.doc
6.	Mental Health Project proposal.docx
7.	Youth Network Policy.docx
8.	Joint Chair's Report v1.2.docx
9.	Manager's Report V1 2.docx
10.	Older People & Dementia Report.docx
11.	Quarterly Report Telford Wrekin Apr to Jun 2014.pdf

Agenda Items

Item No.	Description	Time	Presenter
1.	Apologies	18:00	JC
2.	Declaration of Interest		JC
3.	Minutes of last meeting		JC
4.	Matters Arising		JC
5.	Matters for Decision		
	5.1 Enter & View Policy Revision		CMH
	5.2 Register of Interests Policy		KB
	5.3 GP Access Survey		KB
	5.4 Young People and Sexual Health Services Project		KB
	5.5 Mental Health Project Development		DB
	5.6 Youth Network Policy		KB
6.	Matters for Information		
	6.1 Chairs Report		DB
	6.2 Managers Report		KB
	6.3 Director Reports		
	6.3.1 Health and Wellbeing Board		JC
	6.3.2 Scrutiny Board		MW
	6.3.3 Future Fit		JC
	6.3.4 Better Care Fund		CJH
	6.3.5 Dementia and Older		DB
	6.4 Enter & View Committee Report		CMH
	6.5 Finance Report		KB
	6.6 Trends Report		ML
7.	Date and Time of next meeting		JC
8.	Action List		DB/JC

Meeting Minutes

1. Apologies

Gill Stewart sent her apologies.

2. Declarations of Interest

DB informed the board that he is a trustee of Age UK. CMH informed the board that she is a public member of Shrewsbury and Telford Hospital Trust, and she works for Hewlett Packard.

3. Minutes of Last Meeting

All agreed on the accuracy of the minutes. It was highlighted that Carolyn Henniker should be referred to as 'CMH' in minutes from now on, to properly distinguish her from Chris Hancock (from now on referred to as CJH).

4. Matters Arising

DB enquired as to the status of the phlebotomy report; particularly on the subject of raising it with Healthwatch England and other local Healthwatch. KB replied that the CCG is still in the preliminary planning stages of their report, so no progress has been made there. KB thought that the phlebotomy report would be brought to the attention of HW at the next West Midlands meeting.

5. Matters for Decision

5.1 Enter & View Policy Revision

CMH informs the board that it has been necessary to extend the timelines for getting reports to providers due to an increasing workload making the previous one impossible; it will be possible to revert to the previous timelines when staffing is better suited to them. All approved

5.2 Register of Interest Policy

KB summaries the contents of the policy for the board, and explains that it has been constructed using examples from myriad other local Healthwatch. KB says that volunteer interests, particularly those of authorised representatives, should be made available online – although 'sensitive' interests, though recorded, will not be made public. It will be up to the board to decide what constitutes a 'sensitive' interest. KB finishes by suggesting that conflicts of interest should be available at every board meeting.

MW proposes adopting the policy; CHM seconded. All approved.

5.3 GP Survey Project Proposal

KB explains that approval is sought for the six surgeries selected for the survey, and explains the rationale behind the surgeries selected: Dawley selected at the request of their PPG and for their unique 'sit and wait' policy'; Wellington because of their 'doctor first' policy; Leegomery because it is fairly small, in the middle of Telford, no patient

Healthwatch Board Meeting

feedback has been received about it despite two negative CQC reports; and Linden Hall because it is in Newport and we have had no feedback about it. KB will alert the board of the dates we plan to visit these surgeries, and adds that a significant amount of volunteer time will be tied up in the project.

TJ suggests that a poster should be produced and placed in the surgeries targeted, alerting patients to the fact that they can complete the surveys online – all agree that this is a good idea.

MW proposes that the board adopt the suggested surveys; CMH and DB second. All agree.

5.4 Young People and Sexual Health Services

KB summarises the project outline for the board, and asks for board approval to commence work on the project; after this, a GANT chart will be produced to plan the progress of the project. Concerns were raised about the increased workload this project would place upon HWTW and the vague nature of the outline; KB reiterated that this was just a proposal.

JC asks board to vote on whether there is agreement to take this project further. DB, with reservations, proposes we agree the project outline, on the proviso that KB brings further information to board attention in the near future to consider its continuation. MW seconds. All agree.

5.5 Mental Health Project Development

DB willing to take the project forward personally, so as to save staff resources. JC puts forward that we take this as a discussion without decision, referred to a later board meeting (February 2015). KB agrees to feed relevant information to DB to assist with this. All agree.

5.6 Youth Network Policy

KB explains that this is to put a framework in place to get more young people involved in HWTW in a formal capacity, with a view to putting a young person on the board. CMH proposes, seconded by MW. All agreed.

N/A Public Comments

Noting that it is not on the agenda, JC asks the public attendee if they had any comments or questions. Public member asks about the Mental Health Act, which was addressed by KB, with TJ offering to take it up further after the meeting.

6.1 Chair's Report

DB formally welcomes CMH and GS to the board, and mentions that he had been interviewing another potential board member prior to the board meeting.

6.2 Manager's Report

KB summaries the Manager's Report for the board.

Healthwatch Board Meeting

6.3 Director Reports

6.3.1 Health and Wellbeing Board

JC summarises the meeting, and mentions that HWTW annual report was presented to the H&WB and was well-received.

6.3.2 Scrutiny Committee

MW informs the board that he was not able to attend the last Scrutiny Committee meeting, and they do not accept deputies.

6.3.3 Future Fit

JC summarises report. KB highlights the issue with urgent care centres in T&W, and how we quickly responded to complaints. As a result they are looking for a location for a second urgent care centre. DB believes we should be pro-active and get Telford representatives together to speak with a unified voice on FutureFit before decisions are made.

6.3.4 Better Care Fund

MW agreed to go to BCF meetings if necessary. KB suggests we need to increase our understanding of it, and that we get somebody in to talk to the board about it. KB to action this for next meeting. TJ to consult with KB if she has a conflict of interest with BCF for next board meeting.

6.3.5 Dementia and Older People

DB says that this is explained in the relevant board paper.

6.4 Enter & View Committee Report

Two E&V reports need board approval. CMH requests that the board ratify the reports due for publication. KB points out that the board delegated responsibility for E&V to CMH; board agreed that CMH has final authority from this point forward.

6.5 Finance Report

JC voices her displeasure at the fact that requested finance information 4 months out of date, and that it is not possible to make judgements regarding the novation of the contract in the future without up-to-date and detailed information. JC asked at the last meeting, and now demands up-to-date information within 7 days. Information should also be sent monthly. KB believes that the best way to get this issue resolved is for her to forward an e-mail from the board to Parkwood. JC to author this, and MW will contribute also.

6.6 Trends Report

Board will read through the report and communicate their thoughts to ML. CMH recommends that for the next version, a combination of detailed statistics and easy-to-read text be used.

Time Meeting Closed 21:05hrs

8. Next Meeting Details

Next Meeting Date:	01/12/2014
Next Meeting Location:	Quaker Room, Meeting Point House
Facilitator:	David Bell & Jane Chaplin
Scribe:	Bart Janac

9. Action List

Item No.	Open Date	Description	Assigned To	Target Date	Date Closed
1	06/10/14	Refer to Carolyn Henniker as 'CMH' in minutes from now on to distinguish her from Chris Hancock.	Future minute-takers	01/12/14	Closed
2	06/10/14	Board members to complete and return to the office a copy of the Register of Interests.	ALL	01/12/14	Open
3	06/10/14	KB to inform the board of the dates HWTW shall be visiting the six surgeries as part of the GP Access Survey Project.	KB	20/10/14	Closed
4	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.	KB	01/12/14	Open
5	06/10/14	DB to update board members on the progress of the Mental Health Project Development.	DB	02/02/15	Open
6	06/10/14	KB to further develop the Youth Network project.	KB	Ongoing	Open
7	06/10/14	KB to invite somebody to talk to the board at the next meeting regarding the Better Care Fund.	ML	01/12/14	Open
8	04/08/14	Obtain up-to-date financial information from Parkwood.	KB, JC, MW	13/10/14	Open
9	06/10/14	Work with the board to develop a trends report that satisfies all board members.	ML, CMH	01/12/14	Open