

Healthwatch Warwickshire
Minutes of the 44th full Healthwatch Warwickshire Board Meeting
Tuesday 12th November 2019
10.00am to 12.00pm
Squab Hall

Present:

Liz Hancock (EH) - Chair,	Gita Patel (GP),
Trevor Wright (TW) - Vice Chair,	John Copping (JC),
Mike Flaxman (MF) - Chair FAG,	Jerry Roodhouse (JR),
Leonard Harvey (LH)	

In Attendance:

Chris Bain (CB) - Chief Executive, Claire Jackson (CJ) - Head of Operations, Maggie Roberson (MR) - Authorised Representative, Lucy Dean (LD) - for minutes

1) Welcome and Apologies

Apologies have been received and accepted from Paul Tolley, Bob Malloy and Su Jenkins.

The Chair informed the group that Bob Malloy has tendered his resignation as a board member. The board wished to express their thanks to Bob for his time on the board and for his work done as Chair of the HR sub-committee. He is expected to be present for the next HR meeting (16th Dec).

2) Declaration of conflict of interest

As detailed in the Agenda.

3) Board Response to 5-Year Plan

CB gave a presentation (attached) setting out the priorities of the Coventry & Warwickshire Health & Care Partnership (H&CP) Long-term plan.

We now have more time to respond to the H&CP with feedback on the document due to issues with Purdah, although this hasn't been formally expressed so HWW will still submit a response by Friday (15/11/19).

ACTION: CB to submit response to the H&CP.

Discussion/ comments on the plan:

- There is a problem with recruitment of GP trainees.
- The issue of Social Care underfunding is not addressed.
- Investment in Technology is easy to do, the real difficulty is managerial.
- Emergency care targets have not been met for 4 years.
- Young People's Mental Health - working with schools will be critical. There may be an opportunity for Healthwatch to get involved to encourage this partnership.
- The role of pharmacies is expanding. There is some communication between pharmacies and Primary Care Networks in South Warwickshire, less so in the North of the county. There is a need for General Practices and Pharmacies to work better together.
- There is increased pressure on third sector organisations.
- A problem is that the H&CP has no statutory footing - the report doesn't address the fundamental point of how things are funded. HW does have a statutory footing.
- Patient voice needs to be at *network* (/neighbourhood) level which is essentially Primary Care Networks, *place* (the 4 Places are Coventry, Rugby, South Warwickshire and North Warwickshire) and *system* level (Coventry & Warwickshire Health and Care Partnership) - greatest at Place level, with HW England's voice at a regional level. There is no specific targets for PCNs to engage with the public, this emphasises importance of HW influencing at

'place' level. HW can help on interface zones, to try and ensure patient voice is heard at each of these levels.

- What is missing from the plan is a requirement for engagement with patients and carers. There needs to be engagement with local communities and consideration of their needs - not just in a tokenistic way.
- Engagement with Local HW is included as a requirement nationally but not locally.
- Criminal Justice; many people in prison are there because of a mental health problem.

TW and MF expressed interest in helping with engagement with/ campaigning for the Deaf community (expansion of the Rights to Access Project).

JR noted that the Patient Participation Group (PPG) at his GP practice is incorrectly seen as a fundraising group by the practice.

4) Minutes from the previous meeting

The minutes of the Healthwatch Warwickshire Board meeting on 10th September 2019 were agreed to be an accurate record of proceedings.

5) Matters Arising

The actions from the previous meeting minutes were reviewed - no actions outstanding.

- An agreement with WCAVA for extra desk space has been agreed.
- A meeting has been arranged for Monday 25th November to produce a definitive action plan for the office relocation.
- It was established that there are defibrillators located at Leamington train station, and the Town Hall so there is no need for one at the HWW Office.
- Thanks to Mike Flaxman for his accounts report presented at the AGM.

6) Chair's Report

6.1 Update from the Chair

Written report attached, including an extract from the Health & Wellbeing Board Minutes.

6.2 Skills Audit

Report attached.

The following link directors were appointed for each key area of work:

1. NHS Long Term Plan Engagement - Jerry
2. Homelessness & Primary Care Access - Trevor
3. Patient Experience & Patient Voice (role of PPGs) - Jerry
4. Waiting times for assessments & referrals - Gita and Leonard
5. Partnership working - John
6. Funding Opportunities - Liz and Mike
7. New Premises - Trevor

Skills to be developed: IT, digital, PR, comms.

(JR left the meeting)

7) CE's Report

The CE presented his report to the Board (attached).

Vina's Right to Access workshop at the HW England conference was outstanding and has gained a lot of praise and recognition since.

HWE are releasing a new Quality Framework (Evidence based audit of what we are already doing) - there would be a benefit to us being an early adopter.

We are looking forward to a new member of staff, Poonam Thompson, joining the team on 13/11/19.

8) Head of Operations Report

CJ presented an update on the feedback received on the last (Q3) Performance Report. We continue to be rated as Good. It was a very positive meeting with minimal actions arising.

CJ is very happy with Q4 report, which has just been written and will be circulated. The report includes a summary of Year 1 of the contract, as we are now moving into Year 2. The Chair added that the report is very good, and reflects the hard work put in by the staff.

CJ also highlighted that the staff handle calls from the public that can be distressing to deal with, as people are often at crisis point by the time they contact Healthwatch. It was asked whether additional training needs to be put in place to help with the emotional burden that is placed on staff.

ACTION: CJ/ LD to discuss with staff team and develop a Strategy Document for coping with difficult phone calls.

9) Priority Project Update

9.1 Progress update on Rights to Access Project

Project to be extended to include people with hearing loss. Workshops moving into Nuneaton & Bedworth.

9.2 NHS LTP - Dissemination of Findings

Development of Phase 2 of the project to be agreed and started.

10) Reports from Subgroups

10.1 Finance and Audit Group

Details in CE report.

10.2 HR Subgroup

Next HR meeting is on 16th December 2019.

Role of HR Subgroup to be looked into. When it was set up the purpose of the group was to check for compliance with HR regulations, but it doesn't need to fill that role anymore.

It may be better for the group to meet as and when needed to look at specific issues as they arise e.g. Volunteer support.

Policies can be reviewed when guidelines change e.g. GDPR.

ACTION: To be discussed at next HR Meeting in December 2019.

Suggested way forward: Annual review of HR Documents, with CJ attending ACAS training annually to be aware of any updates to legislation.

HR and legal advice may be available from the CIC Association, or the Chamber of Commerce.

Maggie suggested Peninsula, a national organisation for HR.

MF will be meeting BM for an exit interview.

(GP left the meeting)

11) Volunteer update

MR reported that the volunteers are looking forward to End of Life Training. They would like to know what appropriate, focussed questions to ask care home staff. Also, what training is available to recommend to carers working in care homes.

The Town Thorns care home visit went well.

CJ added that Stephen O’Hanlon came to the last volunteer forum asking for feedback on a Maternity Services listening document. The staff and volunteers provided feedback, which has been incorporated into the document. Stephen has asked to come back to the forum in the future.

The Volunteer Recruitment strategy is still in development and will be undertaken in collaboration and with full involvement of the volunteers.

CJ has met up with someone interested in volunteering for HWW, who is coming to the next volunteer forum to meet the team. She currently works at a care home where an Enter & View took place recently and was very impressed with the approach of the volunteers and staff on the visit.

12) AOB

TW has attended a meeting with Dementia carers - looking to put a specialist training centre in Warwickshire.

Summary of Actions:

(item 3) **CB** to submit the HWW response to the 5-year plan to the H&CP

(item 8) **CJ/ LD & staff** to develop a Strategy Document for coping with difficult phone calls.

(item 10.2) Role of HR Subgroup to be discussed at next HR Meeting. **CJ**

13) Date of next meeting

The next meeting will be held from 10.00am to 12.00pm on **Tuesday 14th January 2020** at Squab Hall, CV33 9QB.

From March onwards the meetings will return to the Age UK meeting room at 8 Clemens St, Leamington Spa, CV31 2DL (next door to HWW office).

Minutes Approved by:

Signed:

Date: