



Healthwatch Dudley Board Meeting (in public)

Monday 11 August 2014, 6.30pm
Bank Street Church Hall, Brierley Hill

Attendees

Name
Pam Bradbury - PB (chair)
Maria Bailey - MB
Karen Bridgewater - KB
Jayne Emery - JE
Karen Garry - KG
Tom Hayden - TH
Sally Huband - SH
Joseph Janjua - JJ
Bill Weston - BW
In attendance
Chris Barron - CB
Irene Crofts - IEC (note taker)
Rob Dalziel - RD
Mel Guest - MG

Apologies

Name
None

Notes

Discussion	Action	Deadline
Welcome / apologies Pam welcomed everyone to the Healthwatch Dudley Board meeting, the first to be held in public. There were no apologies from Board members.		
Meeting notes and actions from last meeting Pam went through the action notes from the last meeting and closed all outstanding actions with the exception of:		

Discussion	Action	Deadline
<ul style="list-style-type: none"> A response to the proposal to CCG for research focusing on a patient's journey was still awaited. JE to provide an update at the next meeting. 	JE	
<p>Chief Officer's Report Jayne updated the Board on the following items:</p> <p><i>Office Accommodation</i> Plans were being progressed for Healthwatch Dudley to move into offices in Stafford Street, Dudley. This would provide sufficient office space for the expanded team, together with a reception area and meeting rooms.</p> <p><i>Better Care Fund</i> Changes were being made to the Better Care Fund plans, which is a Department of Health initiative, to develop the integration of health and social care services. Proposals are due to be resubmitted in September 2014.</p> <p>A local metric needs to be developed to provide a baseline against which the impact of service change on patient experience can be measured. Pam informed the Board of new guidance from the NHS Confederation and LGA which she agreed to circulate to Board members.</p> <p>Whilst there was some national guidance Jayne also emphasised the need to develop a metric that was realistic and meaningful for Dudley.</p> <p>Board members discussed a number of implications for Healthwatch Dudley. These included a role in:</p> <ul style="list-style-type: none"> monitoring the impact of changes on patient experience looking at any changes in the quality of services scrutinising local consultations to ensure all voices are heard and taken into account in the development of services informing and consulting the public, when proposals are known <p>Jayne agreed to keep the Board updated on progress at the next Board meeting or earlier by email if there are any developments.</p> <p><i>Care Act</i> Mel updated the Board on local progress made regarding the Care Act, MG stated that she was working with commissioners at Dudley MBC to plan a series of nine 'in a nutshell' workshops, to be led by different</p>	<p>PB</p> <p>JE</p>	

Discussion	Action	Deadline
<p>organisations, on various aspects of the new Act. Board members were invited to contact Mel if they wished to be involved in this work. Joseph was keen to be involved and was happy to be contacted regarding this.</p> <p>Jayne added that once guidance was available the role for Healthwatch would develop.</p> <p>It was agreed that Jayne would provide a summary of the work underway following a planning meeting to be held on 14 August 2014.</p>	<p>All</p> <p>MG</p> <p>JE</p>	
<p>Priority Action Plans</p> <p>Jayne outlined the purpose of the action plan and proposed that once agreed it should be incorporated into a document along with the terms of reference and the Strategy on a Page. This approach was agreed.</p> <p>Board members raised a number of issues relating to the draft action plan;</p> <ul style="list-style-type: none"> • add a key to explain terminology • add column with qualitative and quantitative measures of difference made eg percentage of carers in contact with HWD • add RAG rating to monitor progress <p>It was agreed that Jayne would propose possible measures for each element of the Plan. These would be distributed prior to discussion at the next meeting.</p> <p>It was also agreed that Priority Action Plans should become a standing item on the Agenda for every future meeting, in order for JE to provide a progress report either in CO report or as standing agenda items.</p>	<p>JE</p> <p>JE</p> <p>JE</p>	
<p>Project Updates</p> <p><i>Pharmacy project</i></p> <p>Rob reported that 7,200 questionnaires had been circulated to pharmacies in the Borough, approximately 300 had been returned to date.</p> <p>15 volunteers had been involved in collating and distributing the questionnaires. Members of the Board that had been involved commented on the success of the activity. Rob stated that there should be an opportunity to reflect this process in the survey report. A further call for volunteers was planned to support inputting of survey returns.</p> <p>Rob added that a focus group was also planned and a report would be prepared for early September. The report to be added to the agenda for the next meeting of the Board.</p>	<p>RD</p>	

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<p><i>Young Reviewers</i> Mel reported on two activities:</p> <ul style="list-style-type: none"> • Two day ‘Enter and View’ training with a group of young people reviewing services. A further session was planned for 14 August 2014 as the young people started to undertake reviews. • Training for young people from the Dudley Youth Council which had included the development of a questionnaire on GP services. The young people had gathered a number of responses and were looking at ways to use the data to inform service development. <p>Pam asked for sight of the data prior to a meeting she had at Dudley CCG on 14 August 2014. MG to forward to PB and JE.</p>	MG	14/08/2014
<p>Special Inquiry on Discharge Rob stated that an initial report had been submitted to Healthwatch England (HWE). This report and a case study were circulated. There were sufficient concerns raised regarding the waiting time for medication prior to discharge, which could be an area for further exploration by HWD.</p> <p>The final report would be prepared in the next few weeks and would be presented at the next Board meeting when decisions could be made by the Board if further work could be done.</p>	RD	
<p>Healthwatch England Conference Those attending presented key points from the conference:</p> <p>Karen Garry</p> <ul style="list-style-type: none"> • Examples of good practice including <ul style="list-style-type: none"> ○ North west Healthwatch organisations working jointly on ambulance services ○ Liverpool - equality and diversity template ○ Nottinghamshire Healthwatch organisations sharing resources and staff • Healthwatch Dudley was highly commended for the information champions work <p>Mel Guest</p> <ul style="list-style-type: none"> • CRM database - HWD invited to join the development group • CAB link with HWE on complaints training 		

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<p>Rod Dalziel</p> <ul style="list-style-type: none"> • Research community working together to develop future work • Reflections on how Healthwatch organisations work together <p>Jayne Emery</p> <ul style="list-style-type: none"> • Information champions - have received approaches from other Healthwatch organisations and CABs • Reassurance that Healthwatch Dudley is being innovative • Opportunity to feed into HWE to challenge processes 		
<p>Annual report</p> <p>PB thanked MG for her hard work on producing the annual report. Mel distributed the final report. It was agreed that 500 copies be produced for circulation in the Borough and at the Dudley CVS AGM in October.</p> <p>A future event, possibly associated with the office move, using the annual report was discussed. Mel to provide a proposal to the Board at the next meeting</p>	<p>MG</p> <p>MG</p>	
<p>Accounts</p> <p>Jayne circulated a summary of the financial position for the first quarter of 2014/15. The Board asked for further breakdowns, including forecast expenditure for the year as a whole. In order for informed decisions to be made regarding allocating resources.</p> <p>It was agreed Jayne and Sally would discuss the Board's requirements with the DCVS Treasurer.</p>	<p>SH/ JE</p>	
<p>Questions submitted to the Board</p> <p>None had been received</p>		
<p>Any Other Business</p> <p>Karen asked for an update on parking at the Lion Health Centre, Stourbridge. Chris updated the Board on progress; there was no resolution at this stage but was work in progress.</p> <p>Karen raised similarities in aspects of the roles of National Voices and Healthwatch England. Pam said HWE are working closely with National Voices as there are similarities in objectives for both organisations.</p> <p>Sally stated that a report on HWD was made regularly to the Dudley CVS Board. It was agreed these reports should be circulated to the HWD Board.</p> <p>Joseph complimented the team on the organisation of the pharmacy questionnaire distribution.</p>	<p>SH</p>	

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<p>Bill raised a concern that in undertaking survey work HWD was sometimes seen as responsible for the decisions made by others based on this work. There was a need to manage expectations and clearly explain the role of HWD.</p> <p>Board members asked that where possible all reports to be considered at future meetings be distributed prior to the meeting to allow sufficient time for Board members to comment.</p>	JE	
<p>Date of future meetings</p> <p>It was agreed to publish dates for future meetings based on the first Monday of alternate months, meetings to start at 6.00pm and be held at venues in different localities within the Borough.</p>	IC	